

## Practice details

## Shipdham Surgery

Chapel Street, Shipdham, Thetford,  
IP25 7LA

D82100 Practice code

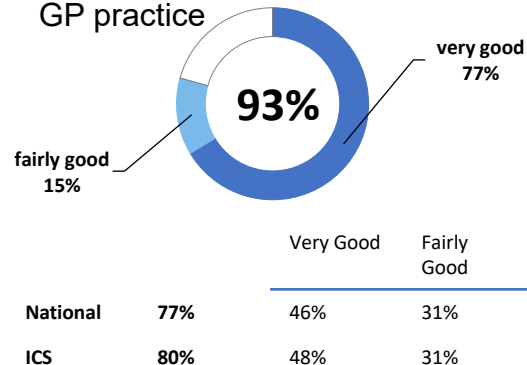
263 surveys sent out

131 surveys sent back

50% completion rate

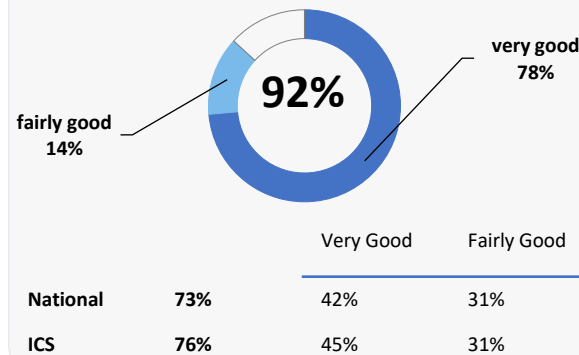
## Overall experience

## Good overall experience of this GP practice

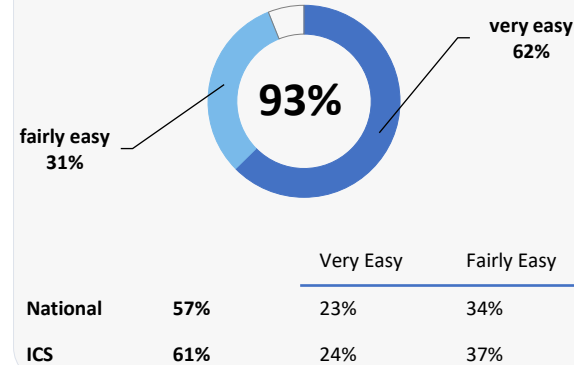


## Accessing the practice

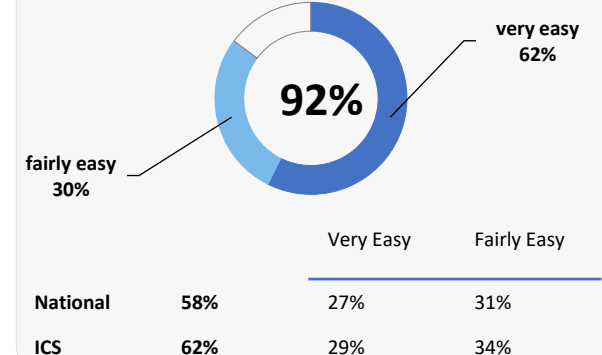
## Good overall experience of contacting this GP practice



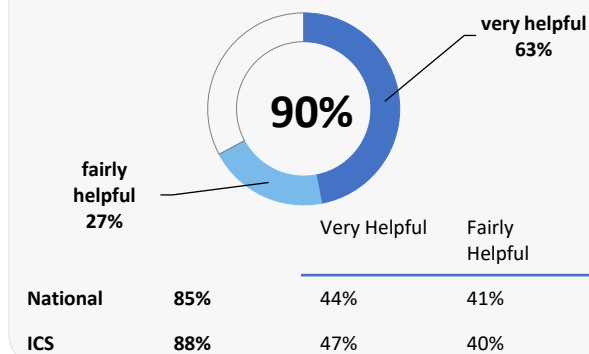
## Easy to contact this GP practice on the phone



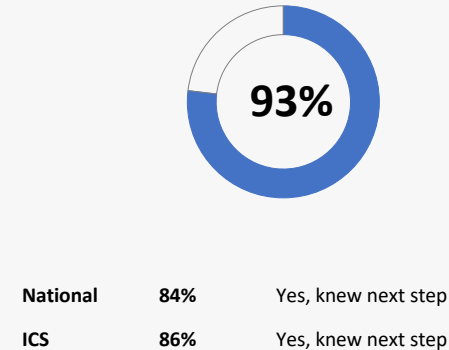
## Easy to contact this GP practice using their website



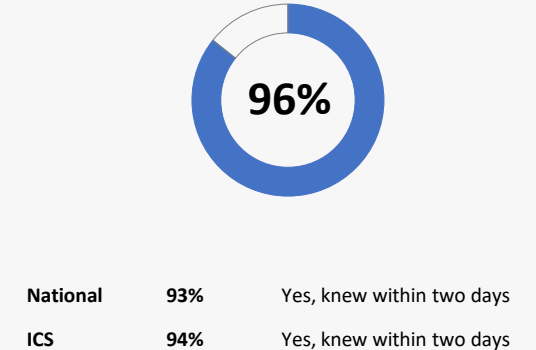
## Helpfulness of reception and administrative team at this practice



## Knew what the next step would be after contacting this GP practice



## Knew what the next step would be within two days of contacting this GP practice



Comparisons with National results or those of the ICS (Integrated Care System) are indicative only, and may not be statistically significant.

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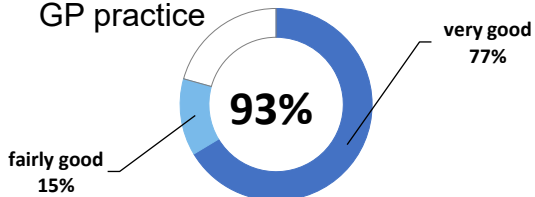
263 surveys sent out

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50% completion rate

## Overall experience

Good overall experience of this  
GP practice



|          |     | Very Good | Fairly Good |
|----------|-----|-----------|-------------|
| National | 77% | 46%       | 31%         |
| ICS      | 80% | 48%       | 31%         |

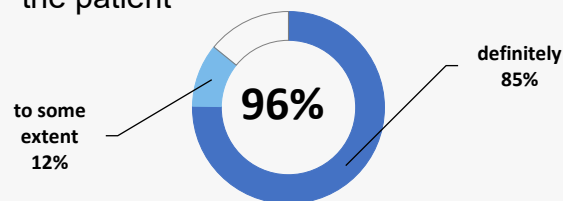


Comparisons with National results or those of the ICS (Integrated Care System) are indicative only, and may not be statistically significant.

Data by Ipsos

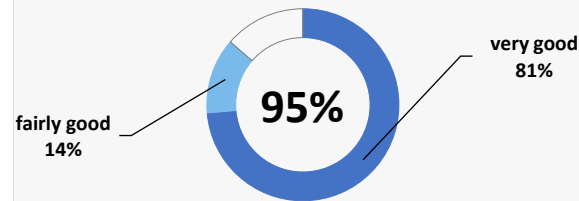
## Experience at last appointment

The healthcare professional had all the information they needed about the patient



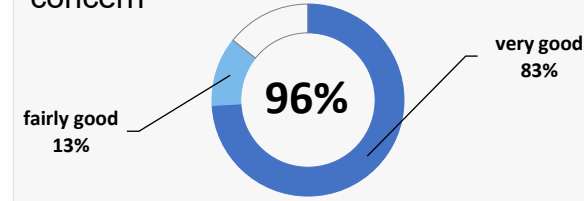
|          |     | Definitely | To some extent |
|----------|-----|------------|----------------|
| National | 92% | 58%        | 34%            |
| ICS      | 94% | 60%        | 33%            |

The healthcare professional was good at listening to the patient



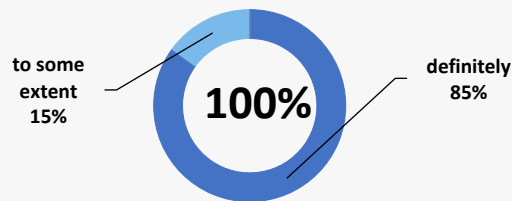
|          |     | Very Good | Fairly good |
|----------|-----|-----------|-------------|
| National | 87% | 62%       | 25%         |
| ICS      | 89% | 65%       | 24%         |

The healthcare professional was good at treating the patient with care and concern



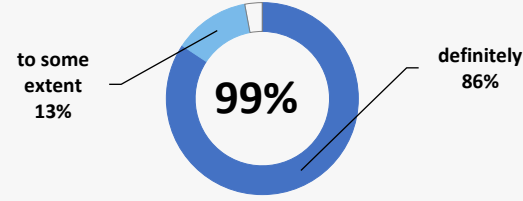
|          |     | Very Good | Fairly good |
|----------|-----|-----------|-------------|
| National | 86% | 62%       | 24%         |
| ICS      | 88% | 64%       | 24%         |

The patient was involved as much as they wanted to be in decisions about their care and treatment



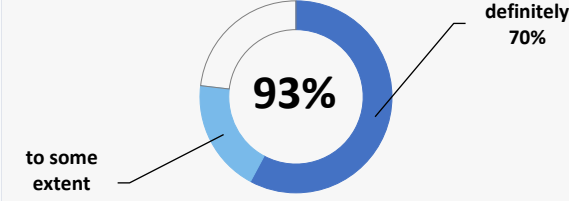
|          |     | Definitely | To some extent |
|----------|-----|------------|----------------|
| National | 92% | 62%        | 29%            |
| ICS      | 93% | 66%        | 27%            |

The patient had confidence and trust in the healthcare professional they saw or spoke to



|          |     | Definitely | To some extent |
|----------|-----|------------|----------------|
| National | 93% | 64%        | 28%            |
| ICS      | 94% | 66%        | 27%            |

The patient's needs were met



|          |     | Definitely | To some extent |
|----------|-----|------------|----------------|
| National | 90% | 58%        | 32%            |
| ICS      | 92% | 61%        | 31%            |