

## Practice details

### Oakfield Surgery

Newmarket Hospital, 56 Exning Road, Newmarket CB8 7JG

**D83067** Practice code

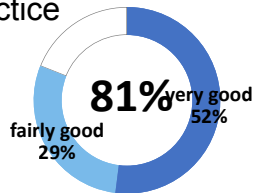
**352** surveys sent out

**122** surveys sent back

**35%** completion rate

## Overall experience

Good overall experience of this GP practice

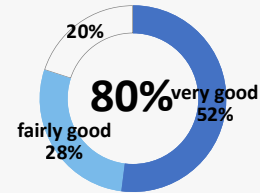


Very Good    Fairly Good

<b>National</b>	<b>74%</b>	42%	32%
<b>ICS</b>	<b>77%</b>	45%	32%

## Accessing the practice

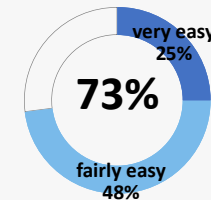
Good overall experience of contacting this GP practice



Very Good    Fairly Good

<b>National</b>	<b>67%</b>	37%	30%
<b>ICS</b>	<b>71%</b>	40%	31%

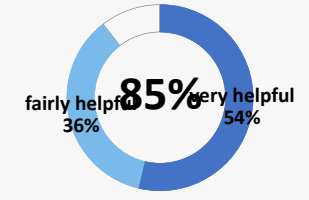
Easy to contact this GP practice on the phone



Very Easy    Fairly Easy

<b>National</b>	<b>50%</b>	19%	31%
<b>ICS</b>	<b>51%</b>	19%	32%

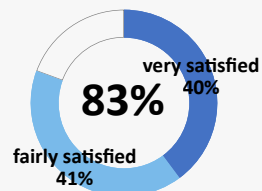
Easy to contact this GP practice using their website



Very Helpful    Fairly Helpful

<b>National</b>	<b>48%</b>	21%	27%
<b>ICS</b>	<b>53%</b>	24%	30%

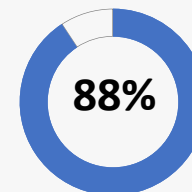
Helpfulness of reception and administrative team at this practice



Very Satisfied    Fairly Satisfied

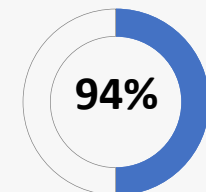
<b>National</b>	<b>83%</b>	42%	41%
<b>ICS</b>	<b>86%</b>	45%	41%

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



<b>National</b>	<b>83%</b>	Yes, knew next step
<b>ICS</b>	<b>85%</b>	Yes, knew next step

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



<b>National</b>	<b>93%</b>	Yes, knew within two days
<b>ICS</b>	<b>95%</b>	Yes, knew within two days

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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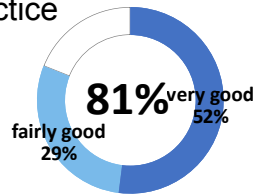
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## Overall experience

Good overall experience of this GP practice



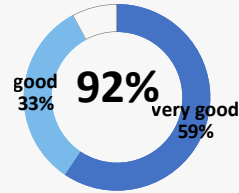
Very Good    Fairly Good

**National**    **74%**    42%    32%

**ICS**    **77%**    45%    32%

## Experience at last appointment

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

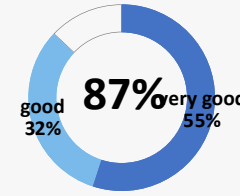


Definitely    To some extent

**National**    **92%**    57%    35%

**ICS**    **92%**    59%    33%

The healthcare professional was good at listening to the patient

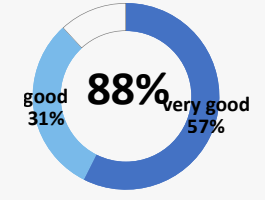


Very Good    Fairly good

**National**    **87%**    62%    25%

**ICS**    **89%**    64%    24%

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

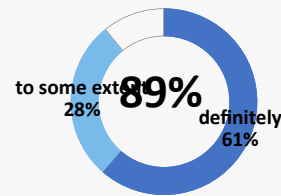


Very Good    Fairly good

**National**    **85%**    61%    25%

**ICS**    **87%**    63%    24%

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

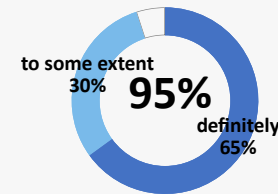


Definitely    To some extent

**National**    **91%**    61%    30%

**ICS**    **92%**    63%    29%

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

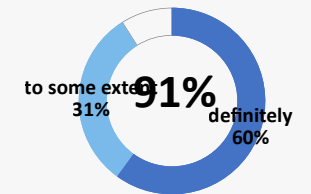


Definitely    To some extent

**National**    **92%**    63%    29%

**ICS**    **93%**    66%    28%

The patient's needs were met



Definitely    To some extent

**National**    **90%**    57%    33%

**ICS**    **91%**    61%    31%

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