

# Jenny Lind Children's Hospital Feedback

## December 2022

In December 2022 we visited the Jenny Lind Children's Outpatient Department at Norfolk and Norwich University Hospital to speak with patients and their families or carers about their experiences with the department. From this visit we received 18 reviews with an average star rating of 4.2 out of five.

Healthwatch Norfolk Officers who visited the hospital noted:

The waiting area and staff were very welcoming. The waiting area had a craft table for patients to use, on arrival every patient was called forward by a nurse for a height/weight check before then taking a seat again to see the clinician they were booked in with.

The people we spoke to were mainly happy with their experiences at the Jenny Lind Hospital. Many told us about staff being helpful, caring, and communicating well with children and their families. The continuity of always seeing the same consultant was also appreciated.

"My Dr is really nice she treats me like I am her daughter and a family member I always see the same person which is good. [...] I feel like they really care about me and look after me."

On the other hand, there were some areas of concern raised including comments about administration issues and communication about appointments. Other people mentioned the length of waiting times. The response to waiting time varied, with some expecting the wait and others commenting this made it difficult for getting back to work or nursery on time.

Suggestions to improve the comfort of patients and families during the wait included:

“The chairs in the out patients waiting area are hard and uncomfortable and it would be nice if they put the TV on for the children.”

“The biggest problem is the sensory overload in here. I know there are two other areas I can wait in but I don't know if all parents know about them. It is usually difficult in here but now with the Christmas lights and music maybe they could make the quiet rooms a bit clearer to everyone that they are there. [...] Keeping children occupied is difficult. I understand clinics over run but some of the things in the waiting area are not accessible to all for example children with sensory or physical needs are not catered for. It can be an hour or more wait and if they had wifi that we could use with our own tablet and earphones it would help”

The reviews are displayed in the table below and can be found on our website here: [www.healthwatchnorfolk.co.uk/services/norfolk-and-norwich-university-hospital-nhs-foundation-trust-norwich-nr4-7uy](http://www.healthwatchnorfolk.co.uk/services/norfolk-and-norwich-university-hospital-nhs-foundation-trust-norwich-nr4-7uy).

A response to this report from Jenny Lind Hospital can be found on page 9.

ID	Title	Review	Rating
203472	Can't fault them at the Jenny Lind	I think generally they are brilliant you can't fault them at the Jenny Lind. The staff are friendly I have never had a problem. Waiting times are not too bad you expect a wait as parents often have a lot of questions so I totally understand. One Christmas time my son had to have an MRI and an Xray and the MRI was decorated with stickers for the children and he was given a present when he got out and a selection box after his xray and it is little things like that that make this whole thing more approachable for the children and gives lasting nicer memories.	5
203430	Dr really nice	My Dr is really nice she treats me like I am her daughter and a family member I always see the same person which is good. For the last 3 years I have been coming here every 2 months I feel like they really care about me and look after me. The appointments are normally on time.	5
203448	Extremely thorough	Once you get seen it's alright. They have been extremely thorough with my 8 year old great grandchild who I am guardian for. Everything is explained well. I think the NHS comes under a lot of unwarranted criticism.	5
203447	Well cared for	We have been coming here for two years and it has been a positive experience. The staff are all polite and we have been well cared for especially with the limitations and back logs. The communications are good here the letters are clear and understandable.	5
203443	caring kind staff	It is not my first visit to the Jenny Lind I think they have really nice caring kind staff. The wait is normally pretty good the most I have had is an hour wait.	5

203442	always been good here	The care has always been good here. Reception can be a bit abrupt but the nurses are always really lovely. The waiting times can be a little long there is always a wait which is really frustrating as I have to book time off work to be here and I can't be late back to work. I understand 5-10 minutes but 35+ is a bit much and today it was an hour.	5
203441	They're really good with my son	My experience with this team is they are so helpful they're really good with my son. They are all nice people and easy to talk to and they give the best information they can. Wait times are to be expected but we are really lucky. The Drs nurses they're all amazing.	5
203437	Organised	The outpatients at Jenny Ling is well organised. Today we got a cancellation appointment and despite the pressures the hospital is under we normally see the same doctor and they take the time to explain to my 6 year old son what is going on. Occasionally the receptionist can be a bit abrupt but I know they are busy.	5
203444	Long time on the waiting list	My daughter has been on the waiting list since March which has lead to a hospital admission in October. Paediatric A&E dealt with it really well and during her two day stay she was well looked after but it was a worrying awful time as a parent. I had also been to the walk in centre but they would not give me medication as she did not have a diagnosis even though she had had the medication before. I really can not fault the care we have had now we are here and have the diagnosis but it has been a long wait. They take the time to explain to my daughter what they are doing and why.	4

203434	The staff are brilliant	When you are here the staff are brilliant. I am meant to see the consultant every 3 months but for the 3 visits it has been a nurse. It's been a very worrying year with my son being so little so seeing the consultant and being communicated with better would help.	4
203747	10 times better than Great Ormond Street	When my son was 9 days old we had to spend 7 months in Great Ormond street and the staff here are a lot better. We have to come every 3-6 months. Staff here know him and listen to me more than at Great Ormond street and I have more faith in them the induction of zoom calls with the consultant so we do not have to travel to London has been helpful. When staying as an inpatient although we always feel supported one of us had to be her at all times with our son which is hard as he has an older brother we also have to look after if we wanted to leave we would have to give a weeks notice which is not always possible as somethings things just crop up with our other son. The playtime is really good and has helped our older son who often feels left out of things as all the focus is on our younger ones care they have also introduced us to another family in a similar situation which has been helpful. There is not much out there to support my older boy as he is not bereaved which can be frustrating. If I won the lottery I would make the parents room a lot more inviting and welcoming. The chairs in the out patients waiting area are hard and uncomfortable and it would be nice if they put the TV on for the children.	4

203445	We have had lots of lovely experiences	I would give it a 4 and a half stars if I could there is lots to do while I wait and the people here are really nice. A long time ago I had a really bad blood test experience and it has taken a long time to feel I wanted to come to appointments again but I am fine now. We have had lots of lovely experiences. My mum said that Fiona the Learning Disability nurse has been brilliant and that everyone here works so hard and are very helpful under so much pressure.	4
203423	The care is consistent and good	I think our experiences have been good as a whole the care is consistent and good and the Dr is always nice. But our appointments are often late like 45-50 minutes which affects other stuff like getting back to work and nursery.	4
203433	They have been amazing	My son is four and we have been coming her since he has been born. They have been amazing any questions or queries I have they go over and above to answer them. We have also been in inpatients and always felt well looked after. We also have to go to the eye department hearing and physio on occasions I have had to chase eye and physio appointments but they have booked in as soon as I chased but I do have to be on the ball to make sure they are not missed.	4

203478	given the cuts the kindness never changes	<p>We see the same consultant and are long termers here. Given the cuts the kindness never changes. Reception can be a bit brisk but that is to me and not my daughter so I can take that. The biggest problem is the sensory overload in here. I know there are two other areas I can wait in but I don't know if all parents know about them. It is usually difficult in here but now with the Christmas lights and music maybe they could make the quiet rooms a bit clearer to everyone that they are there. This is not a reflection of the care we have had just an awareness to have. Keeping children occupied is difficult. I understand clinics over run but some of the things in the waiting area are not accessible to all for example children with sensory or physical needs are not catered for. It can be an hour or more wait and if they had wifi that we could use with our own tablet and earphones it would help. And if they do have wifi for us they don't have signs up to say they do. Parking is also an issue we can't take a bus or walk or use the multi story as my daughter cannot walk that far and I dread coming here. We leave half an hour early to allow for driving round looking for an accessible space. there are four children's bays which are often used by other people. There are 12 bays at West Norwich for the children's clinic we are not eligible for a disabled badge but we need a guarantee we can park close by. The staff here are all fantastic it is clean everyone is kind. But those few things for older children coming in would mean the world. Overall - they are awesome.</p>	4
203426	feel like they are getting us off a list	<p>We came to the N+N 3 years ago as my child was struggling with asthma and we are now having a follow up 3 years on. We just got a letter through the post so we have come along today not knowing what to expect I feel like they are just getting us off the books no calls or visits or anything prior to this. I do understand the wait due to covid but the communication hasn't been great</p>	3

203431	Long history with the hospital	<p>We are in the process of becoming the guardians to a young boy he currently lives with us at the moment when we have appointments one of his parents has to be here his Dad lives an hour away but will always try and get here his mum doesn't make the effort all the appointment letters go to the mother and we have been told a copy cannot go to the father and because of this several appointments have been missed two at Addenbrookes where we have now been told we cannot have another because of the missed two. If the father could just be copied into the information we can get him there but we are just told it's not possible to produce two appointment letters. I will say the staff at outpatients are very good but getting in touch can be hard and wait times can be long. When the boy was born he was starved of oxygen which has lead to his condition of cerebral palsy. The birth was horrific and when the complaint was made the department had lost the paperwork so nothing could be done. We found that when they trained one of us to give medication through a tube they were told they did not have to flush between when I knew you had to and they got angry with me when I questioned it. When he had to stay as an inpatient we had terrible problems with his discharge we were waiting for an assessment which had not been requested. Outpatients though is very good.</p>	2
203439	Did not feel listened to	<p>My son got admitted to Jenny Lind in patients via children's ED. He was in for 4 days and I didn't feel listened to as a parent I felt blagged off. There was a delay in his diagnosis he has been poorly from a baby and I feel like nobody believed me till he had to be resuscitated. It took Great Ormond street hospital to get to the bottom of the problem and Brompton hospital treated him I do have to say that the communication between the 3 hospitals was good.</p>	2



## Response from Jenny Lind Children's Hospital:

Having read the report I think it is an accurate, balanced and fair one. The positive feedback is of course lovely to read.

The issues raised are also valid and I would like to assure Healthwatch that we will look at these individually and address accordingly.

In response to a few of the issues raised:

There is ongoing recruitment to reception vacancies to ensure that this team has sufficient resource to undertake their workload.

Additional customer care training is / has being undertaken by all reception staff to ensure that communication with all service users is as expected and meets our PRIDE values.

Appointment delays and waiting times have inevitably been affected by COVID and the subsequent recovery but the whole team are working hard to ensure that patients are being seen as required and that we are maximising the capacity available to us to ensure we see as many patients in a timely manner as possible. In addition to this we are keen that patients let us know (usually through PALS but can be directly to the team) of any issues they are experiencing.

The waiting room and space issues are entirely valid and we will explore options for changing / improving with the team.