

West Norfolk Eye Centre Feedback

October 2022

In October 2022 we visited the new West Norfolk Eye Centre at The Queen Elizabeth Hospital to speak with patients about their experience with local health and social care services. From this visit we received 13 reviews from patients at the eye centre with an average star rating of 4.6 out of five.

Overall, patients we spoke to largely had a positive experience to report about the eye centre. They told us that staff expertise was high and they explained things well and were nice and friendly. The majority of people we spoke to were happy with communication from the hospital about their appointments. However, a couple of patients did express confusion with some of the information they were sent.

The reviews are displayed in the table below and can be found on our website here: www.healthwatchnorfolk.co.uk/services/the-queen-elizabeth-hospital-king-s-lynn-pe30-4et.

ID	Title	Review	Rating
201089	The expertise is very very high	Everything is good. The expertise is very very high. Everything is explained, the staff are very helpful and friendly. I had to wait a while for my appointment today but I did get here early. Overall I am very happy.	5
201085	A good experience	It's been a good experience. Not too long to wait and everyone is kind and friendly. They explain everything and its pretty good. A bigger car park would be better as we found it difficult to park.	5

201081	Phenomenal, brilliant, excellent service	<p>It's been an excellent service. I've been seen when I needed to be. They are kind and polite and I've been treated well. They seem very thorough. They explain and I have a good understanding of what's going on.</p> <p>I would say though that the information sent for the eye op didn't seem totally relevant. There were 2 options and the information seemed to be for the other choice which was a bit confusing.</p> <p>The only thing I can think of to make the centre better would be a coffee machine and a bigger car park.</p>	5
201042	Everything is so well explained	<p>So far it has been a fantastic experience, everybody is so nice and everything is so well explained. I can't think of anything that would make it better, perhaps a glass of white wine!</p>	5
200963	Really well cared for	<p>I have been ever so well treated. I have been coming here for a few weeks as I have an infection in my eye and have no complaints at all. I feel really well cared for, there has been good communications - excellent from my first point of contact. The nurses and Drs are all good, they're looking after me. I have to come back in four weeks time, they will send me a letter with an appointment on it.</p>	5
200803	Couldn't have been nicer	<p>I think the new eye clinic is wonderful. It is quiet and not an over excitable feel to it and they are very efficient. I have hardly had to wait, I have mostly gone in early to my appointments. The staff couldn't have been nicer, I have felt cared for and they have fully met my needs. The system has fully worked for me, I have been waiting for this it is so important. I get the feeling everyone knows what each other is doing. I am very familiar with the 2 people I have seen, they are very good here.</p>	5

200819	Correspondence has been good	The building was all clean and tidy, easy to find my way around but I did have to ask where the toilet was. The staff are all polite and kind, I had an operation 3 weeks ago for the 3rd time. The correspondence has been good, I have had letters, phone calls and text message reminders which allow me to confirm or change the appointment.	5
200766	Thrilled with my treatment	I have had several appointments here at the eye clinic, there is a lovely environment here and great people - very kind and caring. I am thrilled with my treatment. I have had letters, but also because of the known postal delays they have rung me as well - I have always known and understood what I was coming in for and when. There is nothing I could improve on from this side, but just a minor thing from the day surgery - why did I have to be there at 12.45 when my surgery was booked for much later. I am sure they have a very good reason but if that reason could be put in the letter and explained then that would be really good.	5
200753	Friendly and helpful staff	The staff are friendly and very helpful. They also explained everything to me very well. I was dropped off at the door but there was a bit of a huddle around the reception desk which meant I had to wait, but it was okay in the end. It would be good if there was a clock on the wall.	5
200751	Couldn't improve	I was here 30 minutes early (my own fault!) for my 11.30 appointment and am leaving at 11.39 - Everyone is very friendly and professional, kind and caring. I have had a brilliant day! There is nothing better I could want and they couldn't improve on my experience. The environment is good, good signage and the letters (and phone calls) were clear and precise and very easy to understand.	5

201044	Everybody is helpful	Everybody is helpful and everything is well explained. The car park outside does not have enough spaces and the spaces are tiny. Also it is not as convenient to come here as it was to attend a clinic that that used to be in Littleport. However it is very efficient here	4
200821	More communication	My op was a bit weird - I was there for an hour having an op on my eye and the surgeon was good as they did what they needed to do, but more communication would have been good during the op. I saw the tools and could hear the surgeon and his team muttering to each other but the tool made a lot of sudden noise with no warning, if I had been nervous I might have twitched but if they had told me then I would have been aware of what was coming.	3
200804	Communications between departments not there	I want to say first everyone here is lovely. It is the organisation of things which is out of control. I called 111 yesterday afternoon, they didn't call me back when they said they would. When they did call back they sent me to A+E. There are 2 reception desks at A&E urgent care and GP. I didn't know but I went to the wrong one (GP) but they got me to see a GP who gave me a prescription but there were no pharmacies open at that time to collect it. They told me to come to the eye clinic in the morning for an appointment at 11.15. I was seen at 12, which I understand but they didn't know I was coming when I got here. Everyone is always so lovely and I cannot fault the people here at all but the systems are not in place, the communications between departments is not there and that is frustrating for the staff.	3