

Norfolk and Norwich University Hospital Feedback

April and May 2024

In April we held engagement sessions in the Discharge Lounge and at the Inpatients West and Centre entrance, and in May we attended the Dementia Fayre. Across both months we also spoke to people at various community events where they told us about their experiences at the hospital. In total we received 43 reviews with an average star rating of 4.3 out of five.

Healthwatch Norfolk Officers who visited Norfolk and Norwich University Hospital noted:



A patient with a newborn told us they were struggling to regain entry to their ward after night visits to NICU as the door buzzer was broken. This was reported to our contact at the hospital who passed information to the relevant teams.

Overall, 65% of patients rated their experience five stars out of five. Feedback included a comment from a cancer patient who said staff were “down-to-earth and positive” and a maternity patient who chose this hospital rather than one local to them due to the level of care they anticipated to receive. Several patients told us they were happy with the service because treatments and procedures were explained well.

Some patients who gave lower ratings said they weren’t listened to when communicating their needs, and others weren’t clear what was happening with their care. One patient suggested that information leaflets could include what communication to expect after a biopsy so people with negative results don’t worry. Another patient said they had elected to go to a hospital in another county in future because of their experiences.

The reviews are displayed in the table below and can be found on our website www.healthwatchnorfolk.co.uk.

ID	Service	Department	Title	Review	Rating
238993	Norfolk and Norwich University Hospital NHS Foundation Trust (NNUH)	Cancer Services	Down to earth and positive	I had a call back three days after a routine mammogram because a lump had been found which I hadn't felt and had no symptoms from. I had a lumpectomy and radiotherapy and the hospital was fantastic. They caught it early so I just need tablets and yearly check-ups now. They were really down to earth and positive which is what you need. I also used the Starthrowers charity in Wymondham and they were brilliant too - I spoke to a counsellor and had some reflexology.	5
238583	Norfolk and Norwich University Hospital NHS Foundation Trust (NNUH)	Accident and emergency services	Very good	I went to A&E about two weeks ago and they were very good. I was in a bed within two hours.	5

238575	Norfolk and Norwich University Hospital NHS Foundation Trust (NNUH)	Accident and emergency services	Super helpful	I was rushed in a few weeks ago and the guys were super helpful. I only waited 20 minutes for an ambulance.	5
238574	Norfolk and Norwich University Hospital NHS Foundation Trust (NNUH)	Rheumatology	Dr Da Silva is amazing	I had monthly infusions for years that didn't work. Dr Da Silva is absolutely amazing and sympathetic, she looked into everything further because medications didn't act as they should and she found I have fibromyalgia.	5

238421	Norfolk and Norwich University Hospital NHS Foundation Trust (NNUH)		The staff member I saw was friendly	I got referred to the Norfolk and Norwich Hospital and got an appointment in 3 weeks as it was an urgent referral. The member of staff I saw was friendly and explained what they were going to do. They also showed me the photographs they had taken and told me where I'd get the next bit of information from.	5
238417	Norfolk and Norwich University Hospital NHS Foundation Trust (NNUH)		Excellent service	I had a knee operation at the Norfolk and Norwich Hospital and it was fine. I had excellent service. I live on my own and the hospital wanted to send me home, but I didn't have anyone at home to help me. I made them aware of this, so they kept me at the hospital until I had nurses at home.	5

238021	Norfolk and Norwich University Hospital NHS Foundation Trust (NNUH)		Really good; I can't fault it at all	I have been on Docking Ward for over a week. They've been brilliant. The staff are lovely, happy and cheerful. Really good; I can't fault it at all. I'm looking forward to my soup tomorrow!	5
238020	Norfolk and Norwich University Hospital NHS Foundation Trust (NNUH)	Gastro	I feel I've been listened to	Brilliant experience. The consultant listened and recommended treatment that I needed. I feel I've been listened to. I love the fact that it's all online for appointments. I'm happy with the experience. I wish it was like this for other departments!	5

238019	Norfolk and Norwich University Hospital NHS Foundation Trust (NNUH)	Dermatology	I couldn't improve the overall experience	Fine. Very good. Everybody was friendly, from receptionist to doctor. My options were explained. Very good communication with reminders via text and email. I've been very happy with today. I couldn't improve the overall experience.	5
238018	Norfolk and Norwich University Hospital NHS Foundation Trust (NNUH)	Maternity	The care has been good	Efficient. I've had a blood test. The care has been good. No improvements to think of.	5

238016	Norfolk and Norwich University Hospital NHS Foundation Trust (NNUH)	Dermatology	The staff are excellent	Great. They've kept us informed with what was going on. The staff are excellent. No pain! I can't think of any improvements.	5
238015	Norfolk and Norwich University Hospital NHS Foundation Trust (NNUH)	Rheumatology	Fantastic and caring	It's brilliant. The people I saw, from reception to nurses, were all fantastic and caring.	5

238014	Norfolk and Norwich University Hospital NHS Foundation Trust (NNUH)	Maternity	No problem	No problem, no complaints!	5
238013	Norfolk and Norwich University Hospital NHS Foundation Trust (NNUH)	Dermatology	It's been excellent	It's been excellent. I was seen promptly. I came with one problem, dealt with and efficient. The care I received was very efficient, kind and friendly. Cheaper parking would be nice!	5

238012	Norfolk and Norwich University Hospital NHS Foundation Trust (NNUH)		Perfect!	Fine. Perfect! The person dealing with my finger was really gentle. The communication has been really good. There is nothing I can think of to improve.	5
237983	Norfolk and Norwich University Hospital NHS Foundation Trust (NNUH)	Haematology	Saved my life	Very good. They've saved my life. The staff are good, its a brilliant service. I've been going over the past 2 years for cancer treatment.	5

236916	Norfolk and Norwich University Hospital NHS Foundation Trust (NNUH)	Gastro	Can't fault it	<p>I first had to go into the hospital 2 years ago and they were brilliant. I was in for 6 weeks, then came out and two days later had to go back in due to blood clots but they looked after me so well.</p> <p>I went last week to see my consultant about the possibility of another procedure and they laid out all my options for me and I felt that the decision was mine and I have the option to go back if I change my mind. Dr Phillips is phenomenal! My husband had multiple medical conditions and he was so looked after.</p> <p>I will say the food was not good though.</p>	5
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236810	Norfolk and Norwich University Hospital NHS Foundation Trust (NNUH)		I couldn't fault the staff	My consultant Mr Duncan has been superb and has a lovely manner. His first words to me were "you need to know, whatever I tell you next it's curable. I did get moved down the waiting list three times and the communication could have been better. In my experience whilst at hospital everyone was friendly and put me at ease. The nurses were excellent. I was assured by the anaesthetists. I didn't feel nervous at all. The nurse who looked after me in recovery was superb. I couldn't fault the staff on the high dependency unit. I even enjoyed the food!	5
236849	Norfolk and Norwich University Hospital NHS Foundation Trust (NNUH)	Maternity	Really good	We opted for the NNUH over a hospital nearer to us as we're hoping it's better than other experiences. We were in and out for the scan and it was really good. We have got to wait forty minutes for my prescription now but I'm generally happy.	5

236848	Norfolk and Norwich University Hospital NHS Foundation Trust (NNUH)	Maternity	Staff are lovely	We've been here a couple of days, got our own room and the facilities are good. The staff are lovely. It's our first child and they've been helping us. One thing is the door buzzer to the ward doesn't work so when we try to get back in for some sleep after visiting our baby in NICU in the night, we can't get in as nobody is there.	5
236845	Norfolk and Norwich University Hospital NHS Foundation Trust (NNUH)	Maternity	Experience has been good	I'm here on the delivery ward with my wife recovering from having her baby. It's a bit difficult to find my way around but the actual experience has been good.	5

236844	Norfolk and Norwich University Hospital NHS Foundation Trust (NNUH)	Maternity	Polite and on time	I was a maternity outpatient. They were polite and my appointment was on time.	5
236843	Norfolk and Norwich University Hospital NHS Foundation Trust (NNUH)	Maternity	Nice and clean	My wife's being induced, it's nice and clean and she's happy with the food. I'm able to sleep on the chair next to her. The staff use terminology I don't understand but my wife does so it's fine! It can be confusing getting around here and I didn't know the people in red coats were volunteer guides so this could be better advertised.	5

236842	Norfolk and Norwich University Hospital NHS Foundation Trust (NNUH)	Maternity	They answered all our questions	The staff have been fantastic. They've been communicative and answered all our questions.	5
236841	Norfolk and Norwich University Hospital NHS Foundation Trust (NNUH)	Discharge Lounge	Staff have been marvellous	It's been wonderful, the staff have been marvellous. I've been in about four days and I was on Loddon ward. The staff have made my stay good and I've had nice food. No complaints at all.	5

236453	Norfolk and Norwich University Hospital NHS Foundation Trust (NNUH)	Discharge Lounge	Nothing could have been better	I arrived by ambulance to A&E and I've been on six wards. I didn't have to wait to get off the ambulance, they didn't have an A&E bed so I went to a different ward before going back to A&E. I've been in the Discharge Lounge for about an hour. I had transport arranged for yesterday but I was too ill so I'm hoping to go home today. There's nothing I wish could have been better, I can't complain, the people have been nice.	5
236450	Norfolk and Norwich University Hospital NHS Foundation Trust (NNUH)		The nurses had enough empathy for the whole hospital	Six stars! The staff were brilliant. Two of the nurses were so caring, they had enough empathy to cover the whole hospital. The food was better than it used to be too.	5

235692	Norfolk and Norwich University Hospital NHS Foundation Trust (NNUH)		They made sure I wasn't anxious	I did have to wait to get seen but everyone in the cardiology department treated me so well. The room was airy and clean and nothing was too much trouble. They made sure I wasn't anxious about anything. It was fantastic and everyone was lovely.	5
238429	Norfolk and Norwich University Hospital NHS Foundation Trust (NNUH)		Cataract clinic and rapid heart clinic were good	I had treatment in the Urology department, but it didn't work and I was not referred back to the department to correct it. Things were also lost and they have been very slow to put the problem right. Although the cataract clinic at the hospital is good and the rapid heart clinic was also good, although it was difficult to access and you have to be persistent.	4

238009	Norfolk and Norwich University Hospital NHS Foundation Trust (NNUH)		We've had to wait quite a while	It's been very busy; we've had to wait quite a while. Previous care here has been good.	4
238008	Norfolk and Norwich University Hospital NHS Foundation Trust (NNUH)	Diabetic Medicine	it's a long wait	It's stressful before you arrive, with the parking. In clinic it's a long wait. I don't feel the care is too good; you don't see the same person. It's always a different nurse. You have a yearly appointment but it's up to you to book the appointments in-between. I do put it in my diary but you can see why people forget. The receptionists are really helpful and nice. The only thing is, the actual clinic isn't very welcoming. There is nothing to look at or do.	4

238004	Norfolk and Norwich University Hospital NHS Foundation Trust (NNUH)		The staff have been brilliant	I've been on Docking Ward for four weeks. The staff have been brilliant. They're there when you need them. The food has been okay. There is always somebody there in the night. I've seen guys wake up not very well and they've been attended to. There are no improvements that I can think of. As hospitals go, it's been alright.	4
237764	Norfolk and Norwich University Hospital NHS Foundation Trust (NNUH)	Eye Clinic	More info about follow-ups would be helpful	They are wonderful in the eye clinic, I was treated really well however I'd suggest adding in what the process is with follow-up appointments onto the information sheet you're given. I had a biopsy and wasn't given a follow-up appointment so I called in to see what was happening and was told that as it was clear an appointment wouldn't be offered. This was fine but if I'd have known that then I wouldn't have worried about not having an appointment.	4

236839	Norfolk and Norwich University Hospital NHS Foundation Trust (NNUH)		The attention was absolutely marvellous	The attention during my stay has been absolutely marvellous. I was on a different ward for two days looking after my back and there was always somebody to help you. They got a way for me to communicate with my family which I really appreciated. I came in by ambulance and had no problems. On the whole I can't fault them.	4
236451	Norfolk and Norwich University Hospital NHS Foundation Trust (NNUH)	Discharge Lounge	Good under the circumstances	I've been here nine or ten days after having a fall where I broke my hip. I came in through A&E, went to Earsham and Gunthorpe wards and now Discharge. It's been relatively good under the circumstances, they're indescribably busy. The food sometimes isn't hot enough however the choice and quality is good. I waited two hours on the floor for the ambulance but once I got to hospital I was through to x-ray and treatment quickly.	4

239013	Norfolk and Norwich University Hospital NHS Foundation Trust (NNUH)	Oncology	Uncertainty about results	<p>I had a scan in April to check whether there had been any growth on the nodes they're monitoring and I haven't got an appointment until July. I'd like to think that the fact they haven't contacted me means nothing has been found but I can't be sure and that feels stressful. I've had scans before and waited a while to see the consultant to be told there had been growth but I wasn't told this so it is worrying. I've also had to chase up scans which should happen every six months, although this time it was booked in without me chasing. The Big C Centre has been wonderful.</p>	3
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238432	Norfolk and Norwich University Hospital NHS Foundation Trust (NNUH)		Expectations were too low for someone my age	I went to the Norfolk and Norwich hospital for an operation as I had a fracture which then broke. I'm 81 and I felt like there was a presumption that I'll have carers and I kept having to tell staff that I didn't. I got put on an elderly ward where most people had dementia. I had to ask if I could go for a walk and told staff that I needed to be mobile. I felt that expectations were far too low for someone my age. The nurses and healthcare assistants were good and the surgeon was lovely and fantastic. I would give the hospital 3 1/2 stars out of 5. If they had tried to get me moving I would have given them a five!	3
236840	Norfolk and Norwich University Hospital NHS Foundation Trust (NNUH)	Discharge Lounge	Perfectly alright	It's been perfectly alright. I've been in about four days, I can't remember where I was before but it was ok! I had to wait three and a half hours for an ambulance but I was seen straight away once I got here. There's been nothing particularly good but also nothing I'd like to have been better.	3

237763	Norfolk and Norwich University Hospital NHS Foundation Trust (NNUH)	Rheumatology	Lack of communication	It was not clear what was happening with me, what I needed to do and what to expect next. A lack of communication.	3
238572	Norfolk and Norwich University Hospital NHS Foundation Trust (NNUH)	Urology	Left hand doesn't know what the right's doing	I was discharged after being on Edgefield ward with kidney stones that had moved to my bladder which I was told had passed but two days later got a call to tell me to go back in for laser treatment as they think the stone's still there. The left hand doesn't know what the right hand's doing! I did see two good doctors on the ward, I liked the way they spoke to me and they fully checked me. It's hard for me to get to the hospital, I'm in my 80s and need to get two buses as I live in Sheringham.	2

236349	Norfolk and Norwich University Hospital NHS Foundation Trust (NNUH)	MRI Medical Admissions Unit	Lack of Doctors and Nurses	<p>I was taken in to the hospital in March due to complications after a procedure in January. There were not many doctors or nurses about and the place was kept going by the Health Care Assistants. All you really saw a nurse for was when they came round with medication. In the middle of the night I was given some medication and it was a good job I was awake enough to check it as some of it I hadn't taken for years and did not need.</p> <p>It took one of the Health Care Assistants to notice that something wasn't right and take a sample from my catheter which showed I had an infection, but even then the treatment I was given was not given correctly, the does was supposed to be 3 a day but I was only given 1 or 2 a day.</p> <p>They lost my belonging when they flipped the beds and I ended up being on 5 different wards in 9 days, I was moved at midnight to the last one.</p> <p>My discharge papers were wrong, it had the wrong medication on the paperwork.</p> <p>I will say the Health Care Assistants were amazing and worked very hard.</p>	2
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238175	Norfolk and Norwich University Hospital NHS Foundation Trust (NNUH)		There was no communication between departments	I had to wait five hours with painful kidney stones. They kept me in overnight. Next day I waited all day on a ward to be told that I could either go on a 12 to 18 month waiting list or go private. I went private rather than wait. There was no communication between departments. I was rung up only a few weeks later offering the op on the NHS but it was too late. No-one knew I'd been done.	1
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235421	Norfolk and Norwich University Hospital NHS Foundation Trust (NNUH)	Gastro	Total lack of care	<p>I've been in and out of hospital as I have ME and Ehlers-Danlos syndrome. Last time I was there was because I couldn't tolerate food and kept vomiting. I told them I was dehydrated but they didn't listen. A week and a half later they found kidney damage and I have ongoing kidney issues now as a result. They discharged me while I was still vomiting, they just kept telling me I had to eat, there was a total lack of care. They said I'd be given an urgent follow-up gastro appointment. I called after six months and was told the wait time is 88 weeks. I got an appointment which they cancelled, then they closed my case and so my GP has re-referred me which means I'm waiting another 88 weeks living every day in a lot of pain. I've needed emergency treatment since then but I refused to go back to the N&N because of how badly I was treated, I went to Ipswich instead.</p>	1
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