

Colney Centre (NNUH) Feedback

June 2024

In June 2024 we visited Norfolk and Norwich University Trust Hospital's Colney Centre for oncology and haematology services. From this visit we received 23 reviews for the practice. The reviews have an average star rating of 4.7 out of 5.

Healthwatch Norfolk Officers who visited the Colney Centre noted:



The waiting area was large and bright with lots of seating available. There were cost-free vending machines for patients to use.

Overall, many patients we spoke to told us their condition and treatments were explained well to them; staff were described as “helpful” and “informative”. The free parking was also appreciated. Some said it can be difficult getting through on the phone lines and others felt greater emotional support would be helpful throughout, with particular care given to how diagnoses are delivered to patients.

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
240577	Norfolk and Norwich University Hospital NHS Foundation Trust	Cancer Services	Everything has been fantastic!	From my point of view everything has been fantastic! I couldn't have wanted better. They've really looked after me; I can't fault it at all. They've always explained everything to me and asked me questions. If they haven't known answers to my questions then they have rung me back later in the day! I don't feel that I need a letter to repeat my appointment details but that's a small thing really. It's been amazing though in general; I can't fault it. I do have a yellow card and in the past some of the numbers on it haven't worked but apparently they have had a problem with it. In general though I've been happy with it. Couldn't be happier. From being picked up from the ward... everything. It's a five from me!	5
240576	Norfolk and Norwich University Hospital NHS Foundation Trust	Cancer Services	Very informative	Very, very good. Very informative. They let you know what the treatment is and what drugs you'll be taking. The nurses are all very nice, helpful and understanding. The voluntary workers are wonderful.	5

240574	Norfolk and Norwich University Hospital NHS Foundation Trust	Cancer Services	I can't fault this unit at all	Can't fault anything here; the staff, the nurses. It's been plain sailing really. Brilliant care. They make you feel at ease. All the nurses and sisters in the Weybourne Unit put your mind at rest. I can't fault this unit at all. Everything has been pretty much spot on; people ringing me for appointments right through to reception. The communication has been fine; letters etc. There is always a phone call on the morning of treatment.	5
240568	Norfolk and Norwich University Hospital NHS Foundation Trust	Cancer Services	Above and beyond	They couldn't have done anything else I don't think. I've had full support from the Committed Care team. It's been excellent. They've always responded. I get calls about my appointments. Today the consultant has come over to the department specifically to see me which is above and beyond.	5
240559	Norfolk and Norwich University Hospital NHS Foundation Trust	Cancer Services	The care has been perfect here	The care has been perfect here. They've always given care here. I haven't had to wait too long here. They don't always pick up the phone and that becomes a bit stressful. Once you get through it's okay.	5

240517	Norfolk and Norwich University Hospital NHS Foundation Trust	Cancer Services	I've been really impressed	The speed of the phone calls and the appointments, I've been really impressed with. My doctor referred and it was quick, within three days. I was offered tests on the same day as my first visit to the Colney Centre. When I had the scan they were fantastic; supportive and informative. They told me they were using state of the art equipment!	5
240513	Norfolk and Norwich University Hospital NHS Foundation Trust	Cancer Services	They've been helpful	I did have an issue with transport arranged by NNUH. They arrived at 13:15 and my appointment was at 14:00. I live an hour and a half away! I've been here a couple of times. They've been helpful and informative. They're run off their feet and you just feel like you want to get on with it. I find it alright; I can't think of anything really that would improve things.	5
240176	Norfolk and Norwich University Hospital NHS Foundation Trust	Cancer Services	Long wait for treatment	I've used the centre since the beginning of this year. The centre itself has been very good, all the staff are friendly and appointments are on time if not earlier. Parking is a real issue especially as I have radiotherapy every other day. The treatment inside the centre has been perfect as far as I'm concerned. I was diagnosed in November and didn't start treatment until February which I felt was quite a long wait. I was given paperwork with information and support numbers in the meantime. The staff did everything in their power to make it as quick as possible, I guess it's just procedures.	5

240171	Norfolk and Norwich University Hospital NHS Foundation Trust	Cancer Services	Nothing I'd like to improve	I've used the centre over eighteen months and it's very good - the convenience of the parking which is near to the centre, the seating area is very smart and not too noisy. I feel everything has been explained well. I haven't had to wait long for treatment times. We'd had the biopsy and diagnosis in Essex and then treatment here. I don't think there's anything I'd like to improve. We also use the community treatment bus that goes to a village local to us and is excellent, a very good service.	5
240164	Norfolk and Norwich University Hospital NHS Foundation Trust	Cancer Services	There should be more support	I've been using the centre for about four years. They're very good, this is the best unit by far but I've not really had any support during the whole thing, nobody has told me who can help. The wait times for scan results are a worry. You have to wait six weeks and there's no support during that time, they just do the scan and kind of kick you out the door. I had a close eye kept on me during radiotherapy and chemo but after treatment I was left on my own. I was given a SOS card to call if I was unwell but when I did I was told to go to A&E or the walk-in as I wasn't in treatment any more. I didn't go as I was worried about my immune system as I'd only just finished chemo. I have used the Big C and that was good but it doesn't seem right, there should be more support.	5

240160	Norfolk and Norwich University Hospital NHS Foundation Trust	Cancer Services	All happening very quick	My first visit here was this week. My doctor referred me and within a week I had my first appointment and I'm back today for a bone marrow biopsy and a CT scan - so it's all happening very quick. There's been really good communication. The consultant explained everything, the nurse called me and gave me a card with a number on for here which I can call 24/7 if I have any problems.	5
240083	Norfolk and Norwich University Hospital NHS Foundation Trust	Cancer Services	Always been very good	I've been using the Colney Centre for 5 years and they've always been very very good - always very kind and they explain things well. Even through Covid I felt my health was managed well. However when I was diagnosed it wasn't good, they had a terrible bedside manner, it wasn't very nice how they told me.	5
240090	Norfolk and Norwich University Hospital NHS Foundation Trust	Cancer Services	It's been alright	It's my second time here and it's been alright, they explain things.	5

240088	Norfolk and Norwich University Hospital NHS Foundation Trust	Cancer Services	I've been looked after well	I think they're brilliant. I've got bone marrow and blood cancer and I've had two top surgeons operate on me. I've been well looked after and treated. A wonderful experience, it was almost worth getting cancer! My life's changed completely but I enjoy coming here. People moan and I get angry about that as it's a big organisation and they do their best. If I'm honest they could do with more staff. Too many chiefs, not enough Indians. But I'm truly grateful. Much as this country gets slagged off we're fortunate to have National Health. A bit more parking here would be good though!	5
240087	Norfolk and Norwich University Hospital NHS Foundation Trust	Cancer Services	It's good	It's my second time and it's good, it's been ok. All my appointments have been fairly quick. The people are good and things are explained to me. I wouldn't now about any improvements as I'm quite new.	5

240086	Norfolk and Norwich University Hospital NHS Foundation Trust	Cancer Services	You get a smile	I've been coming here 18 months, it's all fine. You come in and you get a smile which to me is important. I see Graham every four weeks. He's a good listener - calm and makes you feel comfortable. They're usually very much on time but you don't mind if they're not on the odd occasion. It's comfortable and quiet enough. We're all on a budget so the free parking is a nice touch. We don't want to come here so often so that helps! I've never had any delays or issues with appointments or waiting times.	5
240085	Norfolk and Norwich University Hospital NHS Foundation Trust	Cancer Services	Helpful and reassuring	My husband is the patient, he's here for the PET scanner and the lady has been helpful and very reassuring. You've got everything here - somewhere nice to sit with plenty of space and room to move. He's had most treatments at the James Paget, they found something in his blood so he had a bone marrow biopsy and was sent here for an MRI within a week!	5

240084	Norfolk and Norwich University Hospital NHS Foundation Trust	Cancer Services	The support has been very good	<p>We're here every 3 weeks and the support has been very good. They were brilliant with emotional support when I was first diagnosed. Graham goes above and beyond, we'd be completely stuck without him. The only thing is one of my cancers wasn't found here even though I've had regular scans. I went to London for additional treatment and had further scans. I was told about tumours I didn't know I had in a really 'off the cuff' way which was a big shock. I don't understand why it wasn't picked up in the last four years and nobody can explain to me why not. It's a lot to come to terms with especially now the cancers aren't doing what they thought they would. It's a completely different picture to get to grips with and I don't know who to turn to for support. But the Colney Centre is fantastic.</p>	5
240575	Norfolk and Norwich University Hospital NHS Foundation Trust	Cancer Services	The waits are hard	<p>The referrals into the department have been within a fortnight each time. The waits for appointments are hard.</p>	4

240570	Norfolk and Norwich University Hospital NHS Foundation Trust	Cancer Services	It's been good	It's been good. It went through smoothly. I was given an information pack and they sent me a letter afterwards to reiterate what we had discussed with lots of phone numbers to use if I need. It's been good; really good. The place was a bit tricky to find but I asked the person at reception and they sent me the right way.	4
240557	Norfolk and Norwich University Hospital NHS Foundation Trust	Cancer Services	It's been okay	It's been okay up until today but they're running a bit late. The care that I've received here has been okay up until today.	4

240514	Norfolk and Norwich University Hospital NHS Foundation Trust	Cancer Services	The care and attention is perfect	<p>It's been marvellous. They can't look after you enough. It sometimes feels like it's so busy that it drags on; it's all down to organisation. I do feel sorry for the nurses really. They need a private carpark just for the nurses. The care is brilliant. I'm fine with it. They ask if i'm alright. The care and attention is perfect. They keep checking in on you. Everyone looks after each other. These nurses are never still! One improvement could be to have more staff.</p>	4
240185	Norfolk and Norwich University Hospital NHS Foundation Trust	Cancer Services	4 stars for clinical, 2 stars for patient experience	<p>Sometimes they are absolutely unsympathetic. When I was diagnosed I was just told what it was and then kicked back out to the waiting room. The service they provide is good but they don't have the time to remember we're not a number. We might be their 101st patient that day but we're people and we need patient care. There isn't mental health support at the centre. There's the Big C but they're overwhelmed. If this was in place people would recover quicker and cost the NHS less.</p> <p>I'm told to speak to my GP when I feel unwell but actually I need to speak to my consultant as that's the first question my GP is going to ask! I refuse to be pushed back to my GP now. It's not that they don't care here, they're too busy so they want to get on to the next person.</p> <p>Appointments get cancelled or moved and nobody tells you, they say they don't have time to let you know. It's ridiculous to cancel an appointment without speaking to patients. At the end of the day be</p>	3

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