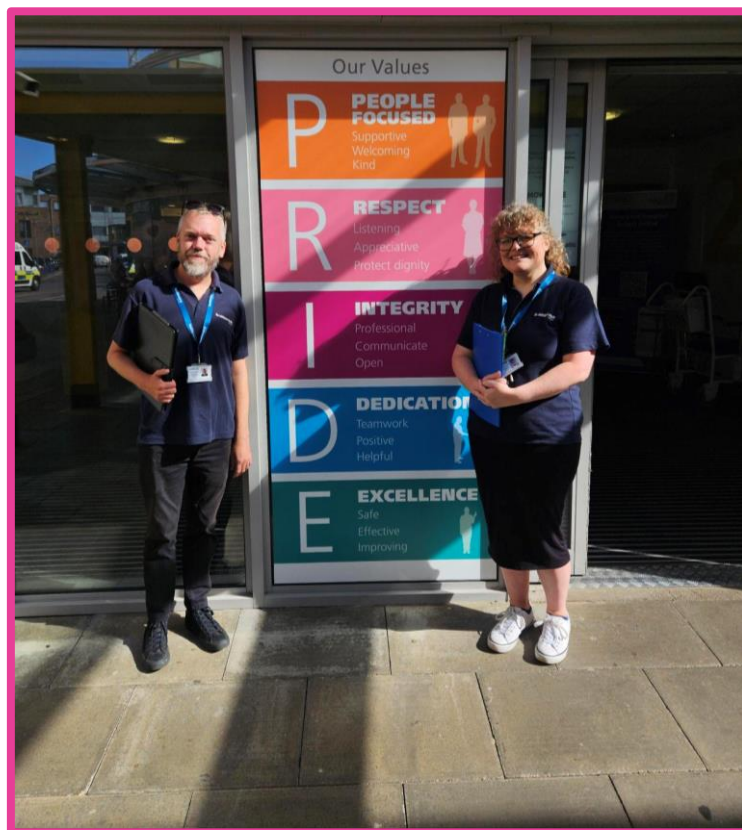


The Acute Medical Unit Department (NNUH) Feedback



August 2024

In August we visited the Acute Medical Unit at the Norfolk and Norwich University Hospital to speak with patients about their experience with health and social care services. From this visit we received 11 reviews for the Acute Medical Unit. The reviews have an average star rating of 4.1 out of five.

The Acute Medical Unit is a department within the Norfolk and Norwich University Hospital that provides nursing care to those who are acutely unwell. There are 54 beds within the unit, split across a male and female area. The primary purpose of the unit is to act as a bridge between the emergency department and other wards within the hospital.

Healthwatch Norfolk Officers who visited the Acute Medical Unit noted:

We observed consultants and nurses responding quickly to patient's needs in this busy department.

Overall, patients appeared to be happy with the quality of care that they were receiving while in the unit and noted that the food was good. However, some patients did make note of disturbances during the night.

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

ID	Service Provider	Department	Title	Review	Rating
244004	Norfolk and Norwich University Hospital NHS Foundation Trust (NNUH)	Acute Medical Unit	Couldn't do enough for me	It's been brilliant, they couldn't do enough for me. They're clear with what's going on.	5
243994	Norfolk and Norwich University Hospital NHS Foundation Trust (NNUH)	Acute Medical Unit	No complaints at all	So far, so good with the care. It's been very good in this bit, I had a lovely breakfast of porridge and toast. I'm waiting to be moved and I know what they're doing with my care. If you ask for anything you can get it if they have it. I've got no complaints at all, I'd soon tell you if I had!	5
244254	Norfolk and Norwich University Hospital NHS Foundation Trust (NNUH)	Acute Medical Unit	I couldn't fault them	I'm on chemo but reacted badly to the cycle. I'm now here on the ward being looked after. It was really busy last night; like Piccadilly Circus! They have been fine here. The nurses are bending over backwards. They've got no respite from it. I couldn't fault them.	4

244253	Norfolk and Norwich University Hospital NHS Foundation Trust (NNUH)	Acute Medical Unit	I don't like the lack of information here	I was on the stroke unit for a couple of months. I was released to home but my mother wasn't well enough to cope. Mum had a fall and was brought into the hospital. I then had a fall and was brought back into the AMU. I don't like the lack of information here. I don't know what's going on. Has my mum been updated? The care here has been good. I press the button and they come.	4
244236	Norfolk and Norwich University Hospital NHS Foundation Trust (NNUH)	Acute Medical Unit	They treat you like a human	I am here after a referral from my GP. They've been very good. The only criticism was the long wait. I was waiting on the ambulance for a good half hour. Once I was in the building I was waiting another half an hour in a wheelchair. I saw a nurse, then a doctor. I've been on a couple of wards and I was brought here this morning. The care since I've been here has been brilliant. They treat you like a human, not just a number. They're caring. I was fed a sandwich and a cup of tea. I've had breakfast on this ward. Toast and marmalade! Everybody has been so helpful. They didn't bamboozle me with medical terms.	4
244003	Norfolk and Norwich University Hospital NHS Foundation Trust (NNUH)	Acute Medical Unit	They've been really good	There's better days and worse days, it can be different depending on the staff but today's good. The neurologists and everybody have been really good. I have food allergies and they've been careful with that and have got non-allergic recipes. Everybody seems quite peaceful and happy, as happy as they can be in hospital!	4

244002	Norfolk and Norwich University Hospital NHS Foundation Trust (NNUH)	Acute Medical Unit	Everybody's treated the same	It's been alright but it seems to be a long process. I am hungry but I did eat breakfast, I don't really like porridge so I should have ordered something else. There's nothing wrong with here to be honest, everybody gets treated the same.	4
244001	Norfolk and Norwich University Hospital NHS Foundation Trust (NNUH)	Acute Medical Unit	I'm very, very pleased	It's been no problem, it's been fine. The food's been lovely - breakfast was lovely as I like porridge. I feel like everything has been explained. It would be better if you could sleep at night but I don't know how they could sort that out as it's the machines beeping and the staff have got to work. But I'm in bed, you can rest and nod off during the day, it's not too bad. I know what's happening with my problem and they're going to sort it out. I'm very, very pleased.	4
243999	Norfolk and Norwich University Hospital NHS Foundation Trust (NNUH)	Acute Medical Unit	They're looking after me	I can't fault them, they've been good in here I've got to be honest. I know they're looking after me. I just had the consultant here and I'm not clear what's happening but that's because they don't know. I'd seen my GP with breathlessness so she booked me in here as she was convinced it was another blood clot. She told me not to bring anything as I wouldn't be in long but I could be another two days. But the nurse said she can get me a razor and whatever I might need. There's so many corridors in the hospital, you can walk miles before you get where you want! And the letters they send are too long. I can understand most of it but you need just basic information and leave the rest to the doctors.	4

243997	Norfolk and Norwich University Hospital NHS Foundation Trust (NNUH)	Acute Medical Unit	Good as gold	They can't do enough to help you to be fair, they're very good really. The food could be a bit bigger and hotter but it's not too bad. The doctor's been round every day telling me the results of what they've done so far, what it's achieving. There was a bit of a kick-off last night, one bloke lost the plot, but I felt safe and security dealt with it - it's a one-off. The nurses are very polite and helpful, they're good as gold.	4
244256	Norfolk and Norwich University Hospital NHS Foundation Trust (NNUH)	Acute Medical Unit	They treat me like a brand new patient	I've been here a day, sent from A&E. There are some staff that could do with an attitude check. It feels like some staff treat me differently due to the number of times I've been here. The majority of staff I can't say enough about. They are always friendly. They treat me like a brand new patient. In general, really nice and friendly. I can always talk to them. One thing here on H ward is that they give you your discharge letter. Why can't other wards do that?	3