

The Elsie Bertram Diabetes Centre (NNUH) Feedback



January 2025

In January we visited the Elsie Bertram Diabetes Centre 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 14 reviews for the centre. The reviews have an average star rating of 4.1 out of five.

The Elsie Bertram Diabetes Centre is a specialist diabetes centre offering support to patients with diabetes and pre-diabetes in the

county. It was opened in 1989, following a donation from the late Elsie Bertram MBE. The centre offers a variety of diabetes related services and clinics. These include Podiatry, Dietary Advice, Insulin Pump Clinic, Eye Clinic and support and information around diabetes in pregnancy.

Healthwatch Norfolk Officers who visited the Elsie Bertram Diabetes Centre noted:

The waiting area was brightly decorated with a variety of seating available and ample space to manoeuvre.

We observed a wheelchair user communicating easily with reception staff due to the lowered desk.

Overall, patients seemed pleased with their experiences of care while visiting the Elsie Bertram Diabetes Centre. People specifically praised the staff's attitudes and training. Some patients were satisfied with the short wait times once they arrived at the centre. However, some patients did note issues around booking appointments and communication regarding their annual reviews.

On the following page there is a graph that shows the key themes and feelings shared in the feedback collected by Healthwatch Norfolk.

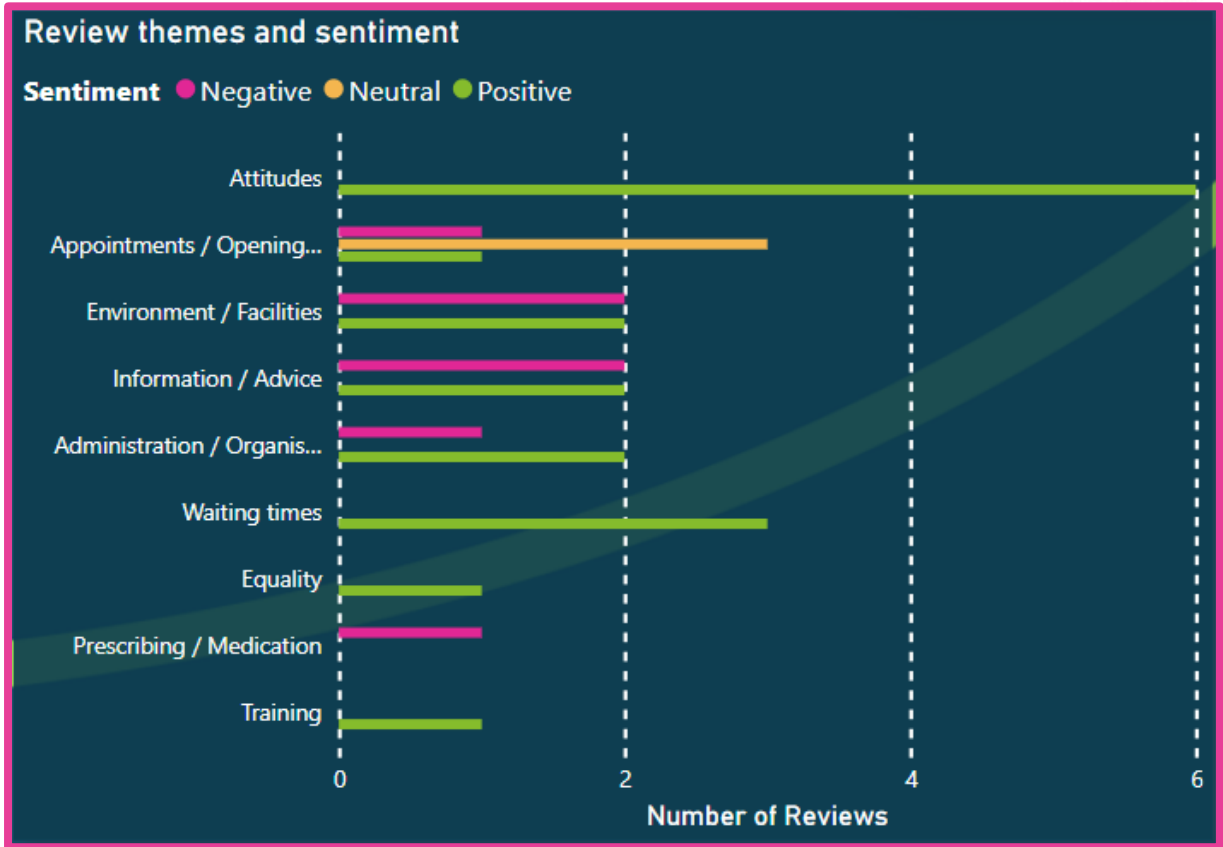


Figure 1 A graph and panels depicting review themes and sentiment for the feedback collected from the Elsie Bertram Diabetes Centre by the Healthwatch Norfolk Engagement Team.

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
252514	Norfolk and Norwich University Hospital NHS Foundation Trust	Elsie Bertram Diabetes Centre	All specialists are in one place	<p>This particular bit is really good, I've been coming here over 20 years. The staff are always very helpful and put you at ease. It's quite good that a lot of things to do with diabetes is all done in one place. The only negative is the appointment bookings, it's rubbish. They should book you in when you leave so you can check your calendar. I appreciate doctors will go on holiday or be off sick but they could book you in and change it later if they need to.</p> <p>Everything is accessible, you've got doctors, nurses, eye tests - all the specialists in one place. It's much better than going to your GP for it.</p>	5

252511	Norfolk and Norwich University Hospital NHS Foundation Trust	Elsie Bertram Diabetes Centre	Excellent knowledge and compassion	I've been coming here for a very long time and they're excellent - the staff's knowledge, compassion and forthrightness. From the people at reception right the way through to the professors are excellent. For example, I've had my foot looked at elsewhere in the hospital today and they weren't happy with it so they called this clinic and I've been given an appointment straight away. They've saved my right leg twice and my left foot. I'm registered blind and I bring my guide dog but staff also will let me know if there are any new obstacles in the way. They tell me when my appointments are when I'm here so I know and they book my annual reviews. I can ring up any time if I'm not feeling well and they will make me an appointment.	5
252744	Norfolk and Norwich University Hospital NHS Foundation Trust	Elsie Bertram Diabetes Centre	I have good feelings about the clinic	I have good feelings about the clinic. It's been absolutely fine. I have a very good consultant and the phonenumber to specialist nurses is always available. It's not the easiest to always get an appointment and sometimes the wait is quite long. I don't think there is anything else that can be improved by the clinic.	4

252743	Norfolk and Norwich University Hospital NHS Foundation Trust	Elsie Bertram Diabetes Centre	They're very efficient	<p>I've been under their care for ten plus years. Getting appointments is fine. I ring up and they're very efficient. I look after my own appointments; I don't get reminders. All was well this morning when I went in. No problem with access to the hospital at all this morning. One thing I would say is, Once you've had the initial assessment, there is no way of knowing how long the wait will be, and that doesn't help with my anxiety. If you knew roughly how long you had to wait, that would be better.</p>	4
252742	Norfolk and Norwich University Hospital NHS Foundation Trust	Elsie Bertram Diabetes Centre	It's straight forward	<p>I think it's always really good here. It's straight forward. People are friendly and helpful. Everything seems to be straightforward in terms of timings. I'm never held up for hours. For me, getting an appointment is fine. I'm on the ball and I know to look out for my annual review, but more vulnerable people might not be able to do that and they might get missed out. I think you can easily be missed if you're not switched on.</p>	4

252740	Norfolk and Norwich University Hospital NHS Foundation Trust	Elsie Bertram Diabetes Centre	It's pretty good I would say	I have been coming here quite a while. It's pretty good I would say. They've been really good to me. The whole experience of being in hospital was a good experience as they knew what they were doing and knew what they wanted to happen. I was in for a few days with x-ray, MRI, to save my foot. This department is pretty good.	4
252738	Norfolk and Norwich University Hospital NHS Foundation Trust	Elsie Bertram Diabetes Centre	It was fine	It was fine. I got a letter from the clinic and two text reminders. I haven't had to wait long here at the clinic. I found my way here no problem.	4
252519	Norfolk and Norwich University Hospital NHS Foundation Trust	Elsie Bertram Diabetes Centre	No info about road closures	I wish they had said in the letter that you can't get in via Newmarket Road because of the closures. We didn't know we'd have to go a very long way round. I had my appointment letter two weeks ago.	4

252518	Norfolk and Norwich University Hospital NHS Foundation Trust	Elsie Bertram Diabetes Centre	Very good service, lack of parking	<p>I'm under quite a few areas in the hospital but I've been diabetic 66 years. I've been coming here for 5 years since we moved over. The service is very good, you don't have to wait long and the staff are brilliant. The receptionists especially are brilliant as they have to put up with quite awkward people! The clinic is checking on me to see how treatments from another department are affecting my diabetes. I have mobility issues and I have been able to access the clinic well. The main problem is the parking, there's hardly any disabled spaces. We've had to leave half an hour earlier to make sure we get parked and here on time. There's nowhere to pick up people up easily with wheelchairs and other medical equipment when they're discharged from wards. And the WiFi is terrible!</p>	4
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252516	Norfolk and Norwich University Hospital NHS Foundation Trust	Elsie Bertram Diabetes Centre	Mainly good	I come here for check-ups and management. It's mainly good. They had a blip a few years ago where they didn't have enough staff but it seems better now. You have to ring up yourself now and remember to book your annual reviews. Once it's booked you get a text and email reminding you which works for me but it would be good if they could remind you of the time. It's all quite OK at the moment. When I've called to get help with the pump they've rung me straight back.	4
252515	Norfolk and Norwich University Hospital NHS Foundation Trust	Elsie Bertram Diabetes Centre	First time	It's my first time here and I found it easy enough. The appointment communication has been clear.	4
252512	Norfolk and Norwich University Hospital NHS Foundation Trust	Elsie Bertram Diabetes Centre	Quite happy	I'm here for eye screening today. It's fine, you can follow the signs easy enough. I'm quite happy.	4

252509	Norfolk and Norwich University Hospital NHS Foundation Trust	Elsie Bertram Diabetes Centre	Pleasant staff, difficult to find	I come here for my six-monthly and yearly check-ups. Everyone has been really good and pleasant. When I first came I struggled to find it and actually missed an appointment. I asked different staff members and they also didn't know where it was so I got misdirected. I suppose better signage would help.	4
252510	Norfolk and Norwich University Hospital NHS Foundation Trust	Elsie Bertram Diabetes Centre	Frustrating experiences	I'm here every six months and it's always fine although my last two appointments have been frustrating. I'd asked for a different method of medication delivery and they said I'd have a decision after six weeks but I never heard anything. I asked again at my next appointment six months later and still nothing. Obviously it mustn't have been approved but nobody has told me why, and I'll be asking again about it today. Also you have to book your own appointments now. They tell you when you leave to call in six months which isn't great, I don't know why they can't book in advance. I put a note in my phone but there's quite a lot of elderly people who use this clinic so I don't know how they get on. I'm having digestive issues which are being looked into and are impacting my diabetes but the departments don't know anything about each other's investigations. It's ridiculous how they don't communicate with each other.	3