

Occupational Therapy, Physiotherapy & Hand Therapy (NNUH) Feedback

January 2025

In January we visited the Level 2 Therapy Outpatients 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 24 reviews for the department. The reviews have an average star rating of 4.6 out of 5.

The department is based within the Norfolk and Norwich University Hospital and provides Occupational Therapy and Physiotherapy services for adults and children in various specialties including Rheumatology, Hand Therapy, Neurology + Neuro-disability, Plastic and Reconstructive Surgery, Spinal and Orthopaedic Musculoskeletal clinics.

Healthwatch Norfolk Officers who visited the Therapy Outpatient Department noted:

The department served both paediatric and adult patients. Staff advised us that their computer system was not working that morning however there did not appear to be any impact on patient experience.

Overall, patients felt pleased with their experience at the Therapy Outpatients Department, with many people noting the kind and helpful nature of the staff. Patients also mentioned that appointments ran on time. That being said, some people did note that the facilities could be improved, with there being a poor Wi-Fi connection and a loud/crowded waiting area.

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

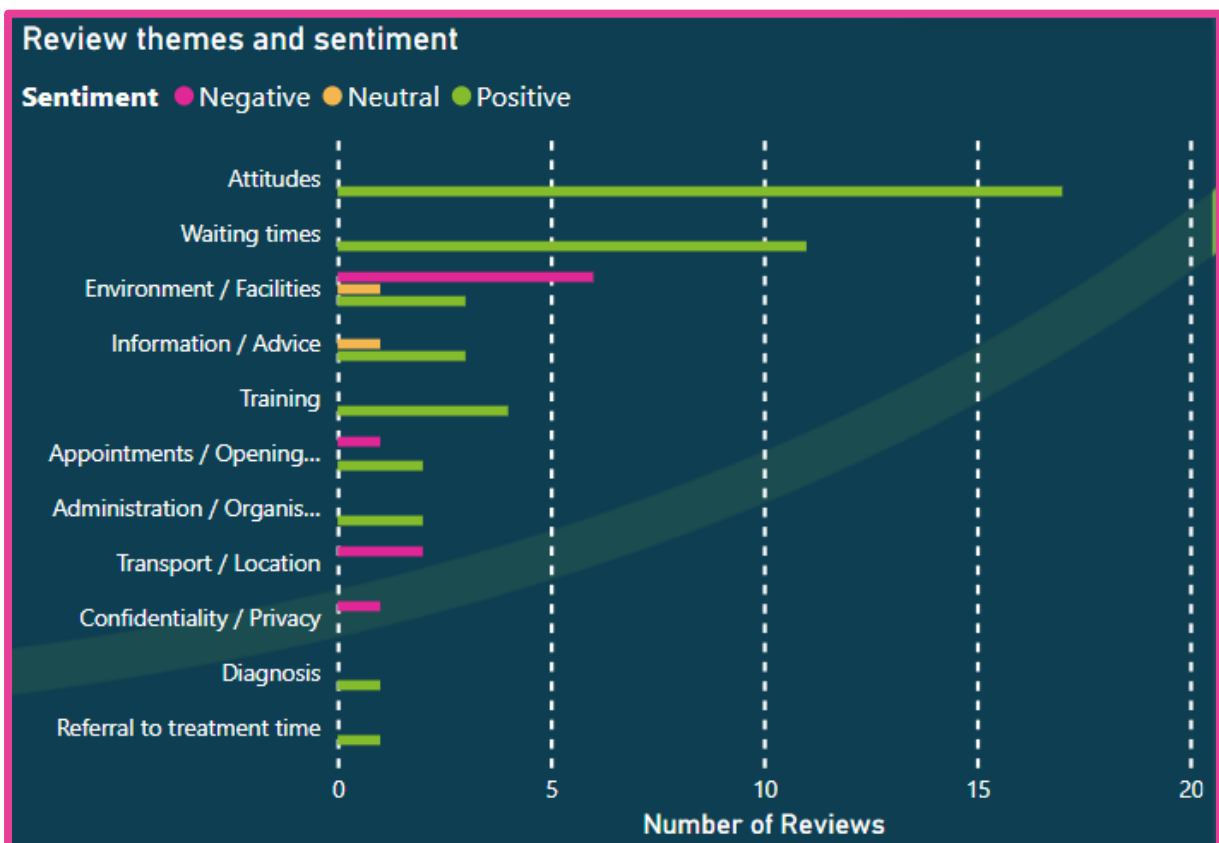


Figure 1 A graph depicting review themes and sentiment for the feedback collected from the Therapy Outpatient Department (NNUH) by the Healthwatch Norfolk Engagement Team.

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
252770	Norfolk and Norwich University Hospital NHS Foundation Trust (NNUH)	Therapy Outpatient Department	Understanding and kind	It was good. They were quite understanding and kind. Everything was fine.	5
252769	Norfolk and Norwich University Hospital NHS Foundation Trust (NNUH)	Therapy Outpatient Department	Helpful and polite	They're ever so helpful, everyone's polite. I've had no trouble. The nurses do everything they can.	5
252766	Norfolk and Norwich University Hospital NHS Foundation Trust (NNUH)	Therapy Outpatient Department	Helpful and kind	I've got on really well here, I've been really pleased. They're so helpful and kind, they really look after you when you're in there. They don't hurry you but they're always on time.	5
252765	Norfolk and Norwich University Hospital NHS Foundation Trust (NNUH)	Therapy Outpatient Department	Very good	They're very good. They give good attention and are very helpful.	5

252762	Norfolk and Norwich University Hospital NHS Foundation Trust (NNUH)	Therapy Outpatient Department	They're all helpful	They're all lovely, brilliant. They're all helpful, every single one I've seen. Mostly my appointments run to time. The waiting area's never full, there's always somewhere to sit. I can't think of anything they could improve.	5
252647	Norfolk and Norwich University Hospital NHS Foundation Trust (NNUH)	Therapy Outpatient Department	I couldn't fault them	The physios are brilliant, I couldn't fault them. I've had a lot of contact with the hospital and this is the only department that spotted that I needed additional support, and put it in motion. They filled in forms for me and booked me in some classes. This wasn't spotted by other clinicians. It's in a quiet, pleasant spot. More parking spaces would be great but I do manage to find one.	5
252645	Norfolk and Norwich University Hospital NHS Foundation Trust (NNUH)	Therapy Outpatient Department	I like the people	I think they're fine, they haven't cut my hand off yet! I like the people, leave them to it. It's easy to get to, no stairs, straight in off the car park.	5
252662	Norfolk and Norwich University Hospital NHS Foundation Trust (NNUH)	Therapy Outpatient Department	Brilliant	It's brilliant. All of the staff - their knowledge, skill and kindness.	5

252660	Norfolk and Norwich University Hospital NHS Foundation Trust (NNUH)	Therapy Outpatient Department	Useful advice, more space would be good	I think it's been very good, I've been seen to quite quickly. The staff have been extremely friendly and given really useful advice re rehab. They've tailored it to me as I'm looking to get back into sports so they've looked at that specifically. The only thing I would say, it didn't matter to me, but I had to hop, skip and jump in the corridor. They made sure it was clear and safe but a specific area would be good.	5
252655	Norfolk and Norwich University Hospital NHS Foundation Trust (NNUH)	Therapy Outpatient Department	Very helpful	I arrived in the fracture clinic very early but they fitted me in and I saw the doctor straightaway. I was given helpful advice and then sent straight to see the physio. It was a good experience but if the appointment information had indicated how long it would all take that would have also been helpful.	5
252652	Norfolk and Norwich University Hospital NHS Foundation Trust (NNUH)	Therapy Outpatient Department	All good	The appointments are never late, they are always on time. The chairs are comfy and there is always space. The receptionists are nice and the physio is helpful. When you rebook they are very flexible with availability.	5
252479	Norfolk and Norwich University Hospital NHS Foundation Trust (NNUH)	Therapy Outpatient Department	The staff are lovely and understanding	The whole department is really good. The reception staff are very efficient and quick. The appointments are on time and all the staff are really lovely and understanding. The physio Beth is really lovely and gives me space and opportunity to ask questions. She has lots of good information.	5

252478	Norfolk and Norwich University Hospital NHS Foundation Trust (NNUH)	Therapy Outpatient Department	Everything is very efficient	It's very good, everything is very efficient and pleasant and generally on time. The signage to get to the department can be confusing if attending for physio, as there appears to be another physio department in the hospital as well. Car parking is a long way off but once you are here in the department it's all fine.	5
252477	Norfolk and Norwich University Hospital NHS Foundation Trust (NNUH)	Therapy Outpatient Department	Its always quite quick	It's always quite quick, the staff are all fine. The physio gives good advice and I think they are good.	5
252476	Norfolk and Norwich University Hospital NHS Foundation Trust (NNUH)	Therapy Outpatient Department	My appointment today was really great.	My appointment was really useful, they really listen to you and give you time. This is a follow up appointment and they had remembered and had details of the previous appointment and had taken it further. They were very good and understanding.	5
252475	Norfolk and Norwich University Hospital NHS Foundation Trust (NNUH)	Therapy Outpatient Department	I have been really impressed.	It has been great. I have been really impressed. The staff have been professional, competent and they listened to me and I felt very heard. They talked me through the process as well which was very helpful. The only slight negative was that there is limited privacy in the area where you are see. You can easily hear other conversations between staff and patients and it would be better if there was some kind of partition between patients.	5

252473	Norfolk and Norwich University Hospital NHS Foundation Trust (NNUH)	Therapy Outpatient Department	Appointment on time, poor WiFi	They've been on time, I was in and out quite quickly. You expect the worst but they've been great. The hospital WiFi needs to be better! Even if it is in an area of low reception something could be done. You have to go outside to make a phone call as well.	4
252469	Norfolk and Norwich University Hospital NHS Foundation Trust (NNUH)	Therapy Outpatient Department	A patient-centred approach	They're excellent. Everybody is nice to talk to, it helps the world go round. I think they do amazingly well given the resources they've got. The departments are quite spread out but they've gone to the trouble to upload photos, bullet points and footsteps on the sheet to show you where to go. It feels like a patient-centred approach, you don't feel like an object being shunted about, you count as a person. The waiting area is very noisy. As an older person with hearing problems it is difficult to hear the staff. But I do understand the priorities of the hospital in other areas. It makes it impressive when the staff are still smiling.	4
252468	Norfolk and Norwich University Hospital NHS Foundation Trust (NNUH)	Therapy Outpatient Department	The staff are nice and kind	It's a nice place and the staff are nice and kind. You don't have to wait too long but sometimes it's boring waiting in the waiting area. It would be good if they had some colouring.	4
252464	Norfolk and Norwich University Hospital NHS Foundation Trust (NNUH)	Therapy Outpatient Department	Nothing for children to do while they wait	You are usually seen fairly quickly but there is nothing for children to do while they wait. It would be good if there were some cars or building blocks of something for children. It's impossible to find a blue badge space in the car park and there are now screening lorries parked over the blue badge spaces we used to use.	4

252463	Norfolk and Norwich University Hospital NHS Foundation Trust (NNUH)	Therapy Outpatient Department	Very helpful and supportive	They are usually very good, very helpful and supportive and do their best to find the problem so they can help. The waiting area is fine but the wifi does not always work very well.	4
252462	Norfolk and Norwich University Hospital NHS Foundation Trust (NNUH)	Therapy Outpatient Department	The staff are lovely	The appointments and timings work well and the staff are lovely. You don't seem to get text reminders anymore which I used to find useful, but I do have it in the NHS app.	4
252461	Norfolk and Norwich University Hospital NHS Foundation Trust (NNUH)	Therapy Outpatient Department	The staff in the department are incredibly helpful	The staff in the department are incredibly helpful and will help with more input. However, it has taken a long time to get here. I had to wait 3 months for a first operation and then over 2 years for a second operation and because of the waits I have needed more OT therapy. During this time I have not been able to work.	4
252458	Norfolk and Norwich University Hospital NHS Foundation Trust (NNUH)	Therapy Outpatient Department	It's all okay	It's all okay the staff are polite. Waiting times here are better than other parts of the hospital and I don't have to wait very long to go in here. Parking could be better. It would be good if they had an activity table for children, my 9 year old finds the wait boring.	3