

Oulton Suite (JPUH)

Feedback



January 2025

In January we visited the newly opened Oulton Suite at the James Paget University Hospital (JPUH) to speak with patients about their experience with health and social care services. From this visit we received 6 reviews. The reviews have an average star rating of 4.2 out of 5.

The Oulton Suite is a new Community Diagnostic Centre on the site of the JPUH in Gorleston. It opened in early January and is the second of such centres to open at the site, with a third due to be opened later this year at the Northgate Hospital in Great Yarmouth. The centre provides over 500 additional diagnostic tests per week, this includes

detecting various heart and lung conditions. Within the suite there are eight treatment rooms and six consultation rooms.

Healthwatch Norfolk Officers who visited the Oulton Suite noted:

The new building felt modern, spacious, bright and clean. We were given a tour of the new facilities which included a comfortable waiting area, and large consultation rooms suitable for a variety of clinics. However, there were no vending machines or a water cooler in the waiting area, with the nearest being next door in the Community Diagnostic Building.

Many people appeared to struggle on entry into the building to work out where to go next. The arrows on the signage hanging from the ceiling close to the entrance appeared to cause some confusion with patients heading straight ahead and missing the entrance to the stairs or the lift. During our visit two members of staff came to look at the signage to re-locate it to make directions clearer.

When leaving the unit most people we observed struggled to find the door release button which was tucked between other switches and a box on the wall. We also observed that the button was not accessible to all and some might find it difficult or impossible to operate.

There was no signage on the front of the building to indicate which building it was. Some patients had received a map in the post and others had been given directions over the phone. Those that received a map had an easier time finding the building than those who had been given directions over the phone.

Despite some challenges locating the building patients all reported being very satisfied with the level of care they received.

Overall, patients seemed satisfied with the care they received while visiting the Oulton Suite. People specifically praised the attitude of the staff as well as the speed and efficiency of their visit. Patients did express difficulties with finding the suite citing issues around signage. It was also noted that the car park was a long way away from the building, which posed extra issues for those less mobile.

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 Oulton Suite 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
252439	James Paget Hospital	Oulton Suite	Very good	Very good. Pleasant staff and quickly seen. I got a map in the post with my letter but the building could do with a sign on the front of it.	5
252432	James Paget Hospital	Oulton Suite	Great staff, took a while to find	I didn't know where the department was that so it took a while to find. I went into 3 other buildings first. With mobility issues it was tricky. The Oulton Suite was fantastic, the staff are great. The phone call directions could have been a little clearer and more information for people with mobility issues.	4
252419	James Paget Hospital	Oulton Suite	Hard to find at first	I spent about 30 minutes sat in the building next door because I wasn't clear where to go, but everything was fine once we got next door.	4
252414	James Paget Hospital	Oulton Suite	Hard to find but excellent service	The signs are misleading, the arrow is pointing the wrong way. I walked around a lot before I found it. The service was brilliant. It was efficient and they were patient with me. 5/5 for the tests but finding it would be 1/5.	4

252441	James Paget Hospital	Oulton Suite	Brilliant service but so far to walk.	Other than drop off parking it would be good to have somewhere to park at this end of the hospital. It wasn't obvious where we had to go, there was no signage. We both have breathing difficulties and it was a long way for us to walk from the car park. The service was brilliant though - 5/5 for that.	4
252214	James Paget Hospital	Oulton Suite	Very straightforward	It was quick and simple and the staff were very nice. I found where we were meant to be okay, the map with the letter was good. Parking is a way off and not good if you have mobility issues but other than that it was all okay.	4