

# Norfolk and Norwich University Hospital Feedback



## May 2025

In May 2025 we visited the Norfolk and Norwich University Hospital (NNUH) to speak with patients about their experience with health and social care services. From this visit we received 13 reviews for the NNUH. The reviews have an average star rating of 4.8 out of 5.

The NNUH is a hospital in Norwich. Upon their last inspection in September and November 2023, the hospital received a rating of “requires improvement”, from the CQC. They carry out nearly one million outpatient appointments, day case procedures and inpatient admissions annually. The NNUH offers a variety of services including specialist cancer treatments, complex spinal surgeries and neonatal intensive care.

Healthwatch Norfolk Officers who visited the NNUH noted:

We spoke to patients entering and exiting through the West Atrium where we gained views on a variety of services within the hospital.

We observed several patients utilising the support of the volunteers at the reception desk.

The area also housed the PALS office, a Macmillan information and advice pod, and a coffee bar.

Overall, people were positive about the care they received at the NNUH, praising the person-centred and caring approach of staff as well as the reliability of appointment times. However, some concerns were raised regarding the availability of parking and the cleanliness of the toilet facilities.

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 Norfolk and Norwich University Hospital 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](http://www.healthwatchnorfolk.co.uk).

ID	Department	Title	Review	Rating
260146	Accident and emergency services	Well looked after	I was taken to A&E via an ambulance as they thought I was having a stroke. I was well checked over and well looked after.	5
259394	Same Day Emergency Care	Treatment was excellent	I felt well looked after and the doctor that looked after me was really personable, he was sharing his sweets and laughing with the patients and putting them at ease but still being thorough and informative. It felt very person centred. The nurses were really good too.	5
259162	Oncology	Always good	<p>Today I have been learning how to give myself an injection should I need it. Staff are great and the appointment was on time, in fact I was late due to the road works but they still saw me.</p> <p>I have had to use the hospital a lot due to a brain tumour and leukaemia and every member of staff from the porter upwards have always been brilliant, I have used the Big C centre which is amazing and the free parking when using Oncology is very useful.</p>	5
258989	Plastic Surgery	Staff are brilliant	<p>They were very informative.</p> <p>I have been here about 6-8 times since Easter. The staff have been brilliant, everything is good.</p>	5
259030	Radiology	Never have any problems	As a couple we are here a lot, and this hospital saved my husband's life. Today went really well, I had an appointment for a bone density scan at 10am and a mammogram booked for 11am. I was in and out at bone density and seen at 10:40am for my mammogram so I was out before 11am which was my appointment time. Everyone was friendly and polite.	5

258998	Eye Clinic	No problems	I was seen very quickly and everything was explained well. I was given options, they have booked a follow up appointment, and they are going to get in touch with my GP. Everything was very clean, and the staff were friendly.	5
258993	Eye Clinic	Efficient	Everything was very efficient and professional. It has a nice clean waiting area and polite staff.  The only thing that could be better is the car parking I drove round and round trying to find a space and it made me late for my 9-year-old son's appointment.	5
258991	Neonatal	Very caring and informative	My granddaughter has been in the neonatal ward for 10 weeks and has been through all 4 rooms and all of them have been amazing.  Throughout her time there the staff have been very caring and informative, I can't speak highly enough of any of them.  It's a highly emotive situation and they deal with it so well. They look after my daughter as well and at the weekends they allow her eldest son in to see her and there is a family room so they can spend time together.  I feel reassured that she is in there and they are all being looked after. Before she was born, she was under the foetal medicine team, and they were brilliant too.	5
258990	Ear Nose and Throat	Staff are brilliant	I found everyone very reassuring, I was given good news today and the staff were brilliant.  My appointment was on time, and I can't fault them.	5
258907	Eye Clinic	Had no problems	I have had no problems, everything was explained, the waiting time was fine, and the staff were good.  The toilets need to be kept cleaner as there was paper on the floor,	5

			they need to be cleaned more regularly. I would prefer single sex toilets.	
258920	Breast Unit (General Surgery Unit)	Kind and Caring	Everyone was kind and caring and really made me feel at ease. The appointment was on time and the waiting area was clean. There was one toilet that could have done with being clean but everything else was fine and I can't fault it.	5
260160	Orthopaedics	Even the food was good	My wife had to spend 5 days in the Norfolk and Norwich hospital and during that time she was really well looked after. She said that even the food was good and had improved a lot since her last stay. We are missing the community nurse support though, it is hard to get her to the doctors when she is still in pain but needs her dressings changed.	4
258988	Eye Clinic	Staff good, wait time long	<p>I have been seen by a nurse at the eye clinic today which was great and she was lovely, but I have now been told it will be an hour and a half wait to see the doctor, I am not sure if this is standard but if they had said something in the letter I could of brought something with me to read or do.</p> <p>The letter had a bar code to do self-check in but there was nowhere to scan it. The department is well signposted. I was referred here by my opticians, the Queen Elizabeth Hospital is nearer, but they said the wait time for appointments is shorter here, I first got referred in Jan 25, I then had a text asking if I still needed an appointment in April, I text back yes and got an appointment in May.</p>	3