

Orthopaedic Outpatient Centre Feedback



July 2025

In July 2025 we visited the James Paget University Hospital Orthopaedic Outpatients Centre to speak with patients about their experience with health and social care services. From this visit we received 7 reviews for the centre. The reviews have an average star rating of 4.1 out of 5.

The Orthopaedic Outpatients Centre is an outpatient department at the James Paget University Hospital in the town of Great Yarmouth. Upon their last inspection, in January 2023, the James Paget University Hospital received a rating of "Requires Improvement", from the CQC.

The orthopaedic outpatient centre offers a variety of services including examinations, joint injections and surgeries.

Healthwatch Norfolk Officers who visited the James Paget University Hospital Orthopaedic Outpatients Centre noted:

It is a very long, uncovered walk from the main carpark to the centre – the signage is very good on the route that patients are expected to take, but harder to pick up when going through the hospital.

There are a number of, what we were told were 30 minutes drop off bays, but the signs are contradictory as some say 10 minutes and others say 30 minutes, during our visit only 2 or 3 of the 14 bays were used at any one time and the others sat empty.

There was poor accessibility at the door with lots of wheelchairs blocking the doorway, meaning people on wheelchairs were getting stuck trying to get around the corner. These wheelchairs were also blocking the door release button so people in chairs couldn't reach it.

When needing an X-Ray, patients are sent to the Community Diagnostics Centre, but there are disparities across the directions that patients are given and the signage on show. Meaning patients are going to the wrong buildings and having to travel further around the hospital site than necessary.

Overall, people were satisfied with the care they received at the Orthopaedic outpatients clinic and praised how lovely the staff were. However, there was mixed feelings regarding the signage to the centre with some finding it unclear, and confusing, and some patients experienced long waits for their appointments.

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

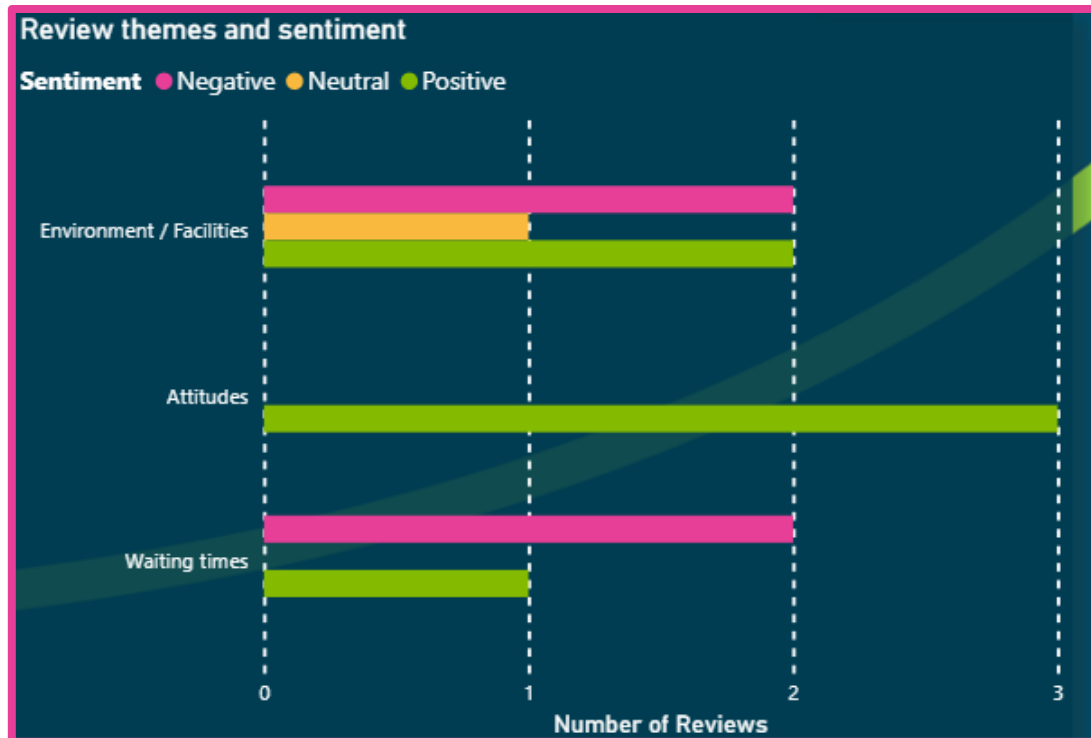


Figure 1- A graph depicting review themes and sentiment for the feedback collected from James Paget University Hospital Orthopaedic Outpatients department by the Healthwatch Norfolk Engagement Team

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

ID	Service Provider	Title	Review	Rating
52046	Orthopaedic Outpatients	Lovely staff, but a long walk	Lovely staff but it is a long walk from the car park but the map that came with the appointment was very helpful. I knew what I was coming for and the appointment was good.	5
62623	Orthopaedic Outpatients	A long walk from car park but signage is good	It's a long walk from the car park but it was fairly easy to find because we have been before, and we know where it is. I think the signage from the car park is quite good.	4
52048	Orthopaedic Outpatients	Signage from clinic to X ray is not good	I was dropped off at the main entrance and I walked round. All fine in the appointment but signage from the clinic to the X ray department is not good. The clinic sends you to X ray but there is no signage on the building that you are sent to that indicates it is where you have an X ray. We saw some other people having a problem with this too.	4
52047	Orthopaedic Outpatients	Blue badge spaces poorly labelled	The appointment was quick and the signage to the building was clear. I have a blue badge, and I found the labelling of the spaces poor. Outside the department the drop off sign on the ground runs over the blue badge spaces which makes it unclear. It's also a bit irritating that you need to get the blue badge validated at the main reception. Could this not be done here?	4
51941	Orthopaedic Outpatients	The signage is not good	The signage is not good. Told to go to the fracture clinic but none of the signs say that. For an x-ray I was told to go to the next building, but no signs say. My appointment was at 11	4

			but I sat for 45 minutes and then was told to go for an X-ray, I could've been doing that during those 45 minutes. Since then, it's been boom boom boom. The staff are very pleasant.	
51940	Orthopaedic Outpatients	Quick, pleasant, not a hardship at all	Weird that you are told to elevate your legs at home but there is nowhere to do that here. Coming from the main hospital, you can't pick up the signage until you're past the building. It was quick, pleasant, not a hardship at all. Would much prefer coming here than going somewhere in the main hospital.	4
51935	Orthopaedic Outpatients	The staff and appointment were fine	I was waiting for 55 minutes, the walk was a bit long, but the signage was good. The appointment and staff were fine.	4