

Norwich Community Hospital Feedback

July 2025

In June we circulated a Healthwatch Norfolk post-box to various departments within the Norwich Community Hospital to capture patients' feedback on their experiences. From the post-box we received 50 reviews covering a



range of departments within the site. The reviews have an average star rating of 4.7 out of 5. Physiotherapy was the most frequently mentioned department, with 15 individual reviews.

Norfolk Community Hospital is the Norfolk Community Health & Care NHS Trust's (NCH&C) largest site. NCH&C provides community-based health and care services to patients across Norfolk and Waveney. They offer a range of services across eleven community hospitals and inpatient units as well as in GP surgeries, schools, and in patients' homes.

Patients were asked to rate services out of five, for the following categories: Care, Staff Attitude, Communication, Waiting time,

Cleanliness, and Food. Below there is a graph that shows the average rating for each category – it is worth noting that the number of scores for each question varied. The average age of respondents was 63, with the majority of respondents being female and ‘White-British’.

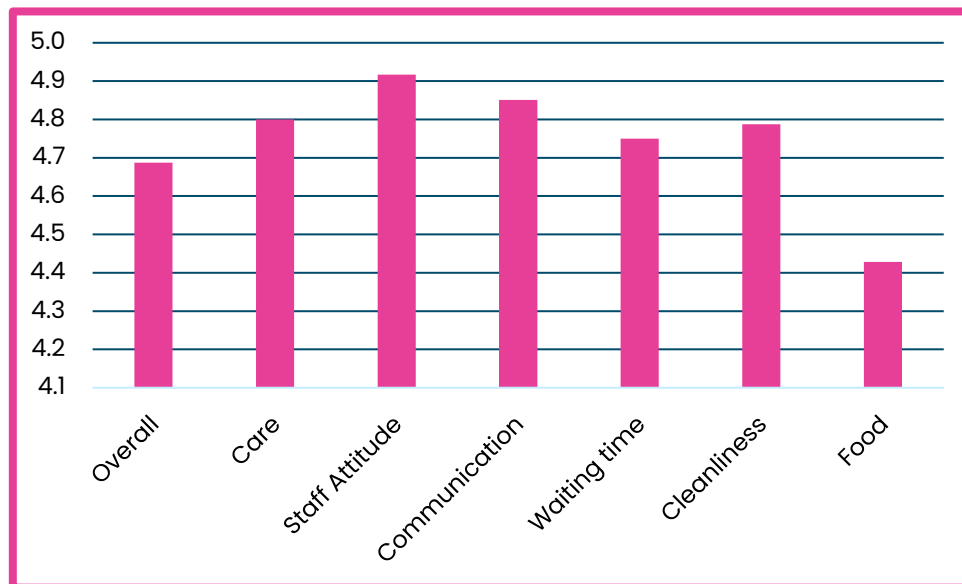


Figure 1 Average rating (out of five) for performance indicators. Please note that these ratings were not compulsory. Numbers are rounded to one decimal place.

Staff attitude was the most highly rated category with a score of 4.9/5. Whilst food received the lowest score of 4.4, it is worth highlighting that there were only 7 scores for this section.

In addition to providing service ratings, 39 patients shared written feedback of their experience of departments at Norwich Community Hospital. On the page below there is a graph that highlights the key themes and sentiments of the feedback. Feedback indicated that patients were happy with the care they received from Norwich Community Hospital, with people specifically praising the helpful attitudes of the staff.

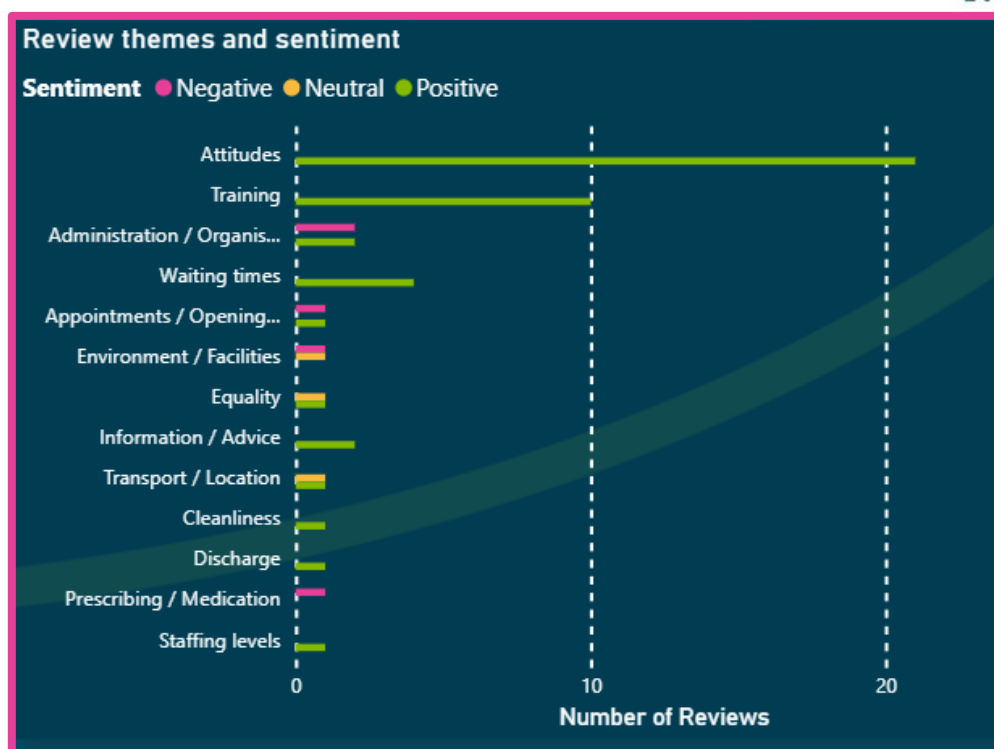


Figure 2- A graph depicting review themes and sentiment for the feedback collected from the Healthwatch Norfolk post-box

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

ID	Department	Title	Review	Rating
260048	Podiatry	Excellent	Excellent.	5
260051	Kingfisher Clinic	Excellent	Excellent.	5
260052	Kingfisher Clinic	Warm welcome	A very warm welcome by voluntary staff.	5
260058	Kingfisher Clinic	Very happy	Had a meeting with Paul, very happy to be making progress.	5
260061	Kingfisher Clinic	Listened to properly	I felt as though I had been listened to properly.	5
260063	Kingfisher Clinic	All in all very good service	Attended a follow up appointment after seeing Paul for an in-depth appointment, care plan put in place and treatment plan seen as good improvement. Getting discharged today with an open invitation to attend if have any future concerns. All in all very good service and all staff kind with supportive techniques to advise and to me to be in control of own health.	5
260064	Stroke	Very helpful	Was met by a very well presented lady who was very helpful.	5

260065	Hand Therapy	An excellent appointment at the lovely Community Hospital	I saw Catherine with regard to a damaged little finger, which prevents me (very importantly) from playing the piano. Catherine is marvellous, kind, positive and very helpful. An excellent appointment at the lovely community hospital.	5
260067	Hand Therapy	Very good appointment	Very good appointment, things seem to be going well. No improvements needed.	5
260068	Blood test	Quick, easy to use	Quick, easy to use.	5
260070	Clinic	Very good	Very good.	5
260081	Health Improvement Practitioners	Understanding Health Improvement Practitioner	Julie didn't judge me like other services even though I wasn't very nice to her at first! She was understanding which made me more comfortable. She helped me to focus on things differently instead of sitting at home dwelling on things. Julie came with me to get me out of the house and built it up to me going out on my own and meeting her there. I think if I'd seen her earlier I wouldn't have ended up getting sectioned.	5
260096	Physiotherapy	Very helpful	Holly was very helpful and gave me advice on resting wrist. Also, very skilfully made me up a wrist wrap - most impressed.	5

260098	Physiotherapy	Very good	The personnel were very good.	5
260103	Continents	Very good and helpful	Very good and helpful. Nice to see a real person to guide you, Volunteers very helpful.	5
260105	Physiotherapy	Very comfortable, good information.	I felt very comfortable with my appointment and gained some good information.	5
260107	Blood Test	Friendly, chatty and took the time to make me feel at ease	Lovely lady took my blood, she was friendly, chatty and took the time to make me feel at ease when she drew blood. She also took the time to find a good vein so it didn't hurt too bad.	5
260108	Paediatric occupational therapy	Very helpful	Very helpful service, kind and patient focused.	5
260109	Kingfisher Clinic	Everything was fine	Everything was fine.	5

260030	Physiotherapy	Didn't fob me off	They listened to my issues/ problems and didn't fob me off, and gave me advice on what to do/ improve my current situation.	5
260032	Biomechanics	Appointments and treatment excellent	Improving the length of distance to clinic. Everything with the appointments and treatment excellent.	5
260033	Physiotherapy	Excellent, that's all I can say	Brilliant help on arrival.	5
260034	Fall Clinic	Higher chair in clinic	Higher chair in clinic.	5
260035	Podiatry	No complaints whatsoever	When entering reception I was met by a very polite and helpful member of staff who showed me where I needed to be and helped me book in. The waiting area was very clean and pleasant. My appointment was on time. The help and care I received was very good.	5
260132	Norwich Community Hospital	Exceptional Service!	Very helpful and informative at the reception. Managed to rebook my appointment for today in very short notice. Exceptional service!	5

260135	Biomechanics	As far as I can see, nothing to improve on	I have had two appointments for this clinic and both times I have felt welcome and the receptionists have been very helpful. The clinicians I have seen have also been very helpful and gave me useful suggestions/ information. As far as I can see, nothing to improve on.	5
260136	Blood Test	Great service, staff are wonderful	Great service, staff are wonderful. Always feel like meeting mates when I come in which has been monthly for over 9 months. Always recommend to people to get blood tests here.	5
260138	Musculoskeletal	Excellent	Excellent, great help and support at entrance. Warm welcome - thanks. Great appointment and team. Alan is awesome.	5
260147	Biomechanics	Solid advice and support	Appointment time was met. Real listening from Jeff M.B. Solid advice and support. All delivered with humour and a smile.	5
260156	Blood services	Can't think of any improvements	Fine service. Can't think of any improvements.	5

260050	Physiotherapy	Friendly and helpful	Staff friendly and helpful, took time to listen. Only improvement would be car parking – took a while to find a space. Lots of cars parked over 2 spaces!	4
260053	Heart Failure	Overall experience great	Overall experience was great no issues, easy to find, staff helpful and kind, informative.	4
260092	Podiatry	Very good	Pleasant and communicative staff.	4
260100	Physiotherapy	Excellent Informative Course	Excellent informative course. Well structured, good fun, most useful.	4
260104	Podiatry	Appointment good	Appointment good, all explained through sign language interpreter.	4
260106	Physiotherapy	Emphasis on the positive	Seen very quickly, Full and frank assessment, emphasis on the positive. Now a full programme of exercises in place – all I have to do now is DO it! Thanks.	4

260133	Physiotherapy	Always good	Always good. Very difficult booking online for the person you need to see in the timeframe given.	4
260140	Physiotherapy	Booking system could be improved	Booking system could be improved. We turned up a week ago for an appointment which was booked face to face at a previous appointment, to be told to go home as no one had followed up and booked the appointment on the system.	4
260154	Biomechanics	Good experience at my appointment today overall	Welcomed. Information from the book in very important as I am deaf so having the receptionist use the speaker really helped but I did have to explain that I couldn't hear. Not clear that I needed to wait and be called. I was seen and dealt with in a very professional and kind way during my appointment. Helpful advice given.	4

Response from Norfolk Community Health and Care.

Following a relaunch of this initiative, we are so pleased to receive this report with such a good number of responses and high level of rating overall. Our thanks go out to NCH&C Volunteers who helped to support collecting this feedback and agreed to be mentioned in the report, providing the much-appreciated Meet and Greet Role at Norwich Community Hospital. Whilst the majority of the ratings and feedback is extremely positive, there are areas where suggestions for improvements could be made. The report will be shared widely across the Trust and we look forward to receiving further reports as the Healthwatch Pink Box travels to our other sites.