

Frailty Unit, Norfolk and Norwich University Hospital Feedback



September 2025

In September 2025 we visited the frailty unit at Norfolk and Norwich University Hospital (NNUH) to speak with patients about their experience with health and social care services. From this visit we received 14 reviews for the unit. The reviews have an average star rating of 4.3 out of 5.

The Frailty unit makes up part of the NNUH. Upon their last inspection, in September and November 2023, the hospital received a rating of "requires improvement", from the CQC. The frailty unit offers a variety

of services including the older people's assessment service (OPAS) clinic, older people's emergency department (OPED) and the movement disorder clinic.

Healthwatch Norfolk Officers who visited the frailty unit noted:

- We observed clinical staff responding quickly to patients, dealing sensitively with those who were confused or distressed. We also saw friendly interactions between patients and cleaning staff – they knew patients' names and had evidently built a warm rapport.
- We were told the Frailty Hub responds to the needs of patients aged over 65 who score highly on the Clinical Frailty Scale. The Hub takes a multidisciplinary approach and aims for patients to return home, where possible, as quickly as possible due to the known recovery benefits of this. A Comprehensive Geriatric Assessment is conducted and care plans created accordingly, sometimes implementing use of the Virtual Ward.
- The Hub has close links with medical staff in the wider community including paramedics and Community Matrons.

Overall, people were happy with the care they received at the frailty unit at the NNUH. Many people reported that staff were kind and kept patients informed about their care. Lots of people also shared positive opinions about the food. However, a couple of responses mentioned inconsistency in care, with some staff not being gentle enough, or patients struggling to get staff attention when they needed help.

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

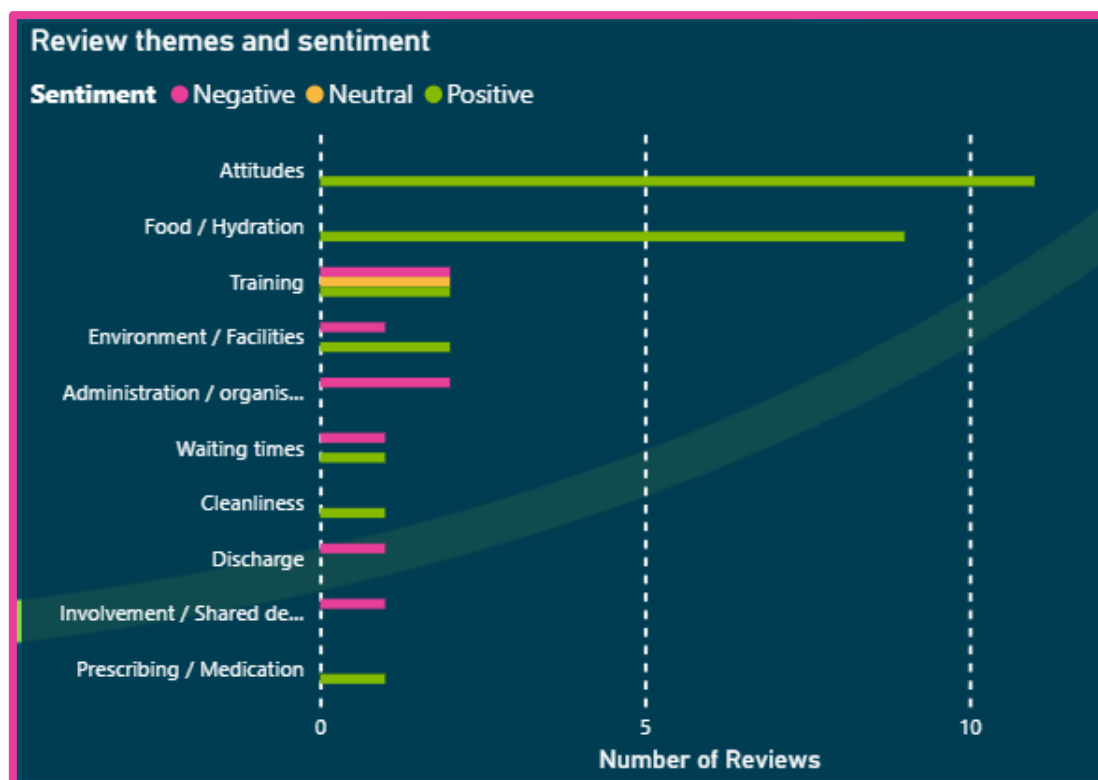


Figure 1 - A graph depicting review themes and sentiment for the feedback collected from the Frailty Unit at NNUH by the Healthwatch Norfolk Engagement Team.

Comment from the hospital:

"It is lovely to read the positive comments about the Frailty Hub and how patients were pleased with the explanations around their care and treatment.

"I am sad to read the reports that patients found some staff to be rough when handling them. We will ensure that staff are aware of these comments so that they can think about how they handle patients in the future."

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
96539	Norfolk And Norwich University Hospital NHS Foundation Trust	They work hard	It's a lovely ward, everybody is lovely. They are doing their best for me. They give me painkillers when I'm in a lot of pain and they listen to me about how I'm feeling. They work hard. The food is good.	5
96533	Norfolk And Norwich University Hospital NHS Foundation Trust	Perfect	All the staff here have been absolutely bloody marvellous. I can't fault the NHS full stop. People criticise it but from personal experience it's been amazing. They're the best and it's nice to have a side room.	5
96521	Norfolk And Norwich University Hospital NHS Foundation Trust	No problems	I've got no problems, I've not been here long. I've just been seen to, and they've told me they're going to keep an eye on me. I'm happy with the information they've given me. The staff have been fine.	5
96518	Norfolk And Norwich University Hospital NHS Foundation Trust	Very good	The food has been very good, the doctors and nurses have been very good. They've explained what's happening and why I'm here.	5
96516	Norfolk And Norwich University Hospital NHS Foundation Trust	Pleasant and nice staff	Everybody's really pleasant and nice. The doctor has been round and explained that the plan is to get me some help so I can be at home. They were clear and listened to me. I'm told the physios are coming soon too. Getting the attention from staff is very difficult as the buzzer in my bed isn't always within reach. It's often left at the bottom of the bed or hanging down on the cord and I can't reach it. I can't get the nurses' attention when I need something, or to go to the toilet. I've tried calling out or waving my arms, but it doesn't work.	5

96503	Norfolk And Norwich University Hospital NHS Foundation Trust	No complaints, the care was excellent, and I've had marvellous service	No complaints, the care was excellent, and I've had marvellous service here. There was an issue where one night where the nurse came to give me some tablets and water, but I was still asleep, so I started choking. She did do the right thing and thump me in the back. The nurses have been very kind and have got me walking. I've got no complaints at all. I don't want to come to hospital again but if I did, I'd want to come here. The food is very good.	5
96537	Norfolk And Norwich University Hospital NHS Foundation Trust	It's comfortable	It's alright, it's comfortable. I can sleep OK.	4
96536	Norfolk And Norwich University Hospital NHS Foundation Trust	It's alright	It's alright - it's clean and I get fed.	4
96534	Norfolk And Norwich University Hospital NHS Foundation Trust	Not too bad	It's not too bad. I've had x-rays and they've said it's not broken but I don't understand why it's so painful after four days. I'm worried because a friend was told his leg wasn't broken and it was and then he died. I haven't explained to the nurses why I'm worried as they're so busy. They don't give you enough bottles to urinate in, so in the night you have to use it twice and then they leak. One of the nurses isn't gentle enough with my leg when turning me but in general the nurses are nice enough. The food is nice - ice cream and jelly always goes down well! I've seen the physio.	4

96532	Norfolk And Norwich University Hospital NHS Foundation Trust	It's very nice	It's very nice. The staff are nice, they've explained things to me. The food is quite nice. I can sleep OK.	4
96524	Norfolk And Norwich University Hospital NHS Foundation Trust	Very kind staff	I've been here a while. The doctor told me I have cancer and they were sensitive with how they told me. I've had a lot of scans. The staff have been very kind. The nurses have been very good on here. I get plenty of tea! The food is OK.	4
96523	Norfolk And Norwich University Hospital NHS Foundation Trust	I'm comfortable	It's not been too bad, they look after me. I'm not sure why I'm here or what's happening but I'm comfortable. The breakfast was alright.	4
96519	Norfolk And Norwich University Hospital NHS Foundation Trust	Caring and helpful staff	It's been very good. I was transferred here from another area. The staff are very caring and helpful, everything has been explained to me. It's satisfactory.	4
96501	Norfolk And Norwich University Hospital NHS Foundation Trust	Generally good	It's generally good. The x-rays were good, and the breakfast was the best they could do, nothing wrong with it. What could be improved is the nurses could be more gentle, one of them pulls me about even when I tell them it hurts.	4