

Fracture and Orthopaedic Clinic (NNUH) Feedback



April 2026

In April 2026 we visited the Fracture and Orthopaedic Clinic in the Norfolk and Norwich University Hospital to speak with patients about their experience with the service. From this visit we received 20 reviews. The reviews have an average star rating of 4.6 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. The Fracture and Orthopaedic Clinic sees around 200 patients per day. The current specialist areas include spinal surgery, upper limb problems, hip and knee arthritis, trauma and reconstructive surgery, foot and ankle surgery, and paediatric orthopaedic surgery.

Healthwatch Norfolk Officers who visited the clinic noted:

The clinic is divided into two sides for fracture treatments and orthopaedic appointments. Both waiting rooms had ample seating and the fracture area allowed space for inpatients arriving on hospital beds.

The reception desks are low to enable easy access for those in wheelchairs.

There is a refreshments hatch at the entrance.

We were told most attendees are outpatients and visitor numbers to the fracture clinic can be difficult to predict. To mitigate this, the team work flexibly to respond as quickly as possible to surges. Additional clinics are also currently in effect to reduce waiting lists for orthopaedic appointments.

Whilst there, we observed patients being told what the expected waiting times for their orthopaedic appointment was – 25 minutes.

We were also told the clinic works closely with the hospital's research team, and we saw posters advertising opportunities on the noticeboards. Patients can choose to participate in trials investigating various bone conditions and diseases.

Overall, patients were pleased with their care at the clinics, particularly noting the positive interactions they had with staff and the clear treatment information they received. Some were satisfied with the communications regarding their appointments, however others expressed difficulty with enquiries about these. Waiting times in the clinic were reported as either quick or acceptable, however we were told about some long waits to access initial appointments or operations.

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

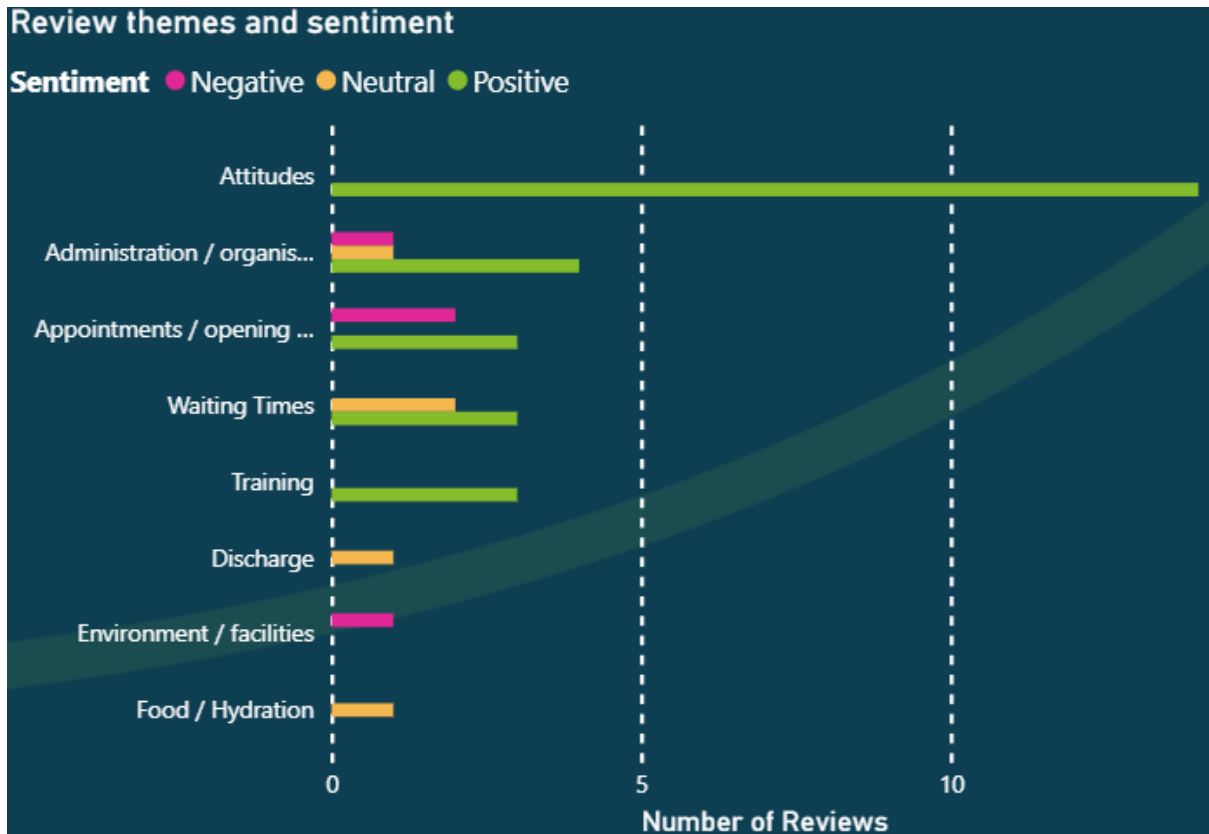


Figure 1 - A graph depicting review themes and sentiment for the feedback collected from the Fracture and Orthopaedic Clinic, Norfolk and Norwich University Hospital, by the Healthwatch Norfolk Engagement Team

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

ID	Service Provider	Title	Review	Rating
381490	Norfolk And Norwich University Hospital NHS Foundation Trust	Very reassuring	They've been very reassuring. Putting the thing on didn't hurt at all!	5
381488	Norfolk And Norwich University Hospital NHS Foundation Trust	It's alright, difficulty with toilet room	So far it's alright. I did have difficulty navigating one of the toilets which is at the back of the rear orthopaedic clinic. I'm not a professional wheelchair user as it's my first time in one, but it seemed like there wasn't enough space to get in, close the door, and move round. It might help if the door opened outwards? I used a different toilet before at the front of the department and that was spacious enough.	5
381486	Norfolk And Norwich University Hospital NHS Foundation Trust	Easy and straightforward	I think it's been really easy and straightforward. They're all nice and friendly. I don't have any complaints.	5

381480	Norfolk And Norwich University Hospital NHS Foundation Trust	They've been helpful	It's been alright, they've been helpful. I feel like I understand what they're doing. I don't have anything bad to say about them.	5
381476	Norfolk And Norwich University Hospital NHS Foundation Trust	Friendly, helpful staff	It's excellent. This is my fifth visit and it's been really good treatment. Friendly, helpful, staff everywhere. They've been really responsive when I've asked questions. I haven't got anything negative to say at all.	5
381472	Norfolk And Norwich University Hospital NHS Foundation Trust	Efficient and cheerful	It's always excellent here, I've been a few times and this is hopefully my final time. They're efficient, cheerful and happy. They do their job.	5

381466	Norfolk And Norwich University Hospital NHS Foundation Trust	I'm immensely grateful	<p>This is my third appointment and I hope my final one! They've been very good at giving information in a letter beforehand telling you what you do and don't need. The communication in general is very good. They've all explained what they're doing and why. They showed me and my husband multiple times how to change the hinge on my brace. I think his name was Jeff, he was very smiley! My first temporary brace was put on too tightly but I'll give it a bit of leeway as it's not an exact science.</p> <p>The injury happened abroad and I was operated on there, but the NHS swung into action when I was back - the appointments all happened when they needed to. I'm immensely grateful for our health service.</p>	5
381464	Norfolk And Norwich University Hospital NHS Foundation Trust	Very impressed	<p>I'm here to see Professor McNamara to look at getting my metal work removed. I'm very impressed with him, he's got a very good bedside manner. I've got no complaints.</p>	5

380985	Norfolk And Norwich University Hospital NHS Foundation Trust	I can't fault the treatment or the people that I've dealt with	I've been in several times. I can't really fault the service. I can't fault the treatment or the people that I've dealt with. The level of service here - everything is under one roof. I can't fault the whole thing, although maybe the food could be better!	5
380983	Norfolk And Norwich University Hospital NHS Foundation Trust	I've been impressed	It's been good! The doctor was very informative and explained everything in great detail. I was offered a physio appointment the same day which I'm really impressed with. I got here early and was seen early, which was good. I'm hoping to be discharged from clinic today. I've been impressed. It's nice to be told what's going on. The communication is important. Things were explained and I was given options... but it hurts!	5
380977	Norfolk And Norwich University Hospital NHS Foundation Trust	I've got nothing but praise for my experience here	I've been really pleased. I only had to wait five minutes in clinic, the morning after going through the A&E process. I was 90 minutes through the whole clinic. Really good. They really seem to know what they're doing. I feel like I've been looked after. I've got nothing but praise for my experience here. I can't fault it.	5

380971	Norfolk And Norwich University Hospital NHS Foundation Trust	Every time I've had to come here it's been fantastic	Every time I've had to come here it's been fantastic. The team are fantastic. I'm here still as I don't have full movement. The surgeon was fantastic, both of them. The x-rays always come through when they should. I'm a regular up here! I don't feel that I've ever had to wait too long. There was one time when I feel I was discharged earlier than expected. But I've had lovely nurses here in my time.	5
380957	Norfolk And Norwich University Hospital NHS Foundation Trust	So far, so good	So far, so good! It's not too busy. There was a slight complication as I had to cancel my first appointment and I couldn't get through to cancel. I just had to leave a message - I hope they got it!	5
380954	Norfolk And Norwich University Hospital NHS Foundation Trust	I think they're good	I think they're good. They're polite. Bearing in mind how busy it is, you still get seen. You get your appointment time and unless they're really busy you don't have to wait too long.	5

381489	Norfolk And Norwich University Hospital NHS Foundation Trust	Very good	They're very good, I don't have any complaints. Things take time but I understand that. I could understand all the letters OK.	4
381484	Norfolk And Norwich University Hospital NHS Foundation Trust	Long wait, OK once in	<p>It was a long wait to get in with the clinic but it's OK once you're here. The NHS App said it would be 25-26 weeks, but it's been 14 months. I rang a few times and left messages to see what was happening and got no response. When I did get through, they said it would be about 70 weeks and it has been.</p> <p>I used to do pilates and go to the gym regularly and now just walking is incredibly difficult. Professor McNamara has been very good and apologised for the long wait.</p>	4
380978	Norfolk And Norwich University Hospital NHS Foundation Trust	It's been spot on to be honest	The only thing was the delay into clinic. But since then, it's been quick through the clinic. Everything has been pretty much smooth sailing. It's been spot on to be honest.	4

377628	Norfolk And Norwich University Hospital NHS Foundation Trust	Excellent	They're excellent here - the surgeon and all the staff. I'm happy with all that's happened. They're doing what they said they would do.	4
381479	Norfolk And Norwich University Hospital NHS Foundation Trust	Long wait for operation	It's fine but I've waited six years for an operation that was cancelled because of Covid. I've had the scans and everything and spoken to a consultant, so I'm here today to find out when the op is happening.	3
380952	Norfolk And Norwich University Hospital NHS Foundation Trust	It's the admin that gets to me	They're fine. No problem at all really. The staff are fine. It's the admin that gets to me. I keep asking for emails and texts. It's the amount of letters! The admin is ludicrous. I'm 81 and I can do everything on my phone, it's not difficult. I use the NHS App, no problem.	3