

Eye Clinic (NNUH) Feedback



September 2026

In September 2026 we visited the Eye Clinic in the Norfolk and Norwich University Hospital (NNUH) to speak with patients about their experience with the service. During this visit we received 18 reviews from patients or family members and the reviews have an average star rating of 4.5 stars out of 5.

The NNUH is a hospital in Norwich, Norfolk. Upon their last inspection in September and November 2023, the hospital received a rating of "Requires Improvement", from the CQC. The Eye Clinic provides screening, diagnosis and treatment for patients accessing support following a primary care referral or emergency admission.

Healthwatch Norfolk Officers who visited the clinic noted:

At the reception desk, enquiries were handled promptly, and clinicians collected patients in person from the waiting areas.

Seating was plentiful across the different areas, including a separate children's space with books and toys.

Several clinics for different conditions operated simultaneously and the department also received patients requiring emergency treatment.

The department offers a range of screening, diagnoses and treatments, including surgical procedures.

Health information was displayed clearly alongside details of local charities supporting people with sight loss.

Overall, most patients we spoke to found the clinical staff helpful and knowledgeable. One felt explanations could have been clearer, but others appreciated the way information was delivered.

Appointments at the clinic were said to run on time and many people told us they were happy with their treatment outcomes. Patients who were at the clinic following a primary care referral reported wait times of months, however those who had been admitted as emergencies told us they were seen immediately.

One person flagged an issue getting through to the department by telephone and that they were unable to leave a voicemail due to the inbox being full.

Response from the provider

"I'm very pleased with the feedback report. It gives a really positive reflection of our environment and staff, and provides valuable insight into
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the patient experience. We're fully aware of the communication challenges around securing appointments, which our Operations Team is currently working hard to address. Overall, I'm very happy with the report and feel incredibly proud of the team and the service we provide."

Laura Webster, Eye Clinic Sister

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 Eye Clinic 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	Title	Review	Rating
507990	Really good service	I get on very well here. They've seen me before and they keep on top of my eyes, the pressure has been very good. They book appointments for me and they come through as I'd want them to. I've had a really good service.	5
507989	It's been alright	I've been here before and I've had an operation. I've been here a lot and it's been alright.	5
507988	Professional staff	They're all very good here. People whinge and moan about the NHS but at the end of the day they're pretty good. The medical staff are very professional. I'm waiting for outcomes from an op I had in May and to have the gel removed. Things have been explained but sometimes in 'medicalese' which would be better in more layman's terms. You go home and Google everything then wish you hadn't! The app is annoying but they book appointments for me.	5
507987	Can't fault them	I came up here first as an emergency on Saturday after a routine eye test at the opticians. They saw me quickly, there was no waiting and I've got a follow-up today. I'm not quite sure what's happening or what the treatment is but I think that's because they don't know yet, and I'm not worried about that. I can't fault them.	5

507986	Can't fault them	I'm happy with what they've done for me, they're good here. They're correcting my eyes with prisms. I have no problems booking appointments. I can't fault them at all, it's marvellous what they can do.	5
507984	I'm taken good care of	They're very well organised and the staff are nice and friendly. There're a lot of people waiting but that's understandable. I'm taken good care of and I know what's happening at each stage. I was referred by my optician, which took 11 months. It's no reflection on here and I don't think it's made a difference on my sight, but it could be crucial to someone else.	5
507980	Always looked after me	They've helped me loads. I went blind in one eye overnight and I was rushed here from the opticians. I was here nine hours while they worked out what had happened. They kept me calm and gave me food and drinks. I've been back for lots of appointments while they check everything, and I mean everything! They've got everyone involved. Dr. Schneider has been marvellous. They always explain things in a straightforward way, not in doctor speak. When my daughter hasn't come with me they will talk to her on the phone as I can get anxious and struggle to take in information. They never rush me and they've always looked after me.	5

506256	Pretty good	I have been seen promptly today. I was referred by my optician in January and it's taken until September to be seen. It's been very busy but it's been pretty good and the staff have been very good.	5
506255	No complaints	I think they have been really good. I was seen on time. The nurses are lovely. I have no complaints at all. I saw the doctor yesterday and I am in the eye clinic today.	5
506247	Got seen the same day	I went to the opticians and got referred here and was seen on the same day, and this follow-up is only two and a half weeks later. I found the department very easy to find from the letter. The staff are very good and explain things well, they answer any questions that I have. I asked them to go through things again with me and repeat it, and they took the time and I was not made to feel a nuisance. Knowing I can take my husband in to the appointment is reassuring as four ears are better than two, especially when it's an emergency. Car parking was fine as I used the multi-storey car park.	5
507985	Fantastic medical staff, admin difficulties	Generally the medical staff here are fantastic, it's the admin I have issues with. Getting through by phone is difficult and the mailbox never seems to be empty. It says they'll get back to you in three days but they don't so you keep ringing and ringing. I would have given them five stars for the medical side but I'll have to bring it down for the admin issues.	4

507982	I was blind, now I've got vision	It's good, Dr. Schneider has rebuilt my eye! I was blind and now I've got some vision. I've had four operations and some were booked ahead; some I've been sent to on the afternoon of other appointments. There was a delay with the original procedure when I was under the care of a different consultant which meant further damage was caused. I've since been told that op could have gone ahead so I'm a bit miffed but that's life! Since Dr. Schneider's had my care it's been excellent and, appointment-wise, if I phoned up today he'd see me tomorrow.	4
507981	It's been fine	It's been fine, it's my first time here and it took 11 months for this appointment. It's more like a check-up so I don't think anything would have deteriorated but I was told it would be 18-30 weeks originally. You can see it's busy and they did tell me I'd be here for up to two hours - this information was given to me in advance.	4
507979	Brilliant once in	Once you get in to see someone it's absolutely brilliant. I've had problems with both eyes for a considerable amount of time and it really affects my life.	4

506249	Staff have been lovely	About a year ago the optician said they would like me to be seen at the eye clinic and they would make a referral. About six months later I got a text asking if I still wanted to be seen, which I replied to saying yes and got an appointment about six months later. I have had my drops and had a scan and everything has been fine, I was seen just 10 minutes after my appointment time. The staff have been lovely, even turning a fan on when I asked as I was hot. The different colour chair system works well.	4
506248	Wait time	The only complaint I have is the uncertainty of how long you have to wait. If there was just a display telling you the average wait it would help and stop people keep going to reception to ask. I know it's not easy and it's not a big gripe but just knowing would make it easier to plan. I have just had some surgery. I phoned my consultant about my eye problem on Friday and was seen on Saturday, and then this follow-up appointment on the Thursday. The staff are absolutely fine and friendly.	4

506246	Very good	I had to come a week ago after a trip to A&E. I was in the A&E department on Sunday and Monday and they booked me an appointment for the Tuesday, and I am back here a week and two days later. They are very good, they move through you quickly and the chair situation is good as you know where you are meant to wait. It could be easier to get hold of someone as when I left here the first time, I had some questions about an MRI scan and there was just no way of getting to talk to someone.	4
506244	Staff have been fine	I was referred to the Eye Clinic by the opticians and it has taken five months to get an appointment. My appointment was at 9.50am, they took me in for drops at 10am and I have now been waiting half an hour to be seen. All the staff have been fine.	4