

The Queen Elizabeth Hospital Feedback

February 2024

In February 2024 we visited The Queen Elizabeth Hospital to speak with patients about their experience with local health and social care services. This was a general engagement session and we were positioned in the main hospital corridor and just inside the main entrance.

From this visit we received 28 reviews for the hospital. The reviews have an average star rating of 4.1 out of five. The reviews are displayed in the table below (page 3) and can be found on our website www.healthwatchnorfolk.co.uk.

Most people we spoke to had positive experiences of care at the hospital. Most told us that they were treated well by staff who were nice and friendly and cared for them or their relative well.

On the other hand, some specific concerns and suggestions for improvement from the people we spoke to included:

- Long waits and limited communication from Accident and Emergency.
- It was suggested that a toilet on Gayton Ward for visitors would be good.
- One visitor told us about difficulties finding Leverington Ward, including confusing coloured lines in the car park, unclear instructions on the car park machine, and difficulties understanding signage to the ward.
- Improvements needed to the locker facilities in the MRI Medical Admissions Unit. A patient told us that they *“locked the locker but when I returned after my scan the door was wide open”*.

During our visit Healthwatch Norfolk staff spent some time focusing on signage and directions at the hospital entrance. To do this we observed the area around the front entrance and spoke to visitors to the site, hospital staff and volunteers. From this we noted:

Whilst many people appeared to know where they were headed, we also noticed some people trying to work out the signage. Many of these then asked at the information desk. Others went straight to the desk as they entered the building.

We noticed that staff and volunteers at the desk were very good at directing people giving clear instructions.

Staff and volunteers at the desk told us visitors regularly asked for directions to the West Norfolk Eye Centre, The Emmerson Unit and the Endoscopy Unit. They also told us they didn't feel signage outside the hospital walking up from the car park was adequate at directing people to these units. They also reported that patients still come to the main entrance looking for the eye clinic. Healthwatch Norfolk staff were unable to interpret the acronyms 'GPF'D' and 'ARI' written on floor signage and asked staff and visitors if they knew what they meant. Other than the staff at the information desk nobody was able to tell us they were referring to the 'GP Front Desk and 'Acute Respiratory Infection'.

Overhead signage just inside the entrance tended to contribute to a bit of a bottle neck just inside the front door as people pause to try and read it. People standing behind then tend to just walk past to clear the way and miss the signage. Healthwatch Norfolk staff were asked for directions to the toilet even though the enquirer had just walked past the overhead sign giving direction to the toilets.

We did also note that the limited amount of overall space at the main entrance made appropriate signage a challenge.

ID	Department	Title	Review	Rating
227846	Accident and emergency services	A huge thank you	Absolutely amazing treatment, a huge thank you to everybody!	5
227850	Accident and emergency services	Always really good	Very happy, always really good.	4
227863	Accident and emergency services	Great staff, system lets them down	<p>I was referred to A&E on Friday to the Same Day Emergency Care. I should have had a call yesterday about my ongoing care, I waited all day and it never happened. The emergency had been a frightening experience so I was obviously already worried about everything. I ended up calling myself and was told in a very casual way to come in. I feel confident to call but maybe somebody else wouldn't chase it up.</p> <p>Once in, the staff are brilliant, but the admin needs working on. The staff themselves are great it's the system that lets them down.</p>	3
227862	Accident and emergency services	Great people, long wait	I've been here since 8.30am (over 8 hours ago), I've had scans and blood tests but still not seen a doctor. The people are great but it's just too long to wait.	3

227857	Accident and emergency services	Terrible	I want to give them zero stars. I had pneumonia on both lungs but was 12 hours waiting in A&E where I had to sleep on a chair. Now I've got fluid on my legs.	1
227845	Accident and emergency services	Zero stars	I brought my wife to A&E with a serious water infection and was told she'd have a simple treatment and be out so I went home to come back later. 6 hours later I'd heard nothing so came back and then they told me she'd be staying in. It was a shambles! I hadn't got any of her medication or clothes with me because they didn't ring. They had my phone number but nobody bothered so I had to go away and get them again. Hours and hours it took to sort everything out. An absolute shambles.	1
227853	Audiology	Staff are all lovely	The staff are all lovely. I was only just on time today and they apologised to me for being late and then my appointment was only 3 minutes after the time.	5
227847	Audiology	Fantastic service	I went in to audiology to book an appointment but they had a slot so they fitted my hearing aid there and then! Fantastic service. I've also previously had a heart monitor fitted which I'm very happy with.	5
227861	Ear Nose and Throat	Quick and polite	They were quick, polite and friendly.	5
227856	Elm ward	Can't fault them	The staff on Elm ward are nice, you can't fault them.	5

228010	Gayton Ward	The staff are amazing	The nurses and health care assistants are amazing and lovely. The only problem I see is that they are understaffed. You see them at the end of their shift and their expressions change and they look tired. The care I have had on the ward has been good and the way they care for some of the older patients is really good. Danny is a brilliant Nurse.	5
228012	Gayton Ward	The staff were very friendly	I visited my relative on Gayton ward today and the staff were very friendly, very pleasant. We have travelled quite a way to visit and it would have been better if I could have brought my granddaughter too but you are only allowed two visitors at a time. A toilet on the ward for visitors would be good too.	4
227991	Gynaecology Outpatients	I trusted the staff	I felt confident in the process and trusted the staff and it was clean. The staff explained everything and encouraged my questions.	5

227984	Leverington Ward	Signage could be improved	The care for our relative on Leverington ward seems good. However finding the ward was not straightforward. The coloured lines in the car park are confusing, we didn't know where we could or couldn't park. The instructions on the car park machine were not clear. When we read the signage at the end of the main hospital corridor to try and locate where to find the ward we found it difficult to understand. It would have been helpful to have been directed to the nearest staircase we went the wrong way based on what we thought the signage meant and walked a lot further than we needed to. The signage is just not very clear. Leverington ward was good just not enough chairs for visitors.	5
227860	Marham Ward	Left on her own	My mother isn't happy, she's been put in a side room and doesn't see anyone unless it's for medicines. She feels like she's been left on her own. They were better on other wards.	3
227996	MRI Medical Admissions Unit	The department felt a bit small	The care I received from the staff was good, but the department could be bigger, it felt a bit small. The lockers facilities could be better too. I locked the locker but when I returned after my scan the door was wide open.	4
227854	Necton ward	Zero stars, very rude staff	Staff were so rude the way they spoke to me, slamming medication on the table and ordering me to take it and just how they talk.	1
227848	Neurology	Absolutely happy	They're always on time, I'm absolutely happy with the treatment.	5

228005	Other	The staff on the ward were excellent	We had not visited the hospital before and found it difficult from the road to find out work out where to turn in to the car park. When we got to the front entrance we asked at the desk where to go and the staff were very helpful. On the ward the staff at the nurses station were very helpful in fact all the staff on the ward were excellent.	4
228008	Paediatrics/children services	Really good	It was good I got a biscuit and everyone was kind.	5
227844	Respiratory Medicine (Necton Ward)	I feel like they care	I have to have regular treatments every few months, they recognise me and know my name. I feel like they care. I came from Cambridge 18 months ago and this hospital is excellent compared. If I don't have any visitors they will sit with me and they know I don't like males so they don't put me with any without a female also there.	5
227855	Tilney ward	Very rude staff	Zero stars. I'm showing as Covid positive because I had it in December so it's still in the 90 days. I'm not infectious but they don't listen even though only 1 test out of 6 was positive. They wanted to put me in a room with no windows.	1

227851	Urology	Pleasant and knowledgeable people	The service you get is really, really good. The way they approach their patients - they're keeping patients informed about what's happening and where they're going which is really reassuring. I've been seen quite quickly, I've been fortunate. I've had a lot of ailments over the last 2 years and all the people I've met, not one person hasn't been pleasant and knowledgeable.	5
227849	Vascular	Very thorough	We could understand everything and even got a call to come back in and talk things through. Very thorough.	5
228001	West Norfolk Eye Centre	The treatment is always fantastic	I attended the eye clinic two weeks ago and it was all very good. The treatment itself is always fantastic, it's brilliant. The only problem is parking and walking to the unit.	5
228007	Windsor Ward	Staff were helpful	The staff were friendly and helpful on Windsor ward. It was all good.	5
227859	X-ray	Really quick	They were really quick and really friendly.	5
227858	X-ray	Quite impressed!	I was in and out in no time. Staff were polite and friendly, they introduced themselves. Quite impressed!	5