

The Queen Elizabeth Hospital Outpatients Department Feedback

November 2025

In November 2025 we visited The Queen Elizabeth Hospital Outpatients Department to speak with patients about their experience with health and social care services. From this visit we received 17 reviews for the department. The reviews have an average star rating of 4.5 out of 5.

The Queen Elizabeth Hospital Outpatients Department is an outpatient's department at the Queen Elizabeth Hospital in the town of King's Lynn. Upon their last inspection in January 2022, the hospital received a rating of "requires improvement", from the CQC. The outpatient department offers a variety of different clinics and services for multiple specialities.

Healthwatch Norfolk Officers who visited The Queen Elizabeth Hospital Outpatients Department noted:

- The Healthwatch Norfolk officer was welcomed by the Outpatient Sister in Charge and several other members of staff in the department.
- Coming from the main hospital car park the outpatient entrance was not immediately obvious.
- Patients were observed arriving in outpatients both from the main hospital entrance and via the outpatient entrance.
- During our visit the waiting area appeared to have adequate seating.
- There were spaces clearly marked for wheelchair users.
- The nurse's station is hidden from view as you enter the waiting area and not clearly labelled. Some patients were observed asking for directions, despite being given directions at the outpatient check in desk.
- A stretcher bay was screened with a curtain, but access was blocked by equipment during our visit.
- Staff were observed being friendly and helpful, for example assisting patients with seating and general directions and taking time to walk patients to other areas.
- Staff were heard giving patients an indication of the expected wait time to see the doctor.

Staff told us:

- Reception staff told us that approximately 50% of patients reporting to the outpatient reception desk were directed to other departments.
- Outpatient clinics run 7 days a week with cardiology evening clinics also running on three weekdays.
- Staff told us they would like all the patients directed to the outpatient reception prior to arrival at the hospital.
- Some of the consulting rooms were not adequate for some wheelchair users as entry space into the room was restricted with limited turning space.
- There was one stretcher bay for patients, which staff told us was sometimes used for consultations.

Overall, people were pleased with the care they received at the Queen Elizabeth Hospital Outpatients Department. Many people felt that staff were friendly and helpful. Some people did raise that they had difficulty with the parking, particularly finding disabled parking spaces. Additionally multiple people pointed out that it would be beneficial for there to be better signage to the outpatient's department as they had difficulty finding it.

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

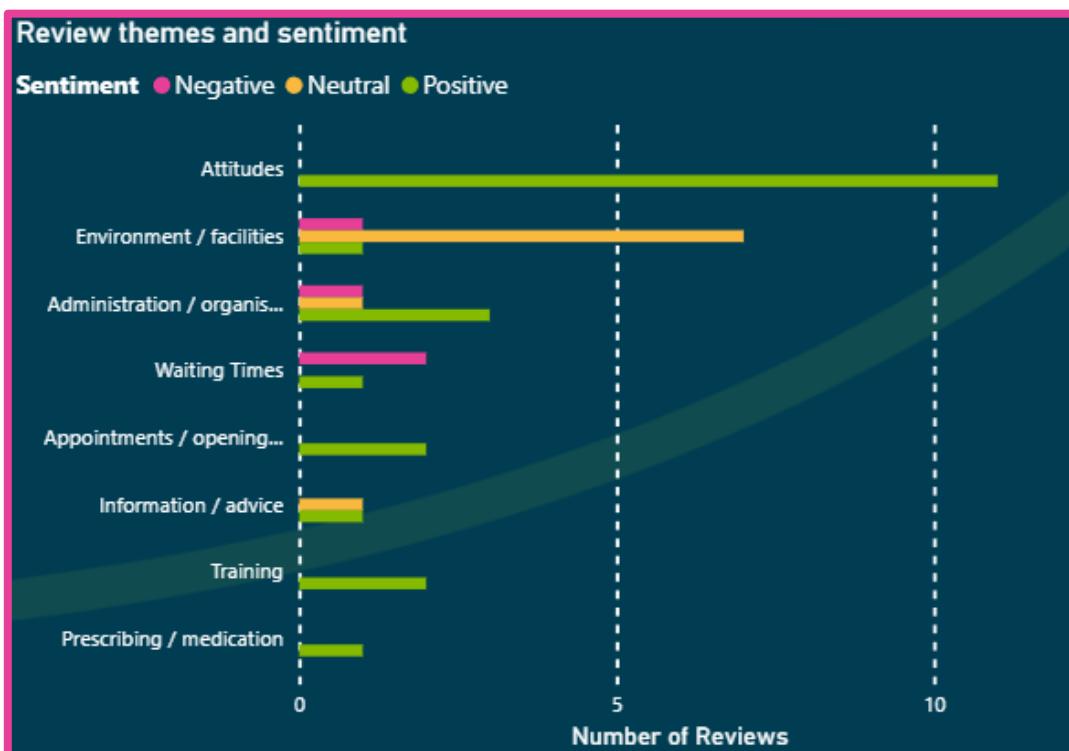


Figure 1 - A graph depicting review themes and sentiment for the feedback collected from The Queen Elizabeth Hospital Outpatients Department by the Healthwatch Norfolk Engagement Team.

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
281584	The Queen Elizabeth Hospital	Seems to work fine	It seems to work fine. We forgot the neurology clinic had changed location but that was our fault. When we got to the old location we remembered and found our way to the right place fine. Parking today was good and the staff have all been friendly and helpful.	5
281493	The Queen Elizabeth Hospital	Staff are lovely	I'm giving it five out of five for the staff and the outpatient department but if I was rating the parking, getting here and drop off it would only be a four. If we had known ahead where outpatients was, it would have been helpful. The electronic letter just said go to outpatients. I had to drop the patient off and it was not clear where would be best to stop as we didn't know where the entrance was. I stopped as close to the main entrance as I could, but it turned out it would have been better to go further along to the outpatient entrance. The staff here have been very helpful it's just that better signage would help.	5
281492	The Queen Elizabeth Hospital	Lots of checking in	It was easy to find the main entrance so that's where I came in but it would have been more helpful if I had seen a sign to the outpatient entrance. When I came in the main entrance the staff on the desk directed me to the outpatient reception who then directed me to the nurse's station. Lots of checking in. It would have been helpful if I had spotted the outpatient entrance, but there was no signage that I saw.	5
280907	The Queen Elizabeth Hospital	Very helpful staff	I had a letter about this appointment, and it told me where to come. I came to the outpatient entrance, and they told me to come to the nurses' desk in the department. I didn't understand why I had to	5

			check in twice, but it was easy to check in. The staff are very nice and very helpful.	
280906	The Queen Elizabeth Hospital	Great, very satisfied	I did get a bit confused when I first arrived as I went to the wrong bit of the hospital but that's because I didn't read my letter. However, they were very good and directed me back to here. It's great, just great and I am very satisfied with how everything is. Stephanie is very good; she is good at talking to me and putting me at ease. She is good at her job. I have no complaints at all.	5
280904	The Queen Elizabeth Hospital	Staff are very helpful	I had a letter about my appointment, and it gave me all the information I needed. I came in at the main entrance which worked fine. I have not had to wait long for my appointment, and the staff are very helpful. I am very pleased.	5
280901	The Queen Elizabeth Hospital	Apart from parking, very good.	I would give five out of five for the department but only two out of five for the parking situation. I came with the patient so I could drop them off and then park so they would not be late. There was also a queue at the parking machine with people in front of me having difficulty. Apart from parking everything else about the appointment has been very good.	5
280900	The Queen Elizabeth Hospital	Very efficient and friendly	All very good. I had a letter in the post and a text message with a link. It was easy to find outpatients even the first time I came. I went to the main entrance and the people at reception told me where to go. The appointments usually run to time, and it seems very efficient. The staff are very friendly.	5
280899	The Queen Elizabeth Hospital	Wonderful	Everything has been good today, and I have had all the information I needed. I came by hospital transport, and they dropped me at the	5

			main entrance and that was at my request. It has all been wonderful everything good.	
281522	The Queen Elizabeth Hospital	Parking and drop off not easy	This is our first visit to the outpatients and whilst it is good once you are here the parking and drop off was not easy. First, we could not find an available blue badge space, so I had to drop off at the main entrance and leave the patient seated on their own in the reception area. I then parked in a normal space but didn't see the blue badge validation sign until I was on my way back to reception. The letter from the hospital about the appointment was fairly good but more information about parking would have been helpful.	4
281519	The Queen Elizabeth Hospital	Overall good	Sometimes the clinic runs behind. I have been waiting over 15 minutes already, but apart from the wait it is okay. The doctors and staff are all good, you can't fault them. Dr Butterly is very good, brilliant and very good at explaining and answering my questions.	4
281500	The Queen Elizabeth Hospital	Fantastic staff, but long waits	It can be difficult to find your way around, but you only have to ask and they will direct you. The staff are fantastic, lovely and caring and they are the best bit. Staff make you feel at ease even when you are scared, they help you feel okay. They also kept coming back to check I was okay. I am also a bit worried about the building with all the props and work. I'm being seen in neurology today and you can wait a long time in the waiting room, and I don't think the appointment times are long enough.	4
281491	The Queen Elizabeth Hospital	Well organised department	I did find outpatients easily, but we used to get a map showing you where to go and I think that would have been helpful too. When we go to Addenbrooke's we get a map showing us which car park to use	4

			and where to go which we find very helpful. The outpatients here is well organised.	
281489	The Queen Elizabeth Hospital	Good, apart from signage	I have been to the outpatients before and the first time I came, I went in the wrong entrance. As you come up from the car park the first thing you see is the main entrance sign and so that's where I went. However, once I was in the building I worked out how to get to the department. Today it is very good, it makes a change not to be packed out. The staff have been very helpful and generally over the last 18 months the staff here have been very good. If it wasn't for the signage to get me here, I would have given five out of five.	4
280897	The Queen Elizabeth Hospital	Good today	Overall today was good. I followed a link to an electronic letter which told me about my appointment and where to go. I then got a text reminder which was also good. It's all been okay today, it's been good.	4
280895	The Queen Elizabeth Hospital	I liked the text appointment reminder	I liked the text appointment reminder, I think that's a good idea. In the past I have missed an appointment because the letter did not arrive in the post in time. I found it difficult to find an accessible parking space today, but I did in the end. I think they have looked after me very well in outpatients, I can't knock it. It is just a check-up today and it has been good so far. There is probably some room for improvement at the hospital but there is only so much they can do without a new hospital.	4
281585	The Queen Elizabeth Hospital	Good they keep an eye on us	I have not had a bad experience here. They are running late today but it is good we have a neurology appointment and good they are keeping an eye on us. I am impressed to have a follow up. The staff	3

			are alright and the staff at the outpatient reception desk were good at directing us.	
--	--	--	---	--