

## QEH Hospital Report May 2026

### Norfolk Hospitals Group:

- Dawn Collins the new Interim Chief Nurse, has been very proactive around the Trust and has been much praised for her practical, hands on approach.
- Amanda Ramsay-Dunn has been appointed Director of Improvement and Recovery

### QEH News:

- QEH has been ranked in the top ten nationally for Clinical Research Delivery in 2025/6
- Patients visiting the Orthopaedic Outpatients Dept can now benefit from a more flexible waiting experience, thanks to funding from The League of Friends for a new quiet call pager system. Instead of waiting in the busy area, patients can move around the hospital and will then be alerted about their appointment by a pager.
- In April QEH received a strong endorsement from patient assessors after achieving improvements in every category in the national PLACE care environment survey.
- Gill Skipper, Senior Stoma Nurse, attended a Buckingham Palace garden party after being named Association of Stoma Care Nurses UK Stoma Carer of the Year- an outstanding national award which recognises her care, dedication and compassion.
- A 3<sup>rd</sup> year student midwife at QEH, Nancy Williams-Eley, has become the first recipient of a national accolade – The Student Excellence Award. This was first established in Autumn 2025 to recognise student nurses and midwives who go above and beyond expectations.  
Since publication of her award, QEH online platform and Facebook pages have been flooded with fantastic patient feedback of the midwifery dept.
- QEH is making regular donations of medical and clinical items to Ukraine, working with the Lynn based group, Ukraine Relief
- Surgery continues to be supervised and monitored by Norfolk and Norwich with the most complex cases being dealt with at N and N. However, contrary to rumours, there are no plans to stop surgery at QEH. This is an interim measure.

### Site news:

- The new bus stop is taking shape. Once kerbs and edges are complete, the contractor will move on to creating new footpaths, and installing shelters, lighting, benches and signage. Completion is expected in late May. Buses tested the new stop on Tuesday – See Image below.
- The new car park is due to begin in June and to be completed by December 2027. The MSCP will be future proofed, offer larger spaces, and a 2-lane exit with ANPR.
- On 28<sup>th</sup> April, there was a fire on Castleacre Ward, caused by a battery in a mobile device. It was dealt with efficiently, quickly and safely.
- A new garden has been opened at the Roxburgh Childrens Centre, thanks to a £40,000 donation from The League of Friends. The outdoor transformation is designed to create an accessible and calming haven for children to explore, play, or have a quiet time.
- 

### Weekly Operational Update @ 15/05/26

### Emergency Care:

- 4 -hour performance was 66.4% with non-admitted performance at 78.4% and admitted at 30%
- 285 attendances on average each day
- 65 ambulance trips per day on average with 46.8% of ambulance handovers completed within 30 mins. 12 handovers were delayed over 4 hours.
- 51 patients are awaiting a supported discharge with 343 UEC discharges from core wards.20% were before noon.

### Elective Care:

- The waiting list has reduced to 24,951. The number of patients waiting longer than 52 weeks is 451. The Trust Referral to Treatment rate within 18 weeks has improved to 59%.

### Diagnostic and Cancer Services:

- Diagnostic performance is at 64.06%. The main areas of concern are echocardiography and audiology.
- The Trusts Cancer 28 day Faster diagnostic standard has reduced to 69.2%
- 31 Day performance has improved to 98.56%
- 62 Day performance is 56.5% and the number of patients waiting over 62 days has increased to 212.

### From Healthwatch Norfolk:

- Healthwatch has been conducting a survey about patients having problems with Admin and the results are interesting considering concerns raised at a previous PPG meeting about hospital appointments.

Healthwatch found that 75% of NHS patients in England have experienced communication problems in the past year with many having to chase test results, receiving incorrect or delayed information or not getting regular updates about waiting times. 23% of people using the NHS in the last 12 months received an appointment invitation after the appointment had already happened, which fits with some PPG members' experiences.

The full report is on Healthwatch England website – [healthwatch.co.uk](http://healthwatch.co.uk)

- Professor Frankie Swords who was previously Medical Director at QEH has been appointed as the new National Medical Director for the Dept of Health and Social Care, and NHS England. This means she will become the most senior doctor in the NHS in England, responsible for providing clinical leadership and future direction for health and social care at a national level.

