

# Community Diagnostic Centre (James Paget University Hospital) Feedback

## August 2024

In August we visited the newly opened Community Diagnostic Centre (CDC) at the James Paget University Hospital (JPUH) in Gorleston to speak with patients about their experience with health and social care services. From this visit we received 43 reviews for the centre. The reviews have an average star rating of 4.7 out of 5.

The Community Diagnostic Centre is an outpatient imaging building found on the site of the JPUH. The Centre was built this year and serves to improve the availability of imaging services for patients, helping to provide people with faster diagnoses for a range of health conditions. The CDC offers a variety of imaging and diagnostic services including Ultrasound, X-ray, CT, and MRI Scanning. It is the first of its kind in the Norfolk and Waveney region and there are plans for CDC's to be built at the two other acute hospitals in Norfolk- the Norfolk and Norwich University Hospital, and the Queen Elizabeth Hospital in King's Lynn.

Overall, people were very satisfied with their experience while visiting the Community Diagnostic Centre, with patients specifically praising the speed at which they were seen, alongside the friendliness of staff, and the cleanliness of the building. That being said, people did express issues with finding the building, and the distance from the carpark to the centre. Since this report was written, the hospital has improved signage and also worked with volunteers who can help people navigate the building on some days.

The reviews are displayed in the table below and can be found on our website [www.healthwatchnorfolk.co.uk](http://www.healthwatchnorfolk.co.uk).

ID	Service Provider	Department	Title	Review	Rating
244831	James Paget Hospital	Community Diagnostic Centre	Very good	Very good, the building, the staff. My appointment was on time.	5
244830	James Paget Hospital	Community Diagnostic Centre	Lovely new building	Very good. Polite, nice, went well, lovely new building. Easy enough to get to, the map they sent me was clear.	5
244827	James Paget Hospital	Community Diagnostic Centre	No long queues	Amazing. Quick, painless, no long queues like it used to be.	5
244826	James Paget Hospital	Community Diagnostic Centre	Kind staff.	All the staff were kind and told us what they were doing as we went - brilliant. More signage needed, it was hard to find.	5
244825	James Paget Hospital	Community Diagnostic Centre	Great staff	They're lovely. The staff were great, facilities were good. The phone call could have been a bit clearer about where to go.	5
244824	James Paget Hospital	Community Diagnostic Centre	Helpful	Lovely, good service. Very helpful staff and beautiful new building.	5

244823	James Paget Hospital	Community Diagnostic Centre	Quick	Fantastic. Straight in, straight out.	5
244822	James Paget Hospital	Community Diagnostic Centre	Good	Absolutely fine. Difficult to find, I got a phone call and the directions weren't completely clear.	5
244820	James Paget Hospital	Community Diagnostic Centre	Fast and efficient	Excellent, fast, efficient, friendly. The signage was abysmal though.	5
244819	James Paget Hospital	Community Diagnostic Centre	Great service	Really nice. Very smart, ladies were lovely. Absolutely great service.	5
244818	James Paget Hospital	Community Diagnostic Centre	Very good, long walk though.	Very good. However, car parking is too far from this centre especially with no machine to take tokens. It's a very long walk for incapacitated people. I couldn't believe how quickly I was in and out.	5
244816	James Paget Hospital	Community Diagnostic Centre	Very quick	It was quite good. Very quick. We did get lost to start with though.	5

244815	James Paget Hospital	Community Diagnostic Centre	Really impressed	Perfect. I was really impressed with the look of the place. It's amazing. Nice environment. Quick waiting times. Bit tricky to find. I parked in the main car park so it's quite far away. Originally I had a letter for the main building and then another to say my appointment had been moved here. It wasn't descriptive. It's good to see disabled spaces out the front.	5
244813	James Paget Hospital	Community Diagnostic Centre	Very good	Very good, no problems. Efficient, found it okay.	5
244812	James Paget Hospital	Community Diagnostic Centre	Nice new building	Brilliant. Nice new building, nice equipment. The waiting room was nice and clean. Not so easy to find. The letter could be a bit clearer, I went to the mobile CT scanners by mistake to start with.	5
244835	James Paget Hospital	Community Diagnostic Centre	Lovely staff	Very good. Beautiful new building, lovely staff. It was very good.	5
244834	James Paget Hospital	Community Diagnostic Centre	Efficient and professional	Very good, very quick, very efficient, very professional. The letter was clear where to go, it says where to follow.	5

244734	James Paget Hospital	Community Diagnostic Centre	Great service	Really nice, very smart, the staff were lovely. Absolutely great service.	5
244733	James Paget Hospital	Community Diagnostic Centre	Good facilities	The service is brilliant but hard to find. The map in my letter wasn't very clear. Good facilities though and I was in and out in no time.	5
244732	James Paget Hospital	Community Diagnostic Centre	So quick	Brilliant, i've never been in and out so quick in my life.	5
244731	James Paget Hospital	Community Diagnostic Centre	No waiting	Very nice. Clean, pleasant, straight in, no waiting, good disabled parking out front.	5
244730	James Paget Hospital	Community Diagnostic Centre	Clean new building	Brilliant. Straight in, straight out, clean new building. Letter wasn't clear, there needs to be better directions.	5
244729	James Paget Hospital	Community Diagnostic Centre	Hard to find, good service	The service was absolutely fine. Lovely staff and good teams It was difficult to find, more signs would be good.	5

244728	James Paget Hospital	Community Diagnostic Centre	Lovely staff	They were so lovely, really reassuring and very helpful. It was on time, everything was nice and quick. The rooms were a bit cold. We found it okay using the map in our letter.	5
244724	James Paget Hospital	Community Diagnostic Centre	Good service	<p>It was good, the map in my letter was clear so I had no issues finding the new building. I was happy with the service.</p> <p>Supplementary project related question – How would you feel about being offered an appointment at the Diagnostic Centre being built at Northgate Hospital? I would be happy to go to Northgate too, although here is easier.</p>	5
244721	James Paget Hospital	Community Diagnostic Centre	Quick	It was so quick. A friendly service.	5
244720	James Paget Hospital	Community Diagnostic Centre	easy access	Lovely, brilliant lovely people. Nice place, easy access, good having the drop off point at the front.	5

244719	James Paget Hospital	Community Diagnostic Centre	Brilliant staff and facilities	Very easy to use, very nice. Both staff and facilities were brilliant. It was efficient. Someone walked me around from the other department because the map in my letter wasn't clear enough for me.	5
244718	James Paget Hospital	Community Diagnostic Centre	Nice not having to queue	New building is lovely, spotless. We found it okay. It was nice not having to queue.	5
244717	James Paget Hospital	Community Diagnostic Centre	Brilliant	Brilliant. Straight in and out. I was seen early, it was no fuss at all. I followed the signs and found the building okay. The staff are friendly. It was much better than in the hospital, it felt self contained.	5
244716	James Paget Hospital	Community Diagnostic Centre	Friendly staff	Nice new building. Staff were really friendly, they took lots of time with me. I was having a CT scan and I had a panic attack. They didn't make me feel embarrassed about it and really took the time.	5



244066	James Paget Hospital	Community Diagnostic Centre	It was so quick	Very good, very impressive. They sent me a map in my letter so I knew where to go. It was so quick.	5
244056	James Paget Hospital	Community Diagnostic Centre	Lovely, hard to find.	Very good. A lovely new place but hard to find.	5
244050	James Paget Hospital	Community Diagnostic Centre	Fantastic	Very good. The way the staff handled everything was good, everyone was polite. Fantastic.	5
244045	James Paget Hospital	Community Diagnostic Centre	Very nice	Very good, it didn't take long. The new building was very good.	5

244832	James Paget Hospital	Community Diagnostic Centre	Easy access	It was good. it took me a while to find it. My letter said there would be a map included but it wasn't in there. The building was easy access, no stairs. I'm still waiting for my results though, it's been nearly 4 weeks, i'm not sure what's happening with that.	4
244829	James Paget Hospital	Community Diagnostic Centre	Too far from car park	The car parking is atrocious. The service was good, lovely staff. Just too far from car park.	4
244821	James Paget Hospital	Community Diagnostic Centre	Improve signposting	Brilliant. It needs to be better signposted though.	4
244817	James Paget Hospital	Community Diagnostic Centre	Excellent	Excellent. It was all smooth, one thing after another. I was impressed. It was a long walk from the car. I got a phone call and not a letter so I wasn't sent a map.	4
244814	James Paget Hospital	Community Diagnostic Centre	Great service	Fantastic. Lovely and clean. It takes so long to find where you're going. My appointment was booked when I was an in-patient and I then got a phone call to say it had been moved here. When the appointment slip is sent over there was a map but no mark on the map about where to go. The service is 5/5 but trying to find it brings it down to 4/5	4

244727	James Paget Hospital	Community Diagnostic Centre	Carparking could be better	The parking situation wasn't clear. I didn't know there was a drop off point here. We walked from the car park but that was a long way for my uncle. The sign says drop offs can only wait 10 minutes, it could be slightly longer, maybe 30 mins. It would be good if there was a system to tell the front desk your number plate. Today our appointment was running early which was good. Everything was efficient, it was in and out nice and quick. Superb service.	3
244046	James Paget Hospital	Community Diagnostic Centre	Parking was confusing	My first impression is that the car park at the Diagnostic Centre is very confusing. The disabled spots aren't very well marked, maybe having something on the bollards in front of the bays as well would be good, it would be more visible. As well as this the sign at the entrance to the car park says "drop off only" which didn't seem very disabled friendly, I didn't know I was allowed to park there so ended up in the main car park which was too far away for me. There was no signage on the way to the building so it was hard to find. The staff are really nice, they helped me back out to my car.	3
244723	James Paget Hospital	Community Diagnostic Centre	Didn't know where to go	There was no information in my letter about where to go. Its a long walk from the carpark to get here. We went to the x-ray department inside the hospital to start with and then had to get directions several times. Where are you meant to park? It would be good if they specified which car parks were closer, it's hard for some people to walk that far.	2