

NUUH Community Diagnostic Centre Feedback



March 2025

In March we visited the Community Diagnostic Centre (CDC) at the Norfolk and Norwich University Hospital (NNUH) to speak with patients about their experience with health and social care services. From this visit we received 26 reviews for the CDC. The reviews have an average star rating of 4.5 out of 5.

The CDC is an outpatient imaging building found on the site of the NNUH. 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 third of its kind to be completed in the Norfolk and Waveney region, following two other centres being built last year at the James Paget University Hospital, and the Queen Elizabeth Hospital in King's Lynn.

Healthwatch Norfolk Officers who visited the CDC noted:

The centre is bright, spacious and decorated with a calming colour scheme. Reception staff greeted service users and directed them to the relevant seating zones. The design elements and on-site café create a unique atmosphere in contrast to other clinical areas at the hospital.

Some accessible parking spaces are next to the centre and people not eligible for these are advised to use the multi-storey car park.

We observed a number of service users having difficulty using the main entrance's revolving doors, especially those with mobility issues. When staff were aware of this, they altered the mechanism to sliding doors or advised them of the accessible door further along the building.

Overall, people were pleased with their experience at the CDC, with many visitors noting the friendliness of the staff, the speed at which they were seen, and the cleanliness of the facility itself. That being said, some people did express difficulties with the distance from the car park to the site as well as signage to the centre.

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

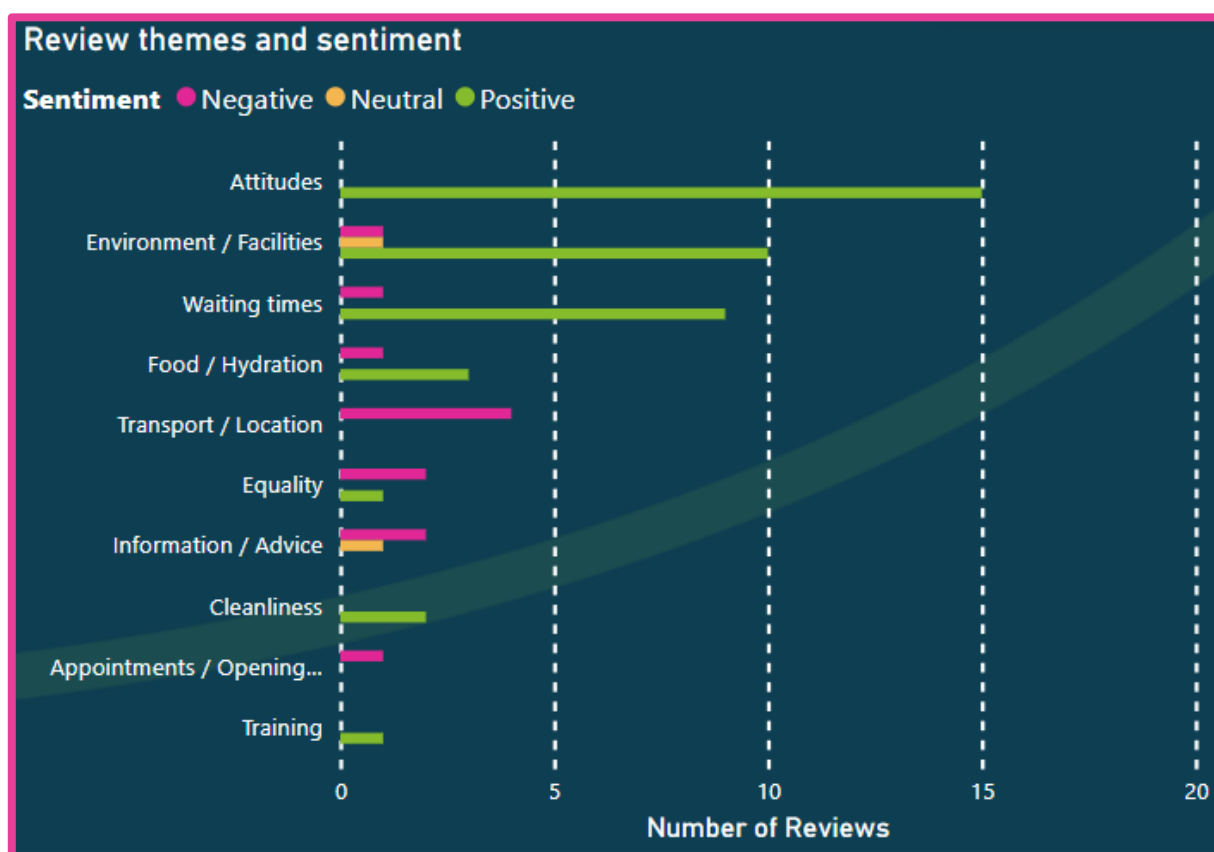


Figure 1 A graph depicting review themes and sentiment for the feedback collected from the Community Diagnostic Centre (NNUH) by the Healthwatch Norfolk Engagement Team.

The reviews are displayed in the table below and can be found on our website www.healthwatchnorfolk.co.uk.

Provider response

With respect to the report following a recent visit of the HealthWatch Norfolk team to the CDC, it is exciting to see the reviews yielded an impressive average star rating of 4.5 out of 5.

We have identified the areas for improvement from the last visit as follows and would like to state that these have since been addressed to improve our patient experience:

- 1. Improve signage to help patients / visitors navigate to the CDC.**

We have had signage installed to direct patients from the hospital plaza to the CDC and we are committed to putting up more signs to support our patients as they navigate through.

- 2. Enhance accessibility features, including reviewing the entrance doors, reception desk height, and seating arrangements.**

The entrance doors can be slowed down for a wheelchair user or if a person would like a little more time, there is a blue button at the door. Staff will also manage the opening and closing of the revolving doors depending on the weather situation on a day i.e. cold or windy, or whatever would benefit a patient. We do also have alternative entrance which we have also highlighted on the new location video.

The colour coded seating arrangement is in addition to the staff directing patients to an area. Although the colour coding might not work for everyone, it is just one of several methods to encourage patients to sit in a specific area for their examination.

The reception desk has been designed with a lower part of the desk at the left of it for patients in wheelchairs. Appropriate signage has been put up to highlight this (see below).



3. **Add basic amenities, such as water machines, particularly for patients with health needs like chemotherapy.**

I can confirm that a water cooler has been installed in the main waiting area with provision of cups for patients' use (see below).



4. Appointment times and timelines for turnaround of radiology reports.

The Trust works towards national turnaround times for appointments and radiology results. Length of time will always be dictated by volume of requests received and requesting priority however we always endeavour to achieve required targets. Results would always go back to the referring physician and how that will be communicated will be between the physician and the patient.

| ID | Service Provider | Department | Title | Review | Rating |
|--------|------------------|-----------------------------|-------------------------------|--|--------|
| 256036 | NNUH | Community Diagnostic Centre | Good and quick | It was really good and quick. My client's language barrier was accommodated for. | 5 |
| 256035 | NNUH | Community Diagnostic Centre | Nice people, bit of confusion | It was fine, just an x-ray. I only interacted with Sophie and the receptionist who were both nice and told me where to go. The only thing was I was unsure what to do once I was in my gown. I went through a door which I shouldn't have and was told I'd be called in. | 5 |
| 256034 | NNUH | Community Diagnostic Centre | Friendly and efficient | I got on really quite well. The building's clean and well lit. The people are friendly, quite efficient. It was quite nice. | 5 |
| 256033 | NNUH | Community Diagnostic Centre | Quick and friendly | I came early as I didn't know where I was going, and they saw me. It was really quick. They were friendly and helpful. | 5 |
| 256032 | NNUH | Community Diagnostic Centre | Quick and easy | No problems, it was quick and easy. I got seen before my appointment time! | 5 |
| 256031 | NNUH | Community Diagnostic Centre | Brilliant | It's brilliant. | 5 |
| 256030 | NNUH | Community Diagnostic Centre | Fantastic | It's fantastic. Running on time and the staff were brilliant. | 5 |
| 256029 | NNUH | Community Diagnostic Centre | Brilliant | Lovely staff, nice and clean. Brilliant. | 5 |

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|--------|------|-----------------------------|--------------------------------------|--|---|
| 256027 | NNUH | Community Diagnostic Centre | Doesn't feel like you're in hospital | It's brilliant here, you don't even feel like you're in hospital. It will get busier I suppose but as long as people treat it with respect. The staff were very friendly and helpful. Lovely coffee and nice scones! | 5 |
| 256026 | NNUH | Community Diagnostic Centre | Can't fault it | It's absolutely brilliant, very well looked after. Excellent facilities, can't fault it. | 5 |
| 256024 | NNUH | Community Diagnostic Centre | Fantastic facilities | The staff were wonderful and the facilities were fantastic. | 5 |
| 255927 | NNUH | Community Diagnostic Centre | Everything was fine | I was called in 2 minutes early. It was absolutely fine. I followed the map that was in my letter and found it okay, it was a bit of a walk. | 5 |
| 255925 | NNUH | Community Diagnostic Centre | Very pleasant | Very pleasant, very nice. Quite a surprise. It didn't feel crowded, there was nice high ceilings. It was a little too cold for me in the CT room, I was directly under a vent. | 5 |
| 255921 | NNUH | Community Diagnostic Centre | No stress | Brilliant. so clean and nice. Spacious, no stress, it's calm. Lovely. I'm phobic of hospitals and I didn't find it too bad. Lovely staff, they helped me out and put me at ease. | 5 |
| 255920 | NNUH | Community Diagnostic Centre | Kind, friendly and welcoming | I had a positive experience. People were kind, friendly, welcoming, they explained a lot. Staff were wonderful, very friendly. Nice that there's a cafe facility. | 5 |
| 255916 | NNUH | Community Diagnostic Centre | Wonderful | It's wonderful, can't give it any further praise. There's a nice waiting area, good ambiance. The staff were reassuring and I was seen early. | 5 |
| 255885 | NNUH | Community Diagnostic Centre | Lovely staff | The staff were lovely, very helpful. We were in and out quickly and found the centre OK. | 5 |

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| 255883 | NNUH | Community Diagnostic Centre | All really good | It was really good, the staff were nice and friendly, smiley and chatty. It's nice to have somewhere to get coffee when you wait. All really good. | 5 |
| 256028 | NNUH | Community Diagnostic Centre | Clean but some issues | They need water machines in there. I'm on chemo and have to have water but I'd left mine in the car. The nurse got me some which was lovely. It's a lovely, clean place but doesn't feel very personal. Nice and airy though. You can't have your parking verified either. I don't mind but some people may not be able to afford it. | 4 |
| 255926 | NNUH | Community Diagnostic Centre | A long walk | It's a long walk from the car-park which isn't going to be good if it's raining. The signage wasn't good either. It's nice, new, fresh and clean. It went fine, the person was pleasant. It was fairly quick. It's a shame it's so far to come and not built onto the main building. | 4 |
| 255886 | NNUH | Community Diagnostic Centre | Excellent service | Excellent service. The wait time was quick and it's a pleasant environment. It was further from the car park than we thought - I'm disabled so I would have been dropped-off if I'd known, but I know for next time. Other than where it is, the service is immaculate. | 4 |
| 255884 | NNUH | Community Diagnostic Centre | Efficient but hard to find | They were very efficient but it was quite difficult to find and it would be nice if there was a car park a bit closer. The map in the appointment letter wasn't terribly clear, it seemed to tell you to go round the back of other buildings when in fact it's straight down from the multi-storey. Otherwise, absolutely no problems at all. | 4 |
| 256025 | NNUH | Community Diagnostic Centre | Nice but more signage needed | It's rather nice, very nicely cared for - good for the authority. A CDC sign nearer the multi-storey would be useful. The revolving doors were a challenge with a wheelchair but it added some excitement! | 3 |

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| 255922 | NNUH | Community Diagnostic Centre | A long wait by myself | No problem with my MRI. I was taken through and then I was for ages by myself, I'm not sure why I couldn't have waited in the main room. I was there for over half an hour. The MRI was fine though. | 3 |
| 255918 | NNUH | Community Diagnostic Centre | Good facilities but would like more communication | The facilities were lovely. The thing that was less positive was that my appointment took 4-6 weeks and it was sent to me by letter, I'd have preferred if it had been something I could have responded to. I thought I was going to get feedback today on how I'm doing but the results of my scan will go back to the consultant and I have no idea on the timeframe for that. I don't know if it will be a letter or a phone call. I'd have liked some more detail in the way I'm being communicated with. | 3 |
| 255924 | NNUH | Community Diagnostic Centre | A few things don't feel thought through | I was waiting for my friend and I saw a lot of people being baffled by the door. Where I was sitting there was a cold draft as well. I also thought that the desk was much too high, if you're short or in a chair you wouldn't be able to see over it, it doesn't feel thought through. The colour coded seating for different treatments seemed too similar. I think there should be some sort of accessibility review of the building. | 2 |