

Northgate Community Diagnostics Centre Feedback



October 2025

In October 2025 we visited Northgate Community Diagnostics Centre to speak with patients about their experience with health and social care services. From this visit we received 13 reviews for the centre. The reviews have an average star rating of 5 out of 5.

Northgate Community Diagnostic Centre is a diagnostic centre in the town of Great Yarmouth. The centre offers a variety of services including CT scans, lung function tests and heart monitoring.

Healthwatch Norfolk Officers who visited Northgate Community Diagnostic Centre noted:

- The centre was observed to have clean and modern facilities.
- There was a large car park with free parking.
- The centre had automatic doors and a lift to improve accessibility.

Overall, people were very pleased with the care they received at the Northgate Community Diagnostic Centre. People felt that staff were very friendly and helpful, that the centre was clean and had good parking. A few people did raise that there was nowhere for people accompanying patients to get a drink while they waited.

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

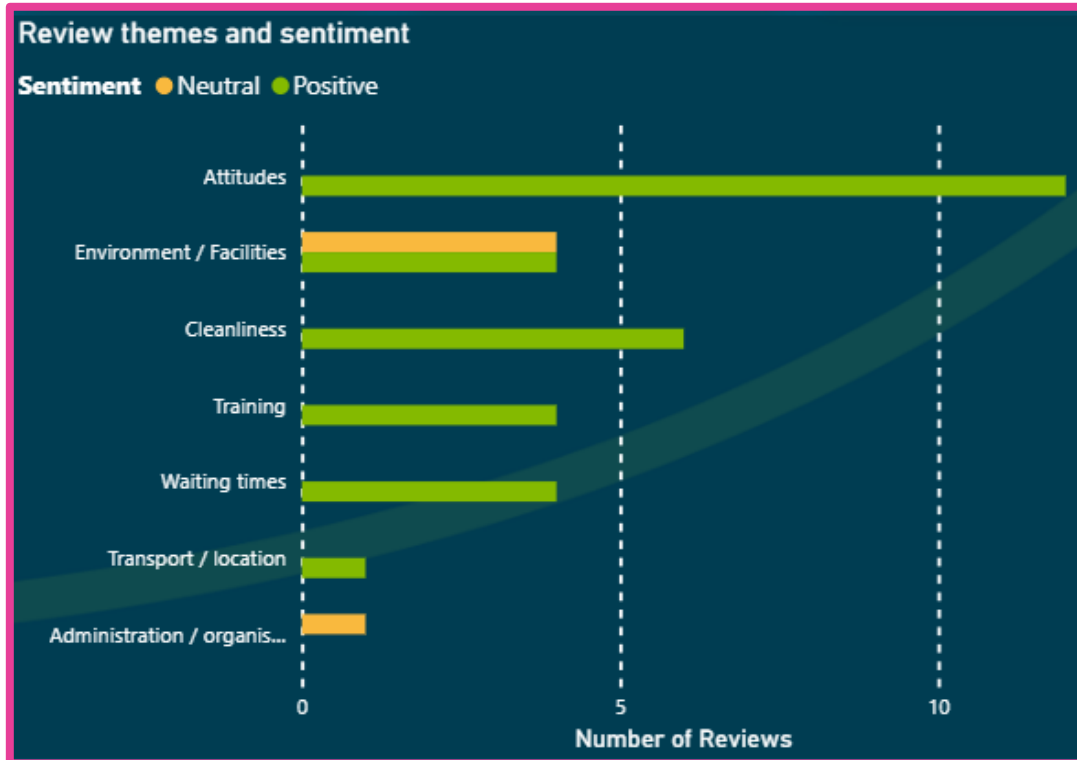


Figure 1- A graph depicting review themes and sentiment for the feedback collected from the Northgate Community Diagnostic Centre by the Healthwatch Norfolk Engagement Team

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 |
|--------|---|-------------------------|---|--------|
| 261579 | Northgate Community Diagnostic Centre (CDC) | Very quick | It is very quick and efficient; everything was straight forward. I was expecting to have to go to the James Paget hospital so this was a pleasant surprise as it is closer, you can park easily, and you don't have to pay. Everyone was kind and friendly, it was lovely and clean. It was a very nice experience. | 5 |
| 261578 | Northgate Community Diagnostic Centre (CDC) | Incredibly Friendly | Everyone was incredibly friendly. The person we saw was clear, helpful, knowledgeable and professional. The reception team are lovely. I was in and out before my appointment time. It is in a good location with good parking. | 5 |
| 261577 | Northgate Community Diagnostic Centre (CDC) | Brilliant | My appointment was on time, and the clinician was great. The tech that they have is amazing. The building has very easy access with good parking and is very clean. I found the reception team brilliant and very helpful. The only suggestion I have is somewhere that you can buy or get a coffee as I was in there an hour, and my wife was waiting for me and there was nowhere for her to get a drink. | 5 |
| 261576 | Northgate Community Diagnostic Centre (CDC) | Staff friendly and nice | I have been seen on time, and it was very quick. All the staff were friendly and nice. It is easy to get to and clean and bright inside. I have to come back tomorrow as I am being monitored for 24 hours. Been seen in under 3 weeks from my doctor referring me. | 5 |

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|--------|---|----------------------|---|---|
| 261575 | Northgate Community Diagnostic Centre (CDC) | Polite and helpful | I found everyone polite and helpful. My appointment was on time, and it is in a good location which is easy to get to. The building is clean, and the parking is good. | 5 |
| 261574 | Northgate Community Diagnostic Centre (CDC) | Friendly and helpful | I have come for some lung testing, and everyone was friendly and helpful. They explained everything clearly and were very emphatic. Not having to pay to park is brilliant and it is easy to find. I found the chairs in the waiting room comfortable too. | 5 |
| 261573 | Northgate Community Diagnostic Centre (CDC) | Absolutely brilliant | Everything was good, it was absolutely brilliant, I can't fault it at all. They know what they are doing and explain it well. It is much better than having to go to the James Paget main hospital as it is much easier to park and you do not have to walk as far to find it. The building was spotlessly clean as well. | 5 |
| 261572 | Northgate Community Diagnostic Centre (CDC) | Excellent | I found everything excellent. The staff were great. The lady who treated me was really reassuring and it felt like she really knew what she was doing. It is in a good location, and it is much easier than going to the main hospital as it is much easier to park which when you are already worried and stressed about your appointment is a good thing. | 5 |
| 261571 | Northgate Community Diagnostic Centre (CDC) | Staff are great | The people are nice, staff are great. A coffee machine would be good. | 5 |

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|--------|---|---|--|---|
| 261570 | Northgate Community Diagnostic Centre (CDC) | Very good | Very good, on time, quick, and the staff are very friendly. The scan was brilliant, very good. A tea shop or café would be good whilst waiting for someone who has an appointment. | 5 |
| 261569 | Northgate Community Diagnostic Centre (CDC) | Very good, a text conformation would be helpful | They rang me about the appointment, but I was in the shop, so I misheard and got the time wrong. I had been sat in the waiting room for a little while and one of the receptionists went to check why I hadn't been seen yet, then we realised that I had got the time wrong. So, a text with the appointment details would've been good. But they are very good and have been helpful. There was a good amount of parking spaces available. | 5 |
| 261568 | Northgate Community Diagnostic Centre (CDC) | I can't fault it | Very efficient, the staff are friendly, and the facilities are nice and clean. I can't fault it. | 5 |
| 261567 | Northgate Community Diagnostic Centre (CDC) | Nice unit with friendly staff | Nice place but I had to wait half an hour because their system broke down. It's a nice unit with friendly staff. Apart from the system issue it's really handy having it here and away from the Paget | 5 |