

Northgate Community Diagnostic Centre Feedback



July 2026

In July 2026 we visited Northgate Community Diagnostic Centre (CDC) to speak with patients about their experience with health and social care services. From this visit we received 12 reviews which have an average star rating of 5 out of 5 – this is the same average rating received during the previous visit to the centre.

Northgate CDC is located in Great Yarmouth and offers a variety of services including CT scanning, echocardiography, sleep study clinics, Holter monitoring, and liver FibroScans.

Healthwatch Norfolk Officers who visited the Community Diagnostic Centre noted:

- The building and entrance were well signposted from the car park, which was very busy, but there were two accessible spaces close to the entrance.
- There were automatic doors, a lift, accessible toilets, and a variety of seating options (height, arms etc.) in the waiting room.
- During our last visit many patients noted that their experience would be improved if there was somewhere they could get a hot drink or food – in the waiting room there is now a vending machine and a hot drinks machine.
- There were notice boards with relevant information placed around the building that get regularly updated by staff.

Overall, patients were extremely pleased with the care and service they had received, with many noting the efficiency of their appointments (“I was straight in, straight out, no waiting, no faffing”), and others complimenting staff attitudes (“The staff and the care are first class”).

Whilst most patients reported positively about parking and ease of coming to the Northgate site instead of the main hospital (“There is parking and it's not in the back end of nowhere so I could get a bus if I needed to”), some patients did report difficulties in parking and pedestrian access (“I couldn't park in the car park today as there were no spaces”, “You have to keep crossing the road to stay on a pavement when walking into the site”).

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

ID	Title	Review	Rating
457198	A good experience	I was straight in, straight out, no waiting, no faffing. A good experience, it's the first time I've been here, and I was glad when they explained I didn't have to go to The James Paget for the appointment. As a foot passenger you have to keep crossing the road to stay on a pavement when walking into the site but it's lovely, clean and smart, and I was seen early.	5
457196	Smooth appointment, no waiting	Smoothness of appointment from start to finish. I didn't have to wait long for the appointment and it's easier coming here then going elsewhere. There is parking and it's not in the back end of nowhere so I could get a bus if I needed to.	5
457195	Nice and quick	Nice and quick, no waiting and a clear explanation, everyone was friendly. The biggest thing is not having to sit around in the waiting room, I was in and out in 45 minutes.	5
457192	Excellent	Excellent, they talked me through everything. It's fairly easy to get here, I had a nice cup of coffee from the machine, and the staff have been really good, nice and friendly.	5
457186	It's organised, the people are friendly, and they put you at ease	I just think it's organised, the people are friendly, and they put you at ease. Really good, friendly but professional, which makes all the difference when you are coming to healthcare settings. It's spotless as well.	5
451972	Friendly, lovely people	It was great, it always is. I have been before and I don't have any criticisms. Everyone is very friendly. It is a 45 minute drive away and the James Paget would be closer, but it is easier to park here.	5
451968	Friendly and helpful	I got here early and they saw me early. They made me understand how to use the monitor and it's all fine. The staff are friendly and helpful. It also convenient as I can walk here.	5
451967	Explained everything well	It was quick and they explained everything well. They were friendly and professional, and everything was fine. I couldn't park in the car park today as there were no spaces, so we did have to park out on the road. It is easier here than going to the James Paget.	5

451965	Professional and knowledgeable	Very good. My appointment was on time, and the staff were professional and knowledgeable. There was kindness and excellence. We asked questions which they answered and gave us some additional information too. It is a beautiful place and I am very pleased. It did take us about 5 minutes to find a place in the car park.	5
451961	Quick and professional	Very good. Very quick and professional. It's a nice waiting area and the staff are very nice.	5
451960	Very straightforward	It is all very straightforward, not too long to wait and all fine inside. The staff are okay and friendly.	5
451959	Staff are first class	I have been here several times and never had any problems. I am never kept waiting and the staff and the care are first class. I have no complaints. The parking is not great, so I came on the bus today.	5