

James Paget Hosital Community Diagnostic Centre Feedback



September 2026

In September 2026 we visited the Community Diagnostic Centre (CDC) at the James Paget University Hospital (JPUH) to speak with patients about their experience with health and social care services. From this visit we received 11 reviews which have an average star rating of 5 out of 5.

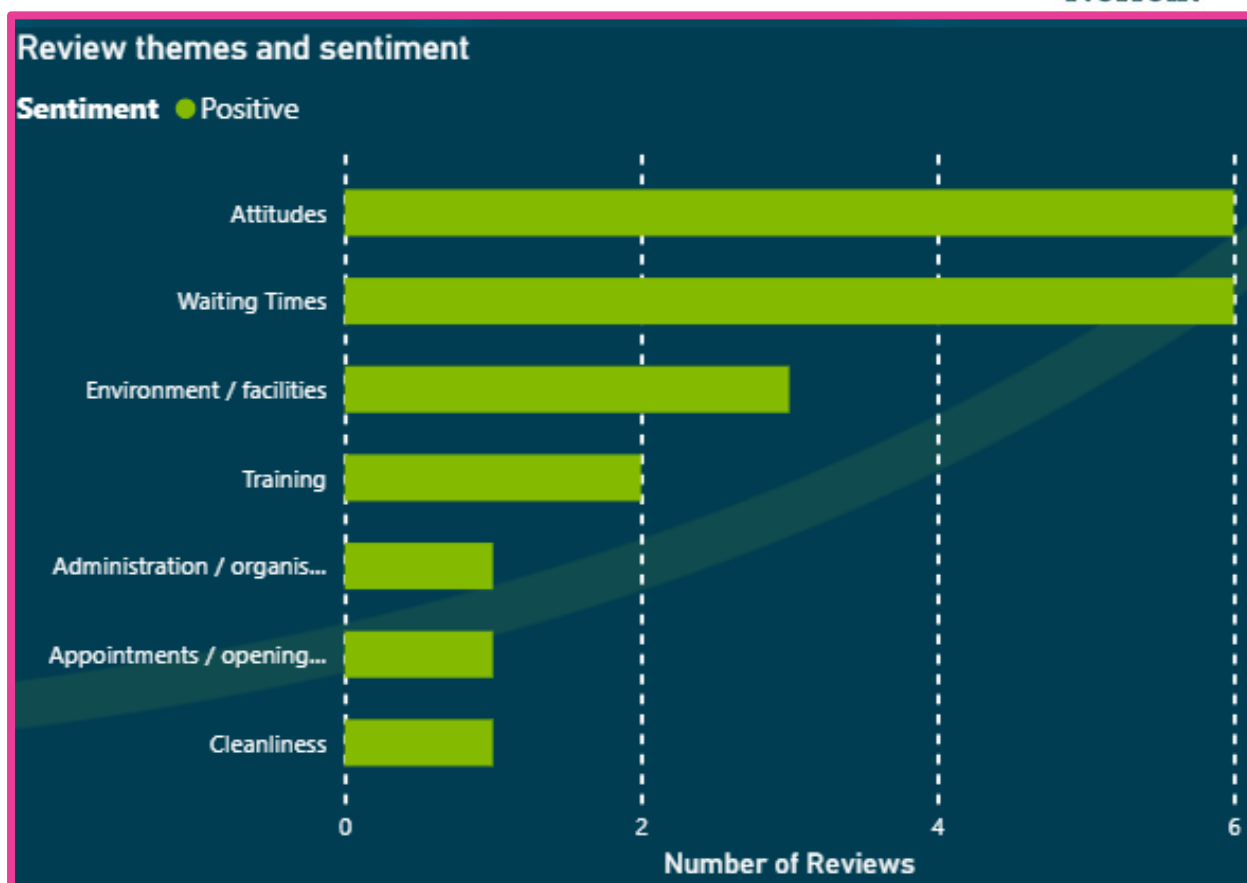
JPUH CDC is located on the James Paget Hospital Site in Gorleston-On-Sea and offers a variety of services including Ultrasound, X-ray, CT and MRI scanning.

Healthwatch Norfolk Officers who visited the Community Diagnostic Centre noted:

- The department was well signposted along the external wayfinding route. It was harder to follow the route when travelling through the main hospital building.
- There were parking spaces and a pay machine outside of the building, reducing the number of patients needing to walk the perimeter of the hospital site.
- There were automatic doors and accessible parking spaces close to the entrance.

Overall, patients were very satisfied with the services provided at the Community Diagnostic Centre. Patients consistently praised the friendly, caring and reassuring staff, clear explanations, and the way staff helped them feel calm and comfortable. Reviews also highlighted short waiting times, efficient appointments, easy access, cleanliness and spacious surroundings, with some patients noting convenient parking.

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



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
512428	James Paget Hospital CDC	Really impressed	Everything's been so quick, I'm really impressed. Straight in, straight out. The staff are lovely and friendly, the empathy was really nice.	5
512427	James Paget Hospital CDC	Lovely and friendly	My experience was good. They were lovely and friendly, it was easy. She talked to me the whole way which was so nice and helped with the pain levels - she calmed me down. They did what they had to do!	5
512426	James Paget Hospital CDC	Good first impressions	It's spacious and clean and I was quite pleased with the turnaround time. First impressions were good.	5
512425	James Paget Hospital CDC	Staff are lovely	It's absolutely brilliant. We were in and out before the appointment time! The staff are lovely.	5
512424	James Paget Hospital CDC	Lovely	It's lovely, it was all fine.	5
512423	James Paget Hospital CDC	I'm grateful	My appointment went very well, they made it very easy. It's a nice place to go as well. Everything was made clear, it was lovely and comfortable. I'm grateful to get all this attention from the hospital.	5
512422	James Paget Hospital CDC	Brilliant	It's brilliant, the doctor was lovely and they were with me all the while. My GP booked the appointment for me and it didn't take long.	5
508245	James Paget Hospital CDC	It's brilliant, they're just so nice	It's brilliant, they're just so nice, so good, and they explain what is/isn't going on. You couldn't get better nursing and doctor staffing.	5
508244	James Paget Hospital CDC	Easy	Good, it's easy to come in and sit down, didn't have to wait we were in and out in 10 minutes.	5
508243	James Paget Hospital CDC	Very quick, thorough, and nice	So good, only waited two minutes. They were very caring and told me exactly what they were doing. They made me comfortable and explained everything. Very quick, thorough, and nice.	5
508242	James Paget Hospital CDC	It was very good, it always is	Excellent. It was efficient, on time, I didn't have to wait, and I was able to park. It was very good, it always is.	5