

# Community Diagnostic Centres

**The public's views on two new buildings  
for diagnostic centres in Great Yarmouth**

March 2025

# Contents

Contents.....	2
Who we are and what we do.....	3
Summary.....	4
Why we looked at this.....	6
How we did this.....	9
What we found out.....	13
What this means .....	29
Recommendations .....	31
Recommendations (Cont.).....	32
Response from James Paget University Hospital.....	33
References .....	36
Appendix.....	37

Registered office: Suite 6, The Old Dairy, Elm Farm, Norwich Common,  
Wymondham, Norfolk NR18 0SW

Registered company limited by guarantee: 8366440 | Registered charity: 1153506

Email: [enquiries@healthwatchnorfolk.co.uk](mailto:enquiries@healthwatchnorfolk.co.uk) | Telephone: 0808 168 9669

Please contact Healthwatch Norfolk if you require an easy  
read; large print or a translated copy of this report.

# Who we are and what we do

Healthwatch Norfolk is the independent voice for patients and service users in the county. We gather people's views of health and social care services in the county and make sure they are heard by the people in charge.

The people who fund and provide services have to listen to you, through us. So, whether you share a good or bad experience with us, your views can help make changes to how services are designed and delivered in Norfolk.

Our work covers all areas of health and social care. This includes GP surgeries, hospitals, dentists, care homes, pharmacies, opticians and more.

We also give out information about the health and care services available in Norfolk and direct people to someone who can help.

At Healthwatch Norfolk we have five main objectives:

1. Gather your views and experiences (good and bad)
2. Pay particular attention to underrepresented groups
3. Show how we contribute to making services better
4. Contribute to better signposting of services
5. Work with national organisations to help create better services

We make sure we have lots of ways to collect feedback from people who use Norfolk's health and social care services. This means that everyone has the same chance to be heard.

# Summary

In 2021, the UK government announced plans for Community Diagnostic Centres (CDCs) to make diagnostic tests more accessible and reduce hospital pressure. The James Paget University Hospital (JPUH) opened a new CDC in July 2024, and another is planned for the Northgate Hospital site. These centres aim to provide more convenient, local access to diagnostic services such as CT scans, MRI, and blood tests. Healthwatch Norfolk gathered feedback from the public, patients, and hospital staff to understand their views and needs related to these new centres.

The project spanned a period before and after the JPUH CDC opened. Healthwatch Norfolk received survey responses from 130 patients and carers and 12 staff. We also gathered feedback from 43 patients and visitors at JPUH CDC and 6 hospital volunteers through a focus group.

## Key Findings

1. **JPUH and Northgate Hospital CDC:** Most participants were supportive of the new CDCs. Positive feedback from the newly opened JPUH CDC highlighted the friendliness and professionalism of staff, shorter waiting times, and the efficiency of the new facilities.
2. **Positive Experiences:** Of the 130 survey respondents, the majority rated their experiences of diagnostic tests at the hospitals as "excellent" or "good."
3. **Parking and Accessibility:** Accessibility, particularly parking, was a primary concern. Respondents frequently mentioned parking shortages and the need for more disabled-friendly parking. Parking was rated as one of the most important features for a successful patient experience.
4. **Clear Signage and Directions:** Many participants had difficulty locating the CDC due to unclear signage and limited directions. Both patients and volunteers suggested improvements like color-coded pathways and better pre-appointment instructions, including maps.
5. **Extended Appointment Times:** Extended operating hours (8 AM – 8 PM, seven days a week) were generally well-received. Respondents appreciated the increased flexibility, though some raised concerns about potential travel difficulties during late hours, especially for those relying on public transport.

6. **Facility Needs:** The CDC's waiting areas and amenities were positively reviewed, though participants suggested further improvements, such as more seating options and additional restroom facilities.
7. **Staff Considerations:** Staff respondents felt the new CDCs could improve patient flow and reduce main hospital pressure, yet raised concerns about communication, resource allocation, and staffing levels at the new sites.

## Recommendations

Based on the findings, the report suggests the following:

- **Improved Signage:** Install clear directional signs from car parks to the CDC and provide more detailed directions and maps in appointment letters.
- **Enhanced Parking Options:** Increase accessible parking spots and consider a parking system to better manage visitor flow.
- **Ongoing Engagement:** Continue collecting feedback from patients, visitors and staff to ensure the CDCs meet evolving needs.
- **Support for Staff:** Involve staff in development discussions to improve workplace conditions.
- **Adequate Resource:** Ensure there is enough staff to effectively deliver the service at the CDCs without detrimentally impacting service delivery at the JPUH.

These recommendations aim to enhance patient and visitor experience, streamline operations, and support staff at the new CDCs, ultimately helping the centres fulfil their purpose of providing convenient, high-quality diagnostic services to the community. The recommendations with more detail, can be found in the 'Recommendations' section of this report.

# Why we looked at this

## Background

In October 2021, the government announced plans for new CDCs across England. CDCs are a new type of diagnostic service (GOV.UK, 2021). The aim of CDCs is to help to provide people with increased and more convenient access to diagnostic tests, allow patients to have multiple tests on the same day, and reduce waiting times. All of which would lead to earlier diagnosis and help to reduce the pressure on hospitals (NHS England, 2024). CDCs are intended to be based within the community, separate from the hospital site, although this is not always the case (Wickens, 2023).

In July 2024 a new CDC opened at the JPUH. This CDC has a 'hub and spoke' model.



The 'hub' refers to a standard or large CDC, which is facilitated by 'spokes' in community health care settings, commercial settings or other non-acute health care provider settings. (*Provider Collaboratives Building Capacity, 2020*)

The 'hub' is at the JPUH and the 'spoke' will be based at the Northgate Hospital site, in Great Yarmouth. The buildings will have the latest diagnostic equipment, including a CT scanner and MRI (JPUH site only) and will be run by clinical staff and teams from the JPUH. The CDC on the JPUH site will also provide other imaging including Ultrasound and X-Ray. The Oulton Suite, part of the JPUH CDC, opened in January 2025 and specialises in tests to diagnose heart and lung conditions.

This development is part of a project that will also see new diagnostic facilities at the Queen Elizabeth Hospital Kings Lynn and the Norfolk and Norwich University Hospital. Each centre will recruit additional staff, including Radiographers, Consultant Radiologists and support staff (*Diagnostic Centres, n.d.*)

## Aims and objectives

Healthwatch Norfolk was commissioned by the JPUH to engage with the public (patients, carers and staff) within the JPUH and Northgate Hospital catchment area to explore their views on the development of the CDCs at JPUH and the Northgate Hospital sites.

JPUH wished to include the patient voice in matters relating to internal designs, facilities, travel/other considerations that could then be part of their considerations for ongoing service developments

The CDC at the JPUH was in construction at the time this research began, with a portion of the facility opening part way through. The experiences captured in this report span a time before and after the JPUH CDC opened. At time of writing this report, the CDC at Northgate Hospital and the Oulton Suite at JPUH remained at construction stage

We also focused on the experiences of people who have had (or accompanied someone to) a diagnostic scan in the last twelve months, to find out what was working well and what can be improved in their patient journey.

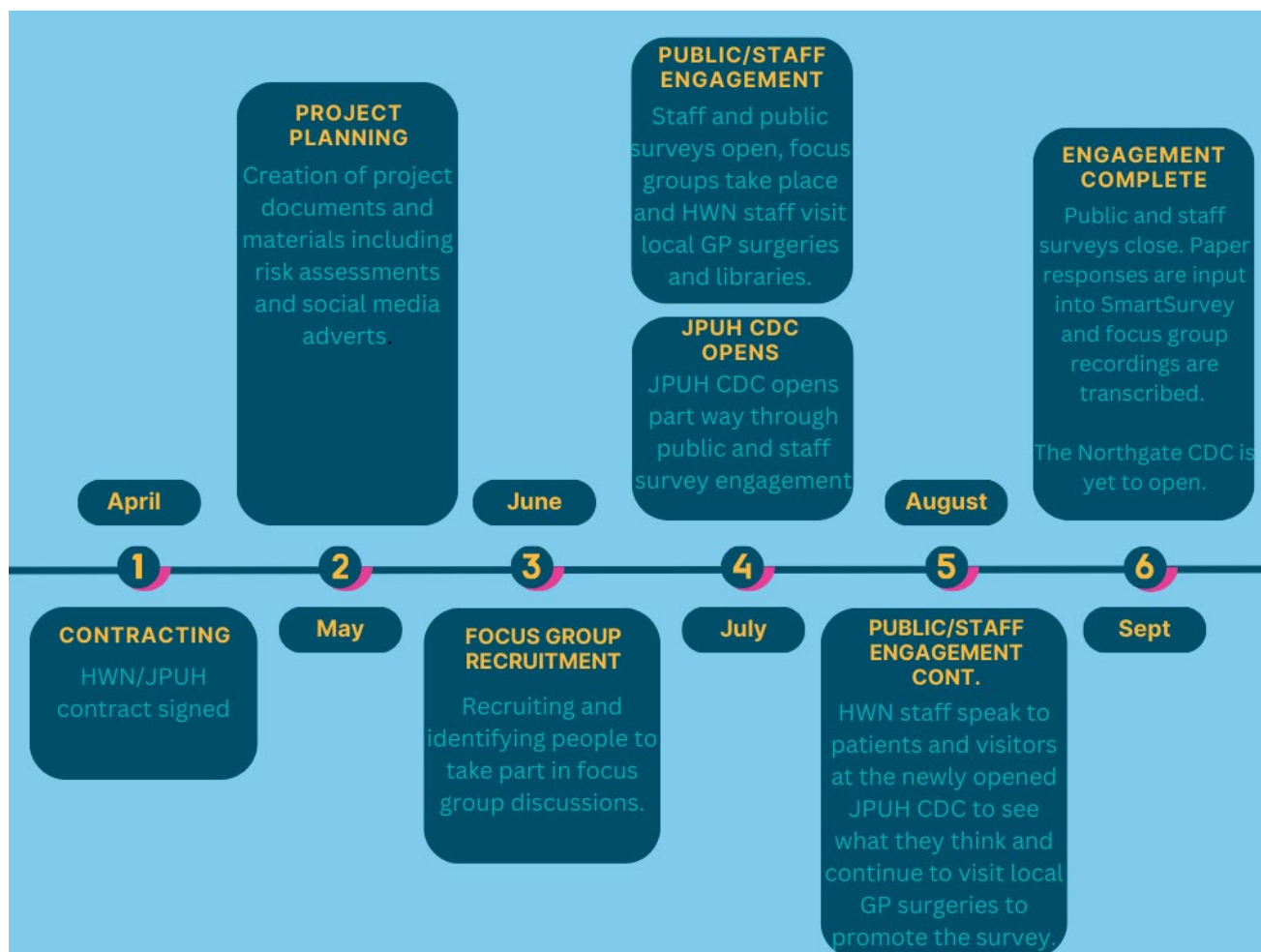


Figure 1 HWN CDC project timeline



# How we did this

## Methodology

The project aimed to collect feedback to understand what facilities would be most important to people at the centres, as well as anything else that needed to be considered as part of their development. We designed a public survey which was created using SmartSurvey, ran a focus group with JPUH hospital volunteers, and conducted several engagement visits to neighbouring GP surgeries and the JPUH CDC once it was open. The target audience of the project were residents living within the catchment area of the James Paget University Hospital.

We wanted to find out:

- What facilities people think are most important to have at the centres (e.g. refreshments, waiting rooms etc).
- What impact (if any) people think the new CDC will have on themselves and the hospital.
- Anything else, the public think needs to be taken into consideration when opening both buildings.
- People's experiences of having a diagnostic test in Norfolk, what was good about it and what could be improved to help shape new services at the CDCs.

After the JPUH CDC opened, we wanted to find out:

- People's experiences of the newly opened JPUH CDC. (Engagement could not be carried out at the Northgate CDC as it hadn't opened yet.)

## Public and Staff Survey

Healthwatch Norfolk worked with the JPUH to create a public and staff survey with a series of questions to meet the aims and objectives of the project. A copy of the surveys can be found in the appendix. To reach as many people as possible, both online and print surveys were used. There was also an option to call Healthwatch Norfolk and complete the survey over the telephone.

The surveys ran from July to September 2024 and all responses (public= 130, staff= 12) were collected during this time frame. The survey was promoted via

the Healthwatch Norfolk website and social media channels, as well as on the webpages of GP surgeries within the catchment area.

To distribute the survey, we visited several departments at the James Paget University Hospital, focusing on services that were initially planned to move into the Community Diagnostic Centre. By doing this, we also aimed to gather patient experience of services due to be provided in the CDCs. These were:

- Sleep and lung function service
- Radiology
- Phlebotomy

Although phlebotomy was originally included in these plans, this service has not moved into the Community Diagnostic Centre.

Engagement visits also took place at various GP surgeries within the catchment area, where paper surveys were completed on site or distributed to be returned by post. This was to ensure that we were engaging with patients closer to the Northgate catchment. We visited the following surgeries:

- Ormesby Village surgery
- Martham Health Centre
- North Caister Medical Centre
- Hemsby Medical Centre
- Beaches Medical Centre, Sussex Road

The staff survey allowed us to gain an insight into what staff members think of the new JPUH CDC. We opted to produce a shorter survey for staff, with just 6 questions in the hopes that this would increase uptake. We recognised that staff are very busy, working a variety of shift patterns, and would have limited time to answer lengthy surveys. The survey was distributed via internal hospital email systems to all staff.

## **Gathering Community Diagnostic Centre Experiences**

Part way through this project, after the survey had opened, the CDC at the JPUH opened, the first of the three acute hospital sites. We felt it was important to speak with people who had already visited the new building and include their views.

We conducted four separate engagement visits to the facility to gather patient feedback about their experiences. We did this by asking people to rate their

experience out of five stars, with five being excellent and one being poor. We also encouraged them to reflect on what went well and what they felt could have improved their visit. We spoke with 43 patients and visitors.

## Focus group with hospital volunteers

We conducted an in-person focus group with hospital volunteers at the JPUH to gain a greater understanding of their views on the new JPUH CDC after it had opened in July 2024. The participants were first shown a short presentation to give volunteers more information on the background of the project.

We followed best practice guidelines and limited participants to a maximum of eight people. Six people attended the focus group, five volunteers and one volunteer coordinator. Hospital volunteers already have a lot of knowledge and experiences of the hospital, and the focus group allowed them to share their insight of being both a volunteer and a member of the public. They were asked to reflect on the JPUH CDC and suggest areas to take into consideration for the Northgate CDC.

## Participant involvement and consent

To encourage people to take part in the survey, we developed a range of promotional materials, with a goal of reaching as many individuals and groups as possible, including seldom reached communities.

Healthwatch Norfolk promoted the survey through social media posts, local press, on the Healthwatch Norfolk website and in the Healthwatch Norfolk newsletter.

To try and widen participation and offer opportunities for those who may be digitally excluded, the Healthwatch Norfolk team attended a range of locations including GP practices, and the JPUH to promote engagement in the survey. We specifically attended the respiratory clinic, Phlebotomy clinic and radiology clinic.

We worked closely with the voluntary services manager at the JPUH to arrange the focus group with hospital volunteers.



Participation in the surveys and focus group was entirely voluntary and participants gave their consent for their answers and views to be shared in this report anonymously.

*Figure 2 Social media post promoting the survey.*

## **Survey data analysis**

The survey included a range of question types, including open-ended, closed-ended, and multiple-choice questions. A range of analysis methods were used to reflect this. The results and comments are reported on in the 'What we found out' section.

Answers that were closed-ended or multiple choice were exported from SmartSurvey and analysed in Excel. Percentages in this report are rounded to the nearest whole number. Answers where participants could write their own comments, were analysed using thematic analysis using NVivo. This enabled comments to be coded to establish themes, which are explored further in the 'What we found out' section of this report. Any comments used as direct quotes in this report have been left unchanged, this is to ensure originality. Any major grammatical or spelling errors will be marked with "[sic]".

We also collected demographic data to gain a better understanding of the reach of the survey, to help make sure we engage with people from different backgrounds and so that we can understand what needs different groups in our community have.

## **Focus group data analysis**

The focus group was recorded and the data sent off for transcription. The focus group transcript was then analysed using thematic analysis in NVivo. The themes are reported on in the 'What we found out' section of this report.

## **Engagement Visit data analysis**

The feedback gathered from people visiting the JPUH CDC was input into the Healthwatch Norfolk feedback centre. The quotes provided have been analysed and incorporated into this report however a separate engagement report will be provided.

## Limitations

As the JPUH provides acute hospital care for the population of 230,000 residents across Great Yarmouth, Lowestoft and Waveney, we cannot say that the size of this work is representative. However, it does provide a snapshot of people's views of the diagnostic services and the CDCs.

# What we found out

## Who we received responses from

We received full or partial survey responses from 130 patients or visitors and 12 members of staff. We spoke with six people in our focus group. The Community Engagement Officers also spoke with 43 patients or visitors of the CDC at the JPUH.

## Patient Experience of Diagnostic Tests Locally

We first asked survey respondents if they had experienced cardiology, respiratory or imaging testing in the last 12 months. Most people, (64%, 83) had one or more tests in the last 12 months or had accompanied someone such as a friend, carer, relative or partner (12%, 16). One fifth of respondents (21%, 27) hadn't had a test or accompanied someone in the last 12 months.

Most people who had accessed services or accompanied someone, visited pathology (64%, 63) or radiology (63%, 62). A quarter of respondents (26%, 25) had accessed cardiology tests, 17% (17) respiratory tests and 9% (9) skin lesion testing. For those people that said, 'other' (5%, 5), they said they had attended for a liver scan, prostate tests, swallowing tests or dermatology. Respondents were able to select more than one option.

Most tests took place at the JPUH (68%, 67). Other tests took place at doctors surgeries (18%, 18), the Norfolk and Norwich University Hospital (NNUH, 7%, 7), Cromer Hospital (1%, 1) and Healthcare Clinic Norwich (formerly Global) (1%, 1). The remaining 4% (4) responded 'other', stating sleep clinic, Norfolk Coastal Centre, dentist and Addenbrookes. No respondents had visited the Queen Elizabeth Hospital, Kings Lynn (QEH).

When we asked survey respondents to rate their experience of diagnostics tests out of five, (with one being poor and five being excellent), Most people said it was excellent (46%, 45) or good (40%, 39). The remaining responses reported their experiences as average (9%, 9), ok (4%, 4) or poor (1%, 1).

When we asked people what was good about their experience, people praised the attitude and helpfulness of staff, saying *'staff friendly and helpful', 'the staff were amazing, very professional and caring despite being very busy'* and *'kept informed'*. Respondents were also positive about wait times, *'did not have to wait long for my appointment'* and *'result given to me immediately'* and the ease of accessing appointments, *'easy to book appointment for blood tests'*.

We also asked people what could be improved about their experience. People found that parking was an issue, stating *'car parking facilities- absolutely horrific'* and another respondent mentioned the costs associated with parking saying that an improvement could be *'not having to pay for parking'*. Despite some people praising wait times, 37 respondents said that this was an area that could be improved. Several people said that the facilities were lacking, *'lack of an indoor or sheltered waiting facility for the mobile CT/MRI unit', 'waiting area was very basic'* and *'more toilets that were clearly signposted for patients.'*

### Patient Experience of JPUH CDC

In addition to the survey responses, we spoke to 43 people on site to ask them about their experiences of the new Community Diagnostic Centre. Their feedback was overwhelmingly positive with 98% (42) of people reporting an overall positive experience praising the new building, staff and quick access times. Each person was also asked to rate their experience out of five, (with one being poor and five being excellent). Most people rated their experience of the Community Diagnostic Centre as 'Excellent', (81%, 35) or 'Good' (12%, 4). A minority reported an 'Average' experience (5%, 2) or 'Poor' experience (2%, 1).



Table 1 Positive feedback of the JPUH Community Diagnostic Centre

Building	Staff	Wait Times
Lovely 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	Quick, painless, no long queues like it used to be.

	embarrassed about it and really took the time.	
Really nice, very smart	All the staff were kind and told us what they were doing as we went – brilliant.	I couldn't believe how quickly I was in and out.
The building was easy access, no stairs.	The staff were lovely. Absolutely great service.	Brilliant, I've never been in and out so quick in my life.
I was really impressed with the look of the place. It's amazing. Nice environment.	They were so lovely, really reassuring and very helpful.	It was on time, everything was nice and quick.

Where patients and visitors had negative feedback, they frequently commented on the parking, poor signage and the amount of information given to them before an appointment.

*Table 2* Negative feedback of the JPUH Community Diagnostic Centre

Parking	Signage	Information
Car parking is too far from this centre especially with no machine to take tokens. It's a very long walk for incapacitated people.	More signage needed, it was hard to find.	My letter said there would be a map included but it wasn't in there.
The car parking is atrocious.	The signage was abysmal though.	The phone call could have been a bit clearer about where to go.
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.	We went to the x-ray department inside the hospital to start with and then had to get directions several times.	I got a phone call and not a letter so I wasn't sent a map.
I parked in the main car park so it's quite far away.	There was no signage on the way to the building so it was hard to find.	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.
--	--	---

## What is important in Community Diagnostic Centres

We asked survey respondents what features are most important to them at the new Community Diagnostic Centres, respondents could select up to three answers. Unsurprisingly, most people (84%, 102) rated parking nearby as one of the most important features, followed by the waiting room (68%, 82) and clear signage (59%, 71). Facilities for refreshments were also ranked highly, with 36% (43) of respondents saying this was important to them. Only a small proportion of respondents (5%, 6) said that outside space was important to them and 1% (1) said that they didn't know. When asked if there was anything else that could improve patient experience, people told us, *'drinking water availability', 'signs in braille, and quiet space not just for children but older adults' and 'indication of position in queue and time i.e. ticket number or number on screen'.*

### Parking

Ample and accessible parking was mentioned heavily within the survey responses for both the public and staff, and this was mirrored in the focus group where they suggested implementing a *'parking system'* at the Community Diagnostic Centre whereby patients and visitors could put in their registration number and be given a time slot. The focus group thought this might reduce the number of people arriving early for appointments, causing more demand for parking spaces.

Focus group participants, as hospital volunteers said, *'At the moment we get a choice of three car parks and we've got to go round until we get a space and its the same as the public 'And 'we've needed new buildings for all these various things but there's only so much space on site. So car parking is what has had to be sacrificed for everybody.'*

### Waiting Rooms

When discussing waiting rooms, focus group participants suggested making use of volunteers to greet patients and visitors.

Just like a meet and greet because when someone's coming into somewhere new for obviously the first time can be quite daunting can't it?



So just to have someone who's able to go up to and meet you and say, oh this is where you're going for your appointment. Show them where to sit, just make them feel at ease.

Focus group participants also suggested bringing in a *'variety of seating'*, *'Because a lot of these places they buy dozen chairs all connected together, all the same size'*. People discussed how important waiting room accessibility was so that *'wheelchairs can go through doors'* and making sure there's suitable seating *'if the person they're with needs to sit down'*.



"They're all the same and...well I can't get down to that level. It's difficult."



## Signage and Information for patients

Focus group participants noted the lack of directional signage to the Community Diagnostic Centre from the car parks. As hospital volunteers they said, *'we've had a lot of people coming to the front desk today, just saying "we don't know where to go"'*. The focus group suggested a colour coded path leading to the new building, *'put arrows on the tarmac, follow the yellow arrows to the new diagnostic unit'*.

There also seemed to be inconsistent communication with patients where some people were given information on how to locate the CDC and others weren't, *'I had somebody come in with a letter this afternoon. There wasn't the map inside' and 'the paper I got yesterday, there was a little piece stapled on the bottom and I read it and I tell you now it didn't make any sense whatsoever where it was'*.

The focus group said that there should be adequate signage at the hospital but patients should be sent information before they attend their appointments, *'signage on site but we need to make sure that the patient knows where they come before they leave home.'* This was mirrored in the staff survey with staff saying *'information in clinic letters stating what the cdc is and how to get there and most appropriate car parks to use.'*

I was amazed when we walked down and we were shown around how lack of signage was massive and thought, “well who would know?”

Invariably patients will have a reminder come through on the phone, ‘you’ve got an appointment’ Yes it tells you what time, it tells you that it’s the hospital or whatever but it does not tell you which department.

It’s all down to communication, clearer communication

## Refreshments

Refreshments were also mentioned in the focus group discussion, *‘Refreshments? I don’t know if it’s going to be free or not or machine....water machine or something cold and then maybe get volunteer to do drinks for people. Hot drink for free, It just instantly relaxes people and it makes ‘em feel oh at home.’*

## Staff

Staff told us about the facilities they would like to see at the Community Diagnostic Centres, this included staff rest areas, a café *‘as a long way to walk with only half hour for lunch’* or *‘hot drinks machine’* and staff changing and shower facilities.

Suitable chairs and desks with consideration to disabled members of staff, enough lockers for the amount of staff working each day. a kitchen with a rectangle table to maximise seating area to eat lunch and allow access to the cupboards/fridge/kettle. do not open it until everything has been ordered and set up, do not put the staff changing rooms in the mri controlled corridor. if there are 2 receptionists then the reception should be set up for 2 receptionists. ordering the correct equipment for the tasks.

Focus group participants were concerned about how Community Diagnostic Centres would be staffed and whether staff would be required to move between the sites, *‘That’s going to be a stress factor’* and *‘all they hear at hospitals is nurses and how they’re overworked.’*

There were concerns that recruitment hadn't been completed and this might put more pressure on the staff that were there, *'Make sure it's staffed properly before you start opening the doors. Right. If they've got half the staff in there and it's half open now. Get staff first before you start getting the punters in.'*

How are they going to run staff wise? I did read that of the problems they've had with them is the fact that they, all that's is the staff from the hospital have been moved across there and basically there's been no increase in the number of scans or very little increase.

Some people within the focus group however, thought that a new building might be attractive to staff, *'a nice new facility to work in'* and *'maybe a nice facility they see here around the Northgate think to themselves, I would like to work there. You might get more people trying to go.'*

## The Impact of Community Diagnostics Centres

When asked what impact (if any) people thought the opening of a Community Diagnostic Centre at JPUH and Northgate Hospital would have on them, respondents resoundingly thought it would have a positive impact (85%, 105). Only 2% (2) of respondents thought it would have a negative impact on them, 4% (5) said both positive and negative, 5% (6) no impact and 4% (5) didn't know. In the staff survey, 58% (7) of staff respondents said that the CDC's would have a positive impact on patients, the other 42% (5) said that they thought it would have both a positive and negative impact. Some staff commented, *'Nice new building with lovely facilities, they are finding it hard to find us though. Lots of people turning up 10-minutes late has a knock on effect on our working day.'* Staff also commented that they thought the CDCs *'will allow more patients to have diagnostic testing sooner'* however the new buildings could lead to *'confusion for patients about where to go. often longer walking.'*

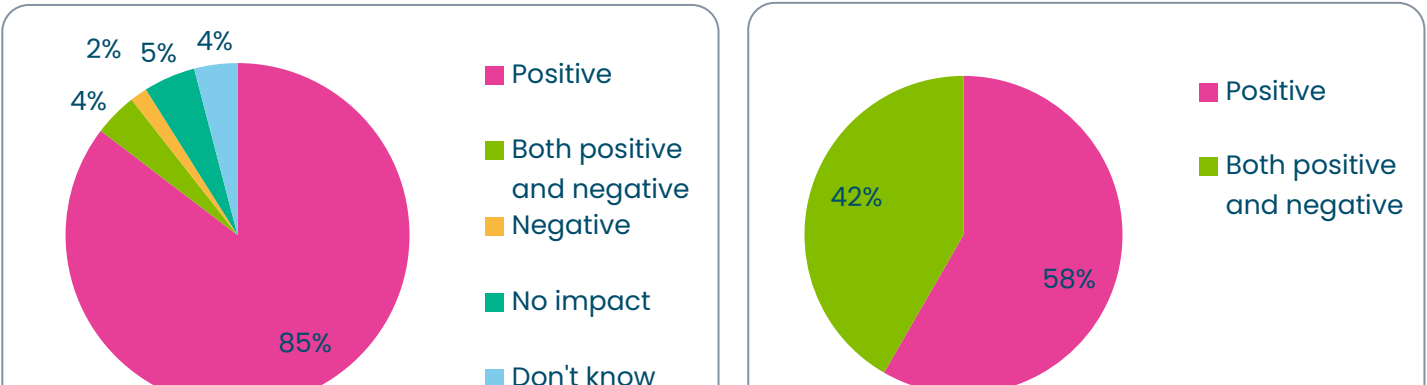


Figure 3 Impact of a CDC on individuals reported by the public (1) and staff (2)

In the staff survey we asked what impact (if any) the CDC's would have on staff working at the hospital. Half of the staff responders (50%, 6) told us that they thought it would have both a negative and positive impact on them, with only a quarter (25%, 3) saying that they thought it was positive as they *'have been given a new job there'*. Staff were worried about poor communication between the sites, unsuitable working environments and an overall decrease in staff morale, *'The workload will increase with targets being set. Staff moral (sic) will certainly suffer and I predict that staff sickness will rise and our excellent staff in retention in CT/MRI will no longer be quite so impressive.'*

We also asked what impact (if any) people thought the opening of the CDC would have on the James Paget Hospital, with 84% (102) of public survey respondents thinking it would have a positive impact. 3% (4) of respondents thought it would have a negative impact on the hospital, 6% (7) said both positive and negative, 1% (1) no impact and 6% (7) didn't know. Most people hoped the CDC would ease pressure elsewhere in the hospital.

It will help ease the Accident and emergency department.

Two venues so more appointments available

Free up hospital for more beds/urgent care

It will ease the parking problem at The JPH.

Ease the burden on an overloaded current hospital - however the infrastructure including consideration to building a multi-storey car park might be useful to accommodate increases in patient footfall.

Staff too, thought that the CDC would have a positive impact on the hospital (50%) by reducing the patient flow through the main hospital site, providing patients with more appointments and diagnosing them sooner.

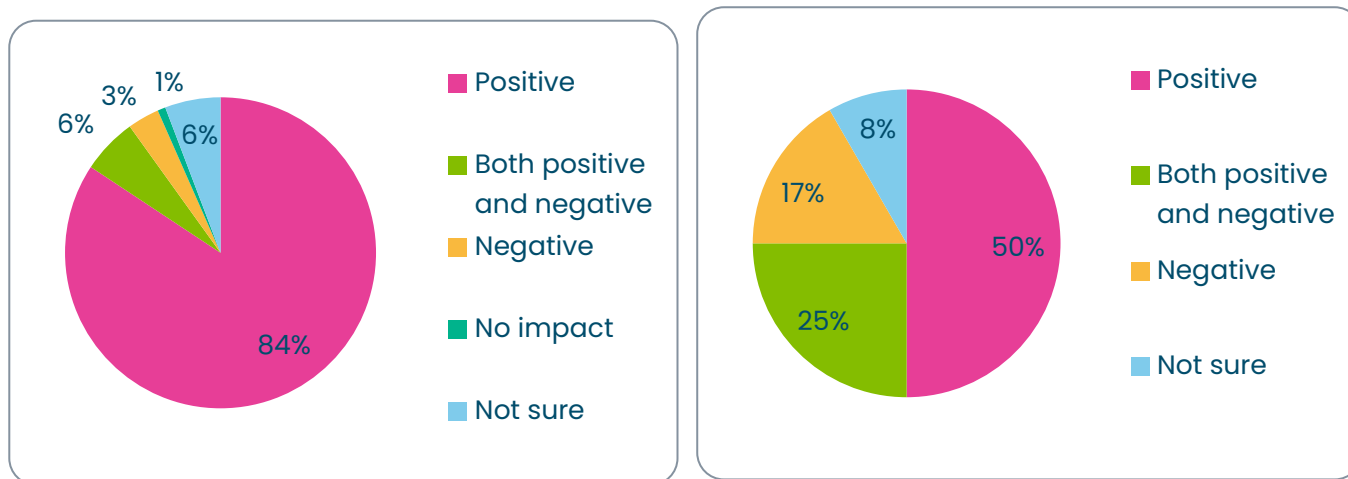


Figure 4 Impact of a CDC on the hospital reported by the public (1) and staff (2)

## Extended Appointment Times

Within our research we explained to participants that the Community Diagnostic Centre would be working towards extended appointment times, providing a diagnostic service 8am-8pm, seven days a week. We asked people how they felt about being offered an appointment during those times. Most respondents (93%, 114) thought this was positive. 2% (3) of respondents thought it could have both a negative and positive impact, 2% (2) thought it would have no impact at all and 1% (1) felt negatively about extended appointments. Only a couple of respondents (2%, 2) didn't know how they felt. Where people had concerns, respondents were worried about *'people that don't like to come out in evenings the elderly and vulnerable'* and *'late appointments may be difficult to get a bus home if you rely on public transport and late at night is not good in winter'*.

What's NOT to like about extended appointment times? It's brilliant, patients will be offered diagnostic tests much faster and the waiting lists will decrease.

I think appointments being 7 days a week helps patient to be reassured that they are being seen as quickly as possible. This will also help speed up treatment times

It will be easier for people to fit appointments around existing commitments -e.g. work, caring responsibilities and access to transport

I'd rather go at odd times instead of longer waits

We asked people if they were offered a diagnostic test at a Community Diagnostic Centre what would be most important to them. People could select up to three choices. Nearby parking (50%, 62), shorter waiting times (50%, 62) and being easy to travel to (49%, 60) were the three most important factors. A choice of appointment times (41%, 50), quality of staff (40%, 49), a choice of locations (26%, 32) and clear communication on where to go (21%, 26) were also important to people.

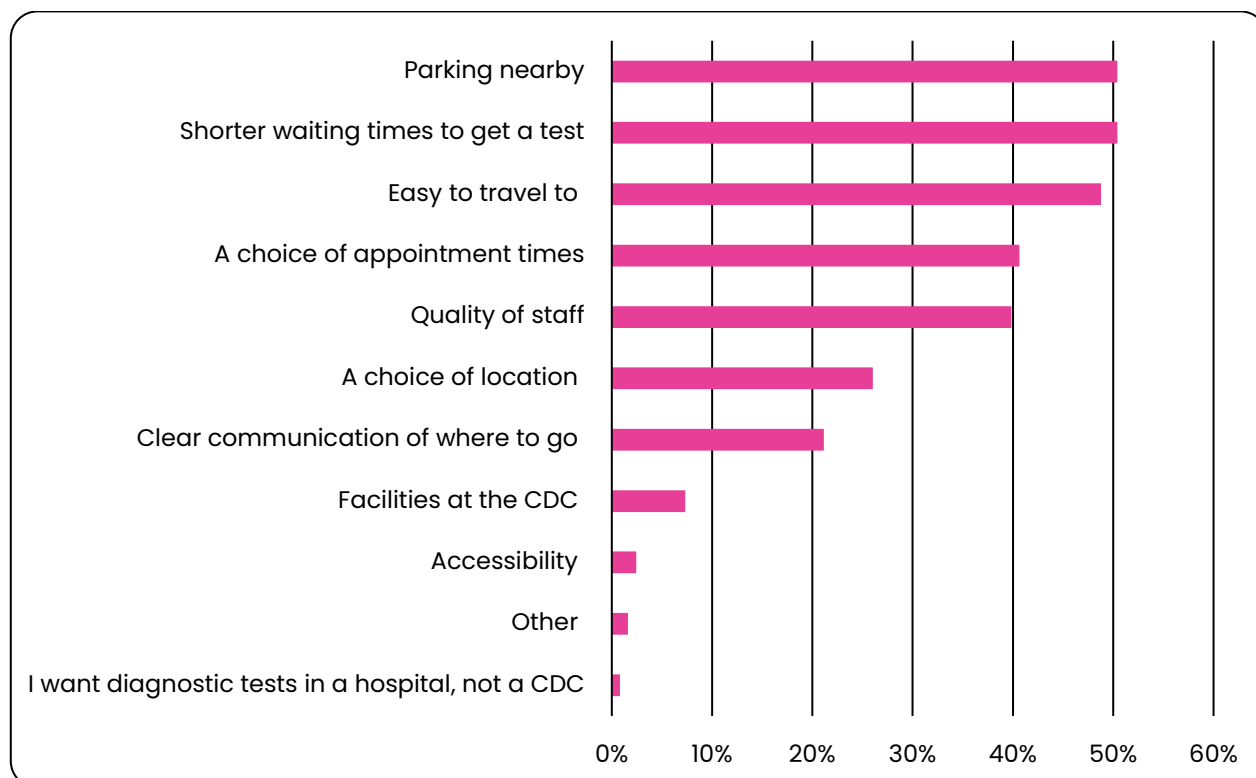


Figure 5 What is most important to people with a new CDC

Parking and public transport were often mentioned together, for example, *'Parking is important to me as both facilities are not within walking distance and public transport rarely fits in with appointment times.'* This suggests that people may travel by public transport instead of driving, if improvements were made to the frequency or availability of public transport.

A choice of appointment times would be heaven. I do not have a carer so it takes me hours to shower and leave the house, meaning I can't get to early appointments. I end up having to cancel the allocated one and request one later in the day. I have to travel by ambulance transport, so I can end up arriving very early for appointments and waiting up to (and more) four hours to go home. When I go for physio at Northgate, it is

miserable with nowhere to sit for hours on end and nowhere to buy refreshments. Accessibility arrangements are a must, for me – but I'm surprised that you're even asking about these. I would have thought, given the Equality Act, that by now things like hearing loops, braille signs and Changing Places toilets would be standard additions!

## Travelling to Community Diagnostic Centres

We asked people how they would feel about going to the Community Diagnostic Centre at Northgate Hospital instead of James Paget University Hospital. Two thirds of respondents (66%, 81) said they would be satisfied with this. 16% (20) of respondents said they would be dissatisfied with this option saying it was, *'too far to go'* and *'it would be hard to get to. The bus takes me right to the James Paget'*. A proportion of respondents (15%, 18) were neither satisfied nor dissatisfied and 3% (3) didn't know how they would feel.

We asked respondents what mode of transport they would use to travel to an appointment at both the James Paget Hospital and Northgate Hospital. Respondents were able to select all the options that applied to them. The results were mostly the same for both sites with most people saying that they would travel by car to JPUH (79%, 97) and Northgate (72%, 89). The second most popular form of transport was the bus with 24% (29) of respondents travelling to JPUH and 22% (27) at Northgate. Getting a lift with a friend or relative was also quite common with 19% (23) people travelling to JPUH and 15% (19) Northgate. For those that said other (3%, 4), respondents said that they would travel by hospital transport, mobility scooter or motorcycle.

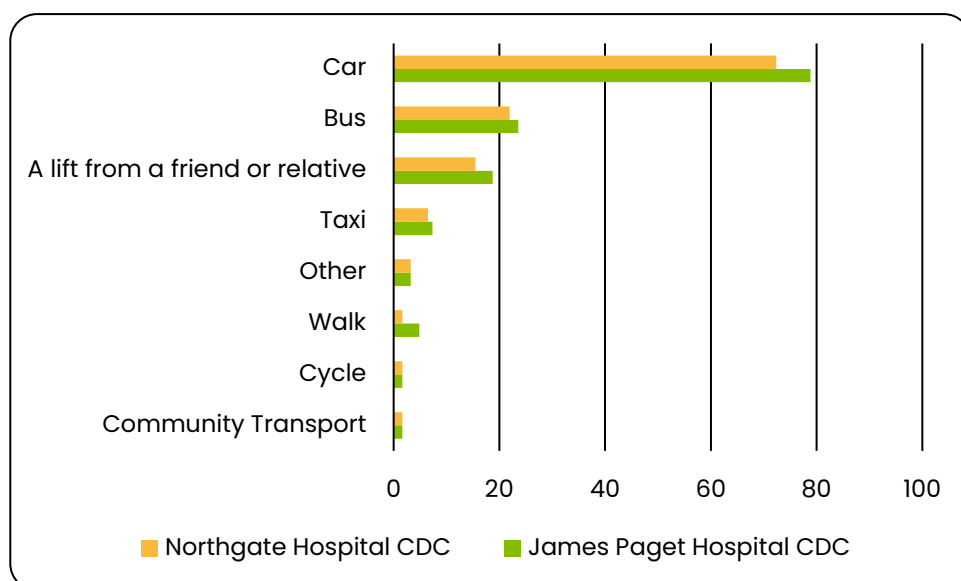


Figure 6 Transport used to travel to appointments at CDCs

In terms of travel times, most people (76%, 94) said that they could get to the James Paget Hospital in 30 minutes or less, with 50% (47) of those people able to travel to the hospital in less than 15 minutes. Less than a quarter of respondents (22%, 27) told us that it would take them more than 30 minutes to an hour and only 2% (2) of respondents would need to travel more than an hour to two hours to get to the James Paget Hospital. No respondents said that they would need to travel for more than two hours.

Similarly, 68% (84) of respondents said that they could travel to the Northgate Hospital in 30 minutes or less, with 39% (32) of those people able to travel to the hospital in less than 15 minutes. Less than a quarter of respondents (23%) told us that it would take them more than 30 minutes to an hour, 6% (7) more than an hour to two hours, 1% (1) more than two hours and 2% (3) didn't know how long it would take.

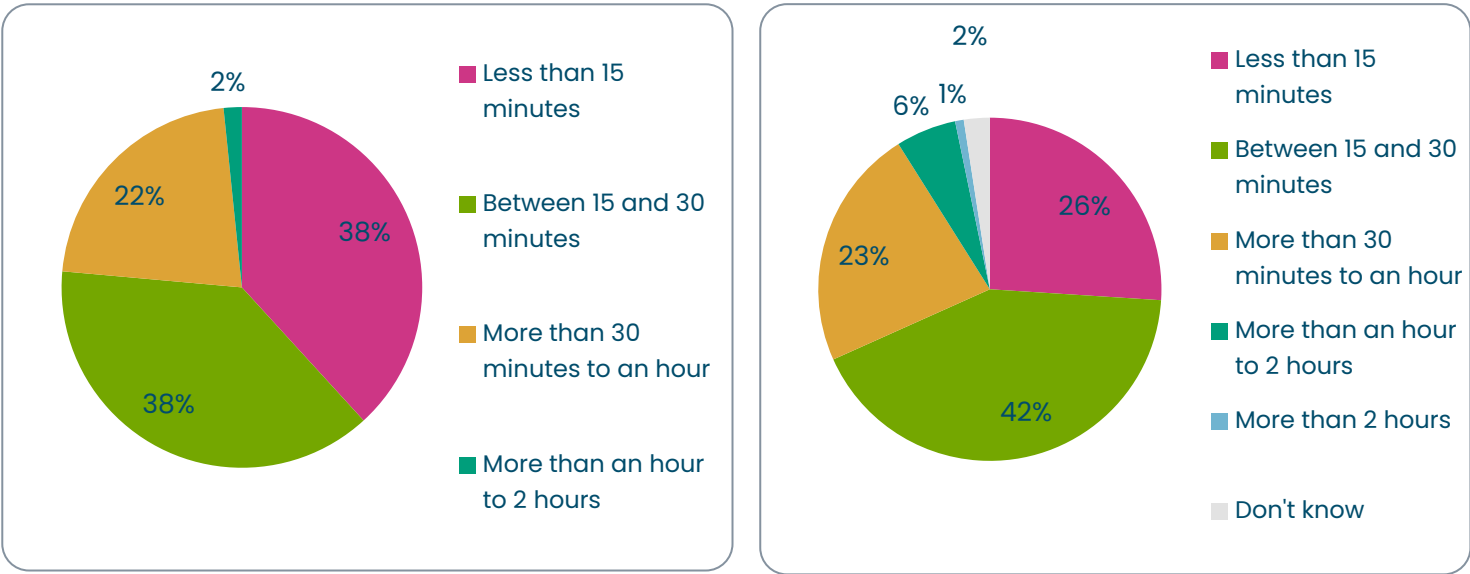


Figure 7 Travel times to JPUH (1) and Northgate Hospital (2)

Finally, we asked people if there was anything else that needs to be considered when opening a Community Diagnostic Centre at the James Paget Hospital and Northgate Hospital. Almost half of the respondents mentioned the parking facilities and requested ample parking for staff, patients and visitors. Respondents also requested more accessible parking, reducing parking costs or providing a short-stay car park for people visiting the CDC for tests. Secondary to parking, respondents mentioned staff, making sure there was enough staff with good availability and concerns over putting too much pressure on existing staff.

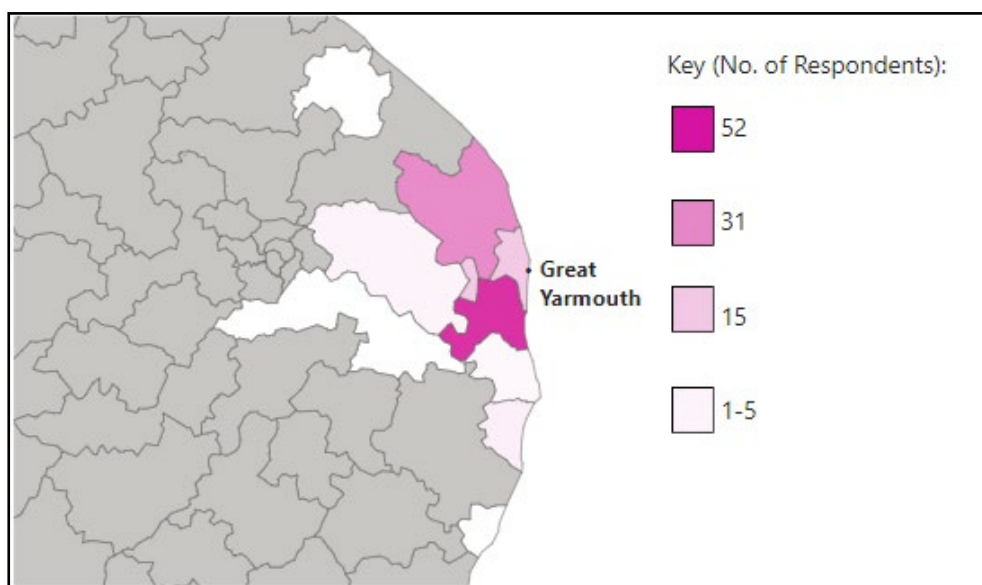


## Who we heard from

Based on the demographic information from the survey respondents, we were able to see that:

- 57% (68 people) of respondents were female
- 43% (50 people) were aged 66-75 with the (mean) average of participant being 65.
- 98% identified as 'White-British' which is markedly higher than the average for the Norfolk region (Norfolk Insight, 2024).
- 88 people had either a disability or long-term health condition, or both.
- Two-thirds of respondents became aware of the survey via their GP's website.

From the heatmap below it is apparent that the majority of respondents reside in the Great Yarmouth and Gorleston area and the surrounding localities. Alongside the engagement heatmap, a series of graphs and charts that depict the demographic data from the survey in greater detail can also be found below:



*Figure 8* Heat map displaying where survey respondents reside in Norfolk, and the surrounding localities.

The average age of respondents to the public survey was 65 years old. The largest proportion of respondents were aged 66-75 years (43%, 50), followed by those aged 56-65 (22%, 25), 76-85 (17%, 19), 46-55 (11%, 13), 36-45 (3%, 3), 26-35 (3%, 4) and 86 and over (1%, 1). We did not speak with anyone under the age of 26. Within the staff survey we collected responses from people aged 23-55, with an average age of 42.

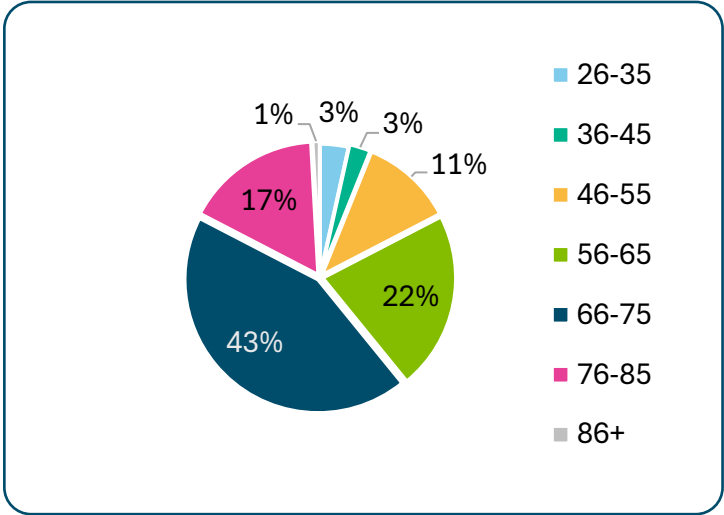


Figure 10 Pie chart depicting public survey respondent's age as a percentage.

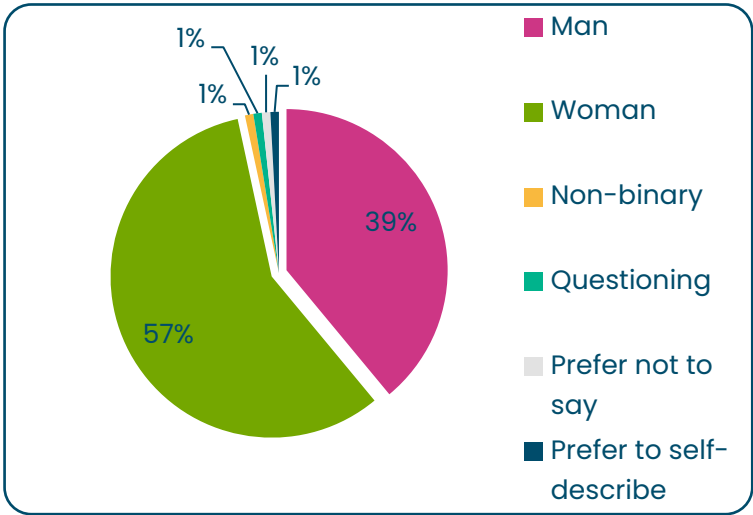


Figure 9 Pie chart depicting survey respondents' gender, as a percentage.

The pie chart above (Figure 10) presents data on gender identity. The majority of public respondents identified as women, comprising 57% (68) of the sample. Men represented 39% (46) of respondents. Other gender identities were less frequently selected: non-binary, questioning, prefer not to say, and prefer to self-describe each accounted for 1% of responses. This suggests that while there is some diversity in gender identity among respondents, the vast majority identified within the binary categories of "man" or "woman." The respondents to the staff survey mostly identified as women (83%, 10). The NHS workforce in England has a higher proportion of women than men, around 77% of NHS staff are women (NHS Digital, 2024) and therefore our sample has a slightly higher proportion of women compared to the NHS working population.

The pie chart below shows the ethnic breakdown from the public survey, with the overwhelming majority (98%) identifying as "White British/English/Northern Irish/Scottish/Welsh." The remaining respondents are split evenly, with 1% identifying as "Any other Black / Black British background" and another 1% preferring not to disclose their ethnicity. All of the respondents to the staff survey identified as "White British/English/Northern Irish/Scottish/Welsh." In comparison, the ethnic demographics in Norfolk reflect a predominantly White British population as well, though with slightly more diversity than this survey suggests. According to the 2021 Census, about 94% of Norfolk residents identified as White British. Other ethnic groups, including Black, Asian, and Mixed/Multiple ethnicities, make up around 6% of the population collectively (Office for National Statistics, 2023). This indicates that the survey sample may underrepresent the diversity present in the broader Norfolk population.

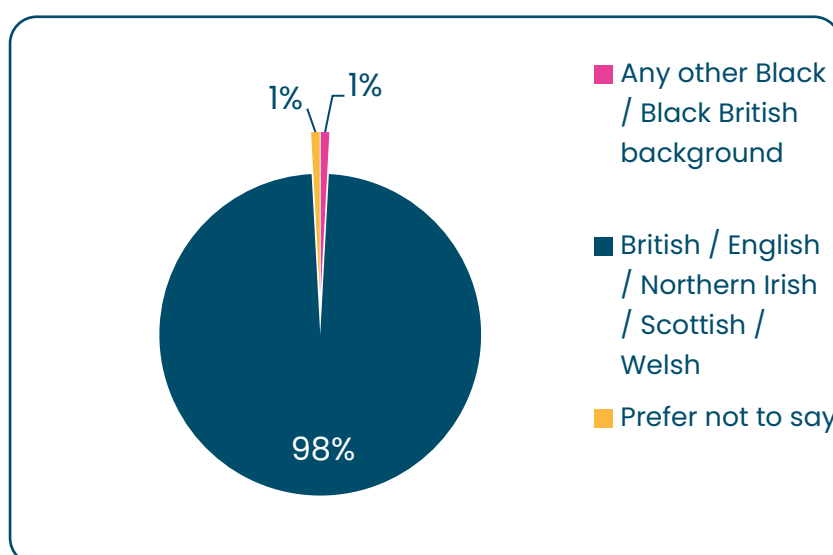


Figure 11 Pie chart depicting survey respondent's ethnicity, as a percentage.

The pie chart below shows where respondents had heard about the survey, with most people finding out about it through their GP website, (66%, 78) or at a Healthwatch Norfolk engagement event, (22%, 26). A few people, (4%, 5) said 'other', saying they found out about it by email, LinkedIn or whilst attending a GP surgery.

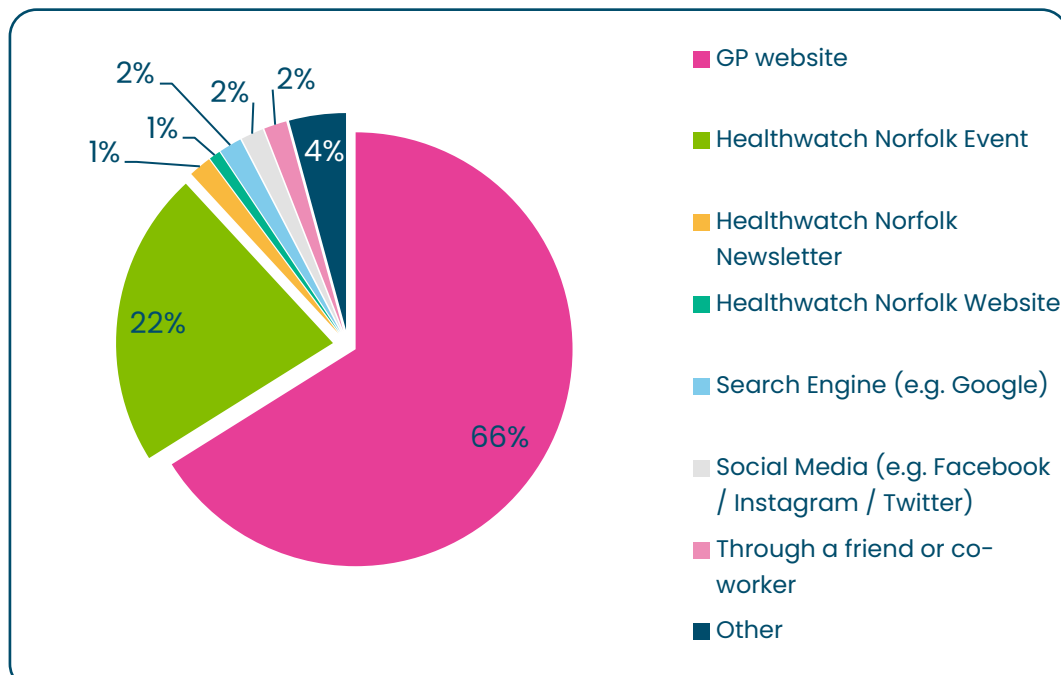


Figure 12 Pie chart of how respondents became aware of the survey.

Figure 13 displays more information about the people we spoke to. Survey respondents could select multiple answers for this question. It is not surprising that such a high proportion of people have a long-term condition (53%, 60) and/or a disability (25%, 25). There was a relatively small proportion of carers (13%, 15) however it would be reasonable to suggest that the true figure for this is actually much higher as often individuals do not self-identify as carers. (*I Care Carers Week Report on Unpaid Carer Identification, 2023*)

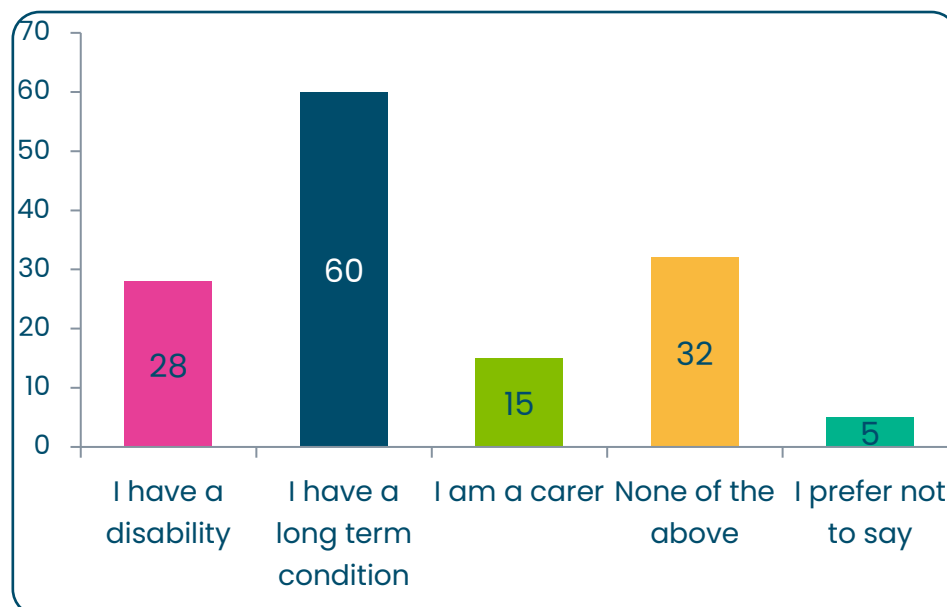


Figure 13 Bar chart of respondents who identified as having a disability or long-term health condition. Respondents could select multiple options for this question.

# What this means

The findings from this project offer a snapshot of the needs, expectations and concerns of patients, visitors and staff regarding the development of Community Diagnostic Centres at the JPUH and Northgate Hospital. These insights underline the significance of incorporating stakeholder feedback into both the design and operation of these facilities to ensure they serve the community effectively.

The findings highlight several critical implications. Parking challenges, for instance, emerged as a consistent concern, emphasising the need for accessible and ample parking options to improve patient experiences, particularly for those with mobility issues. This is common in the feedback Healthwatch Norfolk gather from people visiting the JPUH site. It is acknowledged that the hospital cannot immediately address these concerns due to the limitations of the site however it is still important to capture the views provided in this project and present them to the hospital.

Clear and consistent signage to lead people to the new Community Diagnostic buildings is paramount and we heard this clearly from patients, visitors, staff and volunteers. In the meantime, we would encourage clear information and maps being sent to patients ahead of their appointments. We believe that more work has already been undertaken to address the lack of signage around the sites and we would hope to see improvements in this area when we next visit.

Patients and visitors alike are very supportive of the Community Diagnostic Centres and the potential for extended appointment times. Patients and visitors want to be able to choose an appointment time, date and location from a list of options but are happy to travel to alternative sites and out of hours. Designated spaces for diagnostics, at a choice of sites with flexible appointment slots will cater to people in employment or with caring responsibilities. Some concerns were raised regarding accessibility during late hours, particularly for those relying on public transport. Insights about waiting areas revealed the importance of spaces that cater to diverse needs, including ergonomic seating and quiet areas, which could enhance overall patient comfort.

There is hope amongst patients, visitors and staff that the new buildings will help relieve the pressure currently on the hospital, assuming that the sites are adequately staffed.

From a staff perspective, the findings highlight the importance of involving front-line employees in planning processes as several commented that they thought staff hadn't been brought into the planning process enough. Staff have valuable views on the placement of facilities from both a patient and staff perspective. Concerns about resources, workload, and workplace design highlight the need to create adequate facilities, such as rest areas and changing rooms, which are essential for maintaining morale and efficiency.

It is worth noting that the sample size was small and therefore cannot be deemed representative of the local population. To truly incorporate public and staff voice, we would encourage ongoing engagement over the next two to three years as the CDCs at JPUH and Northgate Hospital establish themselves. Establishing mechanisms for continuous feedback will allow the CDCs to adapt and evolve to meet the community's changing needs and priorities.

Although this work is a snapshot in time, its findings are relevant not only to the development of the CDCs at JPUH and Northgate Hospital but also to similar projects across the region. By addressing the challenges identified and leveraging the strengths highlighted, these centres have the potential to become exemplars of accessible, efficient, and patient-centred care. The recommendations in this report aim to bridge gaps, enhance service delivery, and support the long-term success of these vital community resources.

# Recommendations

## 1. Improve on site signposting for patients and visitors.

- Add an 'Entrance' or 'Reception' sign above the door to the Community Diagnostic Centre
- Add 'Community Diagnostic Centre' signage from the car park

## 2. Improve Communication Before Appointments.

- Standardise the pre-appointment communication process to include specific directions to the CDC, parking guidance, and a checklist of what patients should bring. Given that some patients received inconsistent instructions, making these details a standard part of appointments would help. Appointment letters could include QR codes that link to maps or directions could make navigation easier, especially for those with smartphones.

## 3. Expand Volunteer Support for Patient Orientation.

- As focus group participants suggested, volunteers could greet patients and help them navigate the facility. Trained volunteers or "ambassadors" could be stationed at key points, particularly near car parks and entryways, to assist patients who might have difficulty finding the CDC or need help with mobility.

## 4. Consider Waiting Room Comfort and Accessibility.

- Feedback on waiting areas highlighted the need for seating that accommodates patients with limited mobility. Recommendations could include ergonomic seating, wheelchairs and other accessible furniture.

## 5. Public Transport.

- Some patients rely on public transport. Partnering with local transportation providers to adjust schedules around the CDC's operating hours, or introducing shuttle services from popular hubs could alleviate accessibility challenges.

# Recommendations

## (Cont.)

### 6. Staff

- Staff highlighted the need for suitable break areas. Adding staff only spaces with comfortable seating, refreshment options and necessary amenities could improve job satisfaction and reduce burnout, particularly as the CDCs increase patient flow.

Involve more front-line staff in the development of the Community Diagnostic Centres, taking into consideration their expertise on patient flow in the design of new buildings.

- Ensure there is enough staff to effectively deliver the service at the CDCs without detrimentally impacting service delivery at the JPUH.

### 7. Ongoing Feedback.

- Continue to work with Healthwatch Norfolk to engage with patients, visitors and staff on site to review feedback over a longer period. Healthwatch Norfolk can include visits to both CDC's within statutory engagement, at no additional cost to JPUH.
- The James Paget Hospital could explore adding a link to the Healthwatch Norfolk website on patient appointment letters.



# Response from JPUH

James Paget University Hospitals NHS Foundation Trust would like to thank Healthwatch Norfolk for their work in engaging with our patients, staff and stakeholders and compiling this report, which will help us to ensure that we continue to provide excellent diagnostic and assessment services and facilities.

## Recommendations

### 1. Improve on site signposting for patients and visitors.

The Trust recognises that patient wayfinding is a significant priority within estates projects, and launching new or re-located services across the hospital.

Direction signage is now in place for both the Community Diagnostic Centre and the Oulton Suite and initial feedback shows that wayfinding has significantly improved.

Diagnostic services also include a site map showing the CDC in with patient appointment letters and information.

This feedback has also been reviewed at the Trust's Carer and Patient Experience Group, which provides oversight and scrutiny of actions required to improve access to services. Wayfinding has also been prioritised within future estates projects within the hospital, as well as within the James Paget's 'Future Paget Programme', designing and delivering a new hospital on our estate over the coming years.

### 2. Improve communication.

Diagnostic services are including site maps with directions for the Community Diagnostic Centre and Oulton Suite with the appointment letters.

Through the Trust's Carer and Patient Experience Group and Community Diagnostic Centre Programme Board, we continue to focus on how we can improve communications, including different methods of ensuring that patients know how to get to the correct site and what facilities are available through translated and Easy Read information.

### 3. Expand volunteer support for patient orientation

The Trust's Volunteer Services Coordinator and team of volunteers are aware of where to direct patients to the Community Diagnostic Centre and Oulton Suite appointments.

In response to patient feedback, we had volunteers on hand to "walk" patients to the site during the first week of the Oulton Suite being open, and continue to provide volunteer-led wayfinding support where there is capacity within the team and at patient or carer request.

### 4. Consider waiting room comfort and accessibility

The Trust is committed to providing accessible environments for patients and carers to wait prior to their appointment. The Community Diagnostic Centre Programme Board considers and implements feedback from patients and staff for improvements to the environments, and there are a mix of chairs available in all of the waiting areas together with areas allocated for wheelchairs.

Lifts are available in both the Oulton Suite and the Northgate Community Diagnostic Centre, and services will incorporate discussing patient and carer accessibility requirements as part of communicating with them prior to their appointments. The Trust has also invested in some new wheelchairs specifically for the CDC and Oulton Suite, which can be safely used outside of the buildings.

The Trust's Arts Committee have also funded vinyl wall coverings displaying relaxing vistas in patient waiting areas across the Community Diagnostic Centres.

### 5. Public Transport

James Paget Hospital has a direct bus route, providing good public transport service to the on-site Community Diagnostic Centre and Oulton Suite. The site is also accessible by public footpaths and cycle lanes, which are indicated through patient information, appointment letters, and on the Trust's website.

Northgate Community Diagnostic Centre has a bus stop outside of the Northgate site. Patients who are unable to attend the Community Diagnostic Centre outside of normal working hours, will be able to change their appointment through the booking team.

## 6. Staff

Staffing levels across the services provided at the Community Diagnostic Centres continues to be monitored by the Trust's Community Diagnostic Centre Programme Board.

The programme has allowed us to recruit staff prior to the units opening so that they can be trained in their area of work; we have also linked into international recruitment pathways through NHS England. The Trust is committed to only operate services when there are safe staffing levels.

Space for staff during breaks and outside of working patterns are a priority of the Trust, and staff have been engaged with extensively on rest, kitchen and non-clinical areas throughout the Community Diagnostic Centre projects, consistent with all estates projects delivered by the hospital.

Both CDCs and the Oulton Suite have staff facilities which include rest rooms with microwaves and a fridge, they also have changing facilities with lockers and showers.

Now that the JPUH facilities are open, staff feedback around working in them has been very positive. We will continue to collect feedback from staff through staff surveys.

## 7. On-going Feedback

We would welcome any opportunity to continue to work with Healthwatch Norfolk to engage with patients, visitors and staff.

All of the CDCs will also collect Friends and Family Test forms (FFT) and monitor them for any issues or suggested improvements

The CDCs will be part of the James Paget Hospitals annual NHS staff survey.

NHS England currently have mandated surveys, both for staff and patients, which look at staff / patient experience. These are shared with NHSE, the Integrated Care Board and the relevant JPUH staff.

# References

*Diagnostic centres.* (n.d.). Norfolk & Waveney Integrated Care System (ICS).  
<https://improvinglivesnw.org.uk/diagnostic-centres/>

GOV.UK. (2021). *40 community diagnostic centres launching across England.*  
GOV.UK. <https://www.gov.uk/government/news/40-community-diagnostic-centres-launching-across-england>

*I care Carers Week report on unpaid carer identification.* (2023).  
<https://www.carersweek.org/media/yqkdkodx/carers-week-report-2023.pdf>

NHS Digital. (2024). *NHS Workforce Statistics – NHS Digital.* NHS Digital.  
<https://digital.nhs.uk/data-and-information/publications/statistical/nhs-workforce-statistics>

Office for National Statistics. (2023, January 25). *Gender identity: Age and sex, England and Wales – Office for National Statistics.* Wwww.ons.gov.uk.  
<https://www.ons.gov.uk/peoplepopulationandcommunity/culturalidentity/genderidentity/articles/genderidentityageandsexenglandandwalescensus2021/2023-01-25>

*Provider collaboratives building capacity.* (2020). Nhsproviders.org.  
<https://nhsproviders.org/provider-collaboratives-building-capacity-community-diagnostic-centres/community-diagnostic-centres>

# Appendix

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.  Supplementary project related question - How would you feel about being offered an appointment at the Diagnostic Centre being built at Northgate Hospital?  Northgate wouldn't be as convenient for me.	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

# Have your say on two new diagnostic buildings in Great Yarmouth

## 1.

### **Who is Healthwatch Norfolk?**

Healthwatch Norfolk is the independent voice for patients and service users in the county. We gather your views of health and social care services to ensure they are heard by the people in charge.

### **What is this survey about?**

Healthwatch Norfolk is collecting feedback about two new buildings for diagnostic tests, which are currently being built. If you live in Great Yarmouth or the surrounding area, or have been a patient at the James Paget University Hospital (JPUH), we want to hear from you. One building will be based on the James Paget University Hospital site (JPUH) and the other building will be based on the Northgate Hospital site. Both of these buildings will be run by clinical staff and teams from the JPUH. The JPUH site will have the latest diagnostic equipment including a CT scanner, MRI, ultrasound and X-ray. The site at Northgate Hospital will have a CT scanner.

These buildings, will be called Community Diagnostic Centres (CDCs). The aim of CDCs is to increase people's access to diagnostic tests, which could lead to earlier diagnosis and help to reduce the pressure on hospitals.

We would like to find out:

- What facilities you would like to see at the centres? (e.g. refreshments, waiting rooms etc).
- What impact (if any) you think the new CDCs will have on you and the hospital?
- Anything else that needs to be taken into consideration when opening both buildings?

Whether you have had multiple diagnostic scans or have never had one before- your views are important to us. Hearing directly from the public will allow the JPUH to gain a better understanding of what people would like there to be at the new buildings and anything else that needs to be taken into consideration when opening both buildings as CDCs.

The survey should take approximately 10 minutes to complete.

If you would prefer to do this survey with us over the phone, please call Healthwatch Norfolk on 01953 856029 and we will arrange a time to ring you back to complete the survey. Alternatively, please email: [enquiries@healthwatchnorfolk.co.uk](mailto:enquiries@healthwatchnorfolk.co.uk) for further support.

### **How the survey results will be used**

Survey responses are being collected and analysed by Healthwatch Norfolk. You can read our full privacy policy at: [www.healthwatchnorfolk.co.uk/about-us/privacy-statement](http://www.healthwatchnorfolk.co.uk/about-us/privacy-statement).

---

All responses will be anonymous and will be used to make recommendations to health and social care providers. The report will also be publicly available on our website and may be used in other Healthwatch Norfolk communications.

### Want to keep in touch?

To stay up to date with what we are doing at Healthwatch, you can sign up to our newsletter via our website: [www.healthwatchnorfolk.co.uk](http://www.healthwatchnorfolk.co.uk)

If you do not use email, you can call Healthwatch Norfolk on 01953 856029 to ask to receive our newsletter via post.

Survey closing date: 5th September 2024

Please note that questions marked with an asterisk (\*) require responses.

### 1. Healthwatch Norfolk produce newsletters about health and social care in Norfolk. If you'd like to receive this newsletter please leave your email here:

### 2. Please tick to confirm

☐ I have read and understood the above statement

## 2.

### 3. Have you had (or accompanied anyone having) any of the following NHS tests in the last 12 months?

-Cardiology (Heart e.g. ECG, Echo)

-Respiratory (Lung e.g. Breathing test, BP monitoring, basic sleep studies, walk test)

-Imaging tests (CT, MRI, X-ray and Ultrasound)

-Pathology testing (blood tests and urine tests)

-Skin Lesion testing

☐ I have had one or more of these tests in the last 12 months

☐ I have accompanied someone (e.g. friend, Carer, relative, partner etc) to one or more of these tests in the last 12 months

☐ None of the above

☐ Don't know

☐ Prefer not to say

---

**3.**

**4. Which of the following services have you accessed (or accompanied someone to) in the last 12 months?**

- ☐ Cardiology (Heart e.g. ECG, Echo)
- ☐ Respiratory (Lung e.g. Breathing test, BP monitoring, basic sleep studies, walk test)
- ☐ Imaging tests (CT, MRI, X-ray and Ultrasound)
- ☐ Pathology testing (blood tests and urine tests)
- ☐ Skin Lesion testing
- ☐ Other (please specify):

**5. Thinking about one of these experiences. Where did the NHS test/ scan take place?**

- ☐ The Norfolk and Norwich University Hospital (NNUH)
- ☐ The James Paget University Hospital (JPUH)
- ☐ Queen Elizabeth Hospital Kings Lynn (QEH)
- ☐ Cromer Hospital
- ☐ Healthcare Clinic Norwich (formerly known as the Global Clinic)
- ☐ GP Practice/ Doctors surgery
- ☐ Spire Hospital, Norwich
- ☐ Other (please specify):

**6. What scan/ test was this for?**

- ☐ Cardiology (Heart e.g. ECG, Echo)
- ☐ Respiratory (Lung e.g. Breathing test, BP monitoring, basic sleep studies, walk test)
- ☐ Imaging tests (CT, MRI, X-ray and Ultrasound)
- ☐ Pathology testing (blood tests and urine tests)
- ☐ Skin Lesion testing
- ☐ Other (please specify):

**7. Please rate your experience out of five (with one being poor and five being excellent)**

- ☐ 1- Poor
- ☐ 2- Ok
- ☐ 3- Average
- ☐ 4- Good
- ☐ 5- Excellent

**8. What was good about your experience?**

**9. What could have been improved?**

**10. Please tick to confirm:**

- ☐ I consent for my experience and feedback to be shared anonymously on the Healthwatch Norfolk Website and used to feed back to service providers

**11. If you would be happy for us to contact you to speak about your experiences in more detail please provide your name and preferred contact information below:**

**4.**

There are two new buildings for diagnostic tests, currently being built. One building will be based on the James Paget University Hospital site (JPUH) and the other building will be based on the Northgate Hospital site. Both of these buildings will be run by clinical staff and teams from the JPUH and will provide a range of diagnostic tests. The JPUH site will

---

have the latest diagnostic equipment including a CT scanner, MRI, ultrasound and X-ray and the site at Northgate Hospital will have a CT scanner.

These buildings, will be called Community Diagnostic Centres (CDCs). The aim of Community Diagnostic Centres is to increase people's access to diagnostic tests, which could lead to earlier diagnosis and help to reduce the pressure on hospitals.

**12. What features are most important to you at the new Community Diagnostic Centres? Please select up to three answers.**

- ☐ Refreshment facilities (e.g. vending machines, coffee machine etc)
- ☐ Parking nearby
- ☐ Waiting room
- ☐ Clear signage
- ☐ Outside space
- ☐ Don't know

Is there anything else you think would improve your patient experience?

**13. It is planned to work towards extended appointment times. These will be 8am-8pm running 7 days a week. How do you feel about being offered an appointment during these times?**

- ☐ Positive
- ☐ Both positive and negative
- ☐ Negative
- ☐ No impact
- ☐ Don't know

Please give reason(s) for your answer



**14. If you were offered a diagnostic test at a Community Diagnostic Centre which of the following, would be most important to you (please select up to 3).**

- ☐ Easy to travel to (including short distance to travel)
- ☐ A choice of location (e.g. between the JPUH site and Northgate site)
- ☐ A choice of appointment times
- ☐ Clear communication of where to go (e.g. receiving a map with the appointment letter and having the CDCs clearly signposted).
- ☐ Quality of staff
- ☐ Shorter waiting times to get a test
- ☐ Accessibility (e.g. Hearing loops, signs in different languages etc).
- ☐ Facilities at the CDC (e.g. refreshments, waiting areas, TVs or radios in the waiting area etc)
- ☐ Parking nearby
- ☐ I want to have diagnostic tests in a hospital and not a Community Diagnostic Centre
- ☐ Other (please specify):

Please give reason(s) for your answer:

**15. What impact (if any) do you think opening a Community Diagnostic Centre at both the James Paget Hospital and Northgate Hospital will have on you?**

- ☐ Positive
- ☐ Both positive and negative
- ☐ Negative
- ☐ No impact
- ☐ Don't know

Please use this space to tell us why you have chosen this answer:

**16. What impact (if any) do you think opening a Community Diagnostic Centre at both the James Paget Hospital and Northgate Hospital, will have on the James Paget Hospital?**

- ☐ Positive
- ☐ Both positive and negative
- ☐ Negative
- ☐ No impact
- ☐ Not sure

Please use this space to tell us why you have chosen this answer:

**17. How would you feel about going to the Community Diagnostic Centre at Northgate Hospital for diagnostic tests instead of the James Paget Hospital?**

- ☐ Satisfied
- ☐ Neither Satisfied nor dissatisfied
- ☐ Dissatisfied
- ☐ Don't know

Please give reason(s) for your answer

**18. What mode of transport would you use to travel to an appointment at each of the following Community Diagnostic Centres? Please select all that apply.**

	James Paget Hospital CDC	Northgate Hospital CDC
Bus	<input type="checkbox"/>	<input type="checkbox"/>
Car	<input type="checkbox"/>	<input type="checkbox"/>
Community Transport	<input type="checkbox"/>	<input type="checkbox"/>
A lift from a friend or relative	<input type="checkbox"/>	<input type="checkbox"/>
Cycle	<input type="checkbox"/>	<input type="checkbox"/>
Walk	<input type="checkbox"/>	<input type="checkbox"/>
Taxi	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>

If 'Other', please specify:

**19. How long would it take you to travel to the Community Diagnostic Centre at the James Paget Hospital?**

- ☐ Less than 15 minutes
- ☐ Between 15 and 30 minutes
- ☐ More than 30 minutes to an hour
- ☐ More than an hour to 2 hours
- ☐ More than 2 hours
- ☐ Don't know

**20. How long would it take you to travel to the Community Diagnostic Centre at the Northgate Hospital site?**

- ☐ Less than 15 minutes
  - ☐ Between 15 and 30 minutes
  - ☐ More than 30 minutes to an hour
  - ☐ More than an hour to 2 hours
-

☐ More than 2 hours

☐ Don't know

**21. Is there anything you think needs to be considered when opening a Community Diagnostic Centre at the James Paget Hospital site and Northgate Hospital site?**

On the next page, we will be asking some diversity questions.

## 5. Demographics

**\*PLEASE READ\***

In this next section we will be asking you some questions about yourself and your life. We ask these questions in all of our work. **All these questions are optional.**

**Why we ask these questions**

Your answers help us make sure that we hear from people from different backgrounds and that we understand the needs of different groups in our community. Remember: all your answers are strictly confidential and the survey is anonymous.

**22. How old are you?**

**23. What is the first half of your postcode (e.g. NR18.)**

**24. Name of town/ village (e.g. Hemsby)**

**25. What is your gender?**

☐ Man

☐ Woman

☐ Non-binary

---

- ☐ Genderfluid
- ☐ Questioning
- ☐ Prefer not to say
- ☐ Prefer to self-describe:

## 26. What is your ethnic group?

### Arab:

- ☐ Arab

### Asian / Asian British:

- ☐ Bangladeshi
- ☐ Chinese
- ☐ Indian
- ☐ Pakistani
- ☐ Any other Asian / Asian British background

### Black / Black British:

- ☐ African
- ☐ Caribbean
- ☐ Any other Black / Black British background

### Mixed / Multiple ethnic groups:

- ☐ Asian and White
- ☐ Black African and White
- ☐ Black Caribbean and White
- ☐ Any other Mixed / Multiple ethnic groups background

### White:

- ☐ British / English / Northern Irish / Scottish / Welsh
  - ☐ Irish
  - ☐ Gypsy, Traveller or Irish Traveller
  - ☐ Roma
  - ☐ Any other White background
-

**Other:**

- ☐ Any other Ethnic Group
- ☐ Prefer not to say

If other, please specify:

**27. Please select any of the following that apply to you:**

- ☐ I have a disability
- ☐ I have a long term condition
- ☐ I am a carer
- ☐ None of the above
- ☐ I prefer not to say

**28. Where did you hear about this survey?**

- ☐ GP website
- ☐ Healthwatch Norfolk Event
- ☐ Healthwatch Norfolk Newsletter
- ☐ Healthwatch Norfolk Website
- ☐ News (website / radio / local newspaper)
- ☐ Search Engine (e.g. Google)
- ☐ Social Media (e.g. Facebook / Instagram / Twitter)
- ☐ Through a friend or co-worker
- ☐ YouTube
- ☐ Other (please specify):

# Have your say on two new diagnostic buildings in Great Yarmouth (Staff Survey)

1.

## Who is Healthwatch Norfolk?

Healthwatch Norfolk is the independent voice for patients and service users in the county. We gather your views of health and social care services to ensure they are heard by the people in charge.

## What is this survey about?

Healthwatch Norfolk is collecting feedback about two new buildings for diagnostic tests, which are currently being built. If you live in Great Yarmouth or the surrounding area or have been a patient at the James Paget University Hospital (JPUH), we want to hear from you. One building will be based on the James Paget University Hospital site (JPUH) and the other building will be based on the Northgate Hospital site. Both of these buildings will be run by clinical staff and teams from the JPUH. The JPUH site will have the latest diagnostic equipment including a CT scanner, MRI, ultrasound and X-ray. The site at Northgate Hospital will have a CT scanner.

These buildings, will be called Community Diagnostic Centres (CDCs). The aim of CDCs is to increase people's access to diagnostic tests, which could lead to earlier diagnosis and help to reduce the pressure on hospitals.

We would like to find out:

- What facilities you would like to see at the centres? (e.g. staff changing rooms, cafes etc).
- What impact (if any) you think the new CDCs will have on you, patients and the hospital?
- Anything else that you think needs to be taken into consideration when opening both buildings?

We would like to hear from staff at the James Paget Hospital to gain a better understanding of what they would like there to be at the new buildings and anything else that needs to be taken into consideration when opening both buildings as CDCs.

The survey should take approximately 10 minutes to complete.

If you would prefer to do this survey with us over the phone, please call Healthwatch Norfolk on 01953 856029 and we will arrange a time to ring you back to complete the survey. Alternatively, please email: [enquiries@healthwatchnorfolk.co.uk](mailto:enquiries@healthwatchnorfolk.co.uk) for further support.

## How the survey results will be used

---

Survey responses are being collected and analysed by Healthwatch Norfolk. You can read our full privacy policy at: [www.healthwatchnorfolk.co.uk/about-us/privacy-statement](http://www.healthwatchnorfolk.co.uk/about-us/privacy-statement).

All responses will be anonymous and will be used to make recommendations to health and social care providers. The report will also be publicly available on our website and may be used in other Healthwatch Norfolk communications.

### **Want to keep in touch?**

To stay up to date with what we are doing at Healthwatch, you can sign up to our newsletter via our website: [www.healthwatchnorfolk.co.uk](http://www.healthwatchnorfolk.co.uk)

If you do not use email, you can call Healthwatch Norfolk on 01953 856029 to ask to receive our newsletter via post.

Survey closing date: [.....]

Please note that questions marked with an asterisk (\*) require responses.

### **1. Healthwatch Norfolk produce newsletters about health and social care in Norfolk. If you'd like to receive this newsletter please leave your email here:**

### **2. Please tick to confirm**

☐ I have read and understood the above statement

## **2.**

**There are two new buildings for diagnostic tests, currently being built. One building will be based on the James Paget University Hospital site (JPUH) and the other building will be based on the Northgate Hospital site. Both of these buildings will be run by clinical staff and teams from the JPUH. The JPUH site will have the latest diagnostic equipment including a CT scanner, MRI, ultrasound and X-ray. The site at Northgate Hospital will have a CT scanner.**

**These buildings, will be called Community Diagnostic Centres (CDCs). The aim of Community Diagnostic Centres is to increase people's access to diagnostic tests, which could lead to earlier diagnosis and help to reduce the pressure on hospitals.**

---



**3. What facilities would you like to see at the Community Diagnostic Centres as a member of staff? (e.g. staff changing rooms, cafes, rest facilities, offices etc)**

**4. What impact (if any) do you think there being a Community Diagnostic Centre at the James Paget Hospital and Northgate hospital, will have on patients?**

- ☐ Positive
- ☐ Both positive and negative
- ☐ Negative
- ☐ No impact
- ☐ Not sure

Please give reason(s) for your answer:

**5. What impact (if any) do you think there being a Community Diagnostic Centre at the James Paget Hospital and Northgate hospital, will have on you as a staff member?**

- ☐ Positive
- ☐ Both positive and negative
- ☐ Negative
- ☐ No impact
- ☐ Not sure

Please give reason(s) for your answer:

---

**6. What impact (if any) do you think there being a Community Diagnostic Centre at the James Paget Hospital and Northgate hospital, will have on the James Paget Hospital?**

- ☐ Positive
- ☐ Both positive and negative
- ☐ Negative
- ☐ No impact
- ☐ Not sure

Please give reason(s) for your answer:

**7. Is there anything you think needs to be taken into consideration when the Community Diagnostic Centres are opened?**

**8. If you have any other comments about there being a Community Diagnostic Centre at the James Paget Hospital and Northgate Hospital, please leave them here:**

On the next page, we will be asking some diversity questions.

### 3. Demographics

**\*PLEASE READ\***

In this next section we will be asking you some questions about yourself and your life. We ask these questions in all of our work. **All these questions are optional.**

**Why we ask these questions**

Your answers help us make sure that we hear from people from different backgrounds and that we understand the needs of different groups in our community. Remember: all your answers are strictly confidential and the survey is anonymous.

#### 9. What type of role do you have?

- ☐ Clinical (e.g. doctors, nurses, imaging staff, healthcare assistants)
- ☐ Admin and Clerical (e.g. general and specialist administrators and clerical workers, medical secretaries, receptionists and ward clerks)
- ☐ Other non-clinical roles (e.g. cleaners, porters, IT workers, finance staff)
- ☐ Don't know
- ☐ Prefer not to say
- ☐ Other (please specify):

#### 10. How old are you?

#### 11. What is the first half of your postcode (e.g. NR18.)

#### 12. What is your gender?

- ☐ Man
  - ☐ Woman
  - ☐ Non-binary
  - ☐ Genderfluid
  - ☐ Questioning
  - ☐ Prefer not to say
-

☐ Prefer to self-describe:

### 13. What is your ethnic group?

**Arab:**

☐ Arab

**Asian / Asian British:**

☐ Bangladeshi

☐ Chinese

☐ Indian

☐ Pakistani

☐ Any other Asian / Asian British background

**Black / Black British:**

☐ African

☐ Caribbean

☐ Any other Black / Black British background

**Mixed / Multiple ethnic groups:**

☐ Asian and White

☐ Black African and White

☐ Black Caribbean and White

☐ Any other Mixed / Multiple ethnic groups background

**White:**

☐ British / English / Northern Irish / Scottish / Welsh

☐ Irish

☐ Gypsy, Traveller or Irish Traveller

☐ Roma

☐ Any other White background

**Other:**

☐ Any other Ethnic Group

☐ Prefer not to say

If other, please specify:

**14. Please select any of the following that apply to you:**

- ☐ I have a disability
- ☐ I have a long term condition
- ☐ I am a carer
- ☐ None of the above
- ☐ I prefer not to say

**15. Where did you hear about this survey?**

- ☐ GP website
- ☐ Healthwatch Norfolk Event
- ☐ Healthwatch Norfolk Newsletter
- ☐ Healthwatch Norfolk Website
- ☐ News (website / radio / local newspaper)
- ☐ Search Engine (e.g. Google)
- ☐ Social Media (e.g. Facebook / Instagram / Twitter)
- ☐ Through a friend or co-worker
- ☐ YouTube
- ☐ Other (please specify):

# Focus Group

## Discussion Guide

**Project:** James Paget University hospital (JPUH) Community Diagnostic Centre

<b>Focus Group Date:</b>	XX
<b>Focus Group Time:</b>	XX
<b>HWN Staff:</b>	
<b>Focus Group Priority Area</b>	
To find out what hospital volunteers would like from the Community Diagnostic Centre at the CDC and Northgate hospital, including what facilities they would like and what (if anything) needs to be taken into consideration when both buildings are opened.	

Question	Notes	Complete
Welcome and start recording	Confirm attendees are happy for session to be recorded for transcription purposes. Recording will be deleted once the write up is complete and any direct quotes will be anonymised.	
Introductions (all attendees)	'Healthwatch Norfolk is the independent voice for patients, Carers and service users in the county. We gather people's views of health and social care services in the county and make sure they are heard by the people in charge. Our work covers all areas of health and social care. This includes GP surgeries, hospitals, dentists, care homes, pharmacies, opticians and more. We also give out information about the	

	health and care services available in Norfolk and direct people to someone who can help.'	
Purpose of focus group	<p>The focus group will last around 1.5 to 2 hours.</p> <p>There are no right or wrong answers at this session, we are just really interested in hearing peoples' personal experiences and opinions.</p> <p>The information we take away from the discussion will be anonymised and will be used in a report to be given to service providers, so they can gain a greater understanding of what people would like to see at the new centres and any other considerations.</p> <p>We ask that attendees share with us what they feel happy and comfortable doing so and respect the privacy of other attendees by treating information confidentially.</p> <p>Thank you for your time today.</p>	
Information on the CDC at the JPUH	A short presentation from Healthwatch Norfolk, to give volunteers more information on the CDC at the JPUH.	
Any Questions?	If you have any questions about the focus group and the Healthwatch Norfolk JPUH Community Diagnostic Centre piece of work, please let us know. If we can't answer them today, we will look into it and feed the answers back to you.	
<b>Focus Group Discussion</b>		
Focus group questions	How do you feel about there being a Community Diagnostic Centre at the James Paget Hospital and the Northgate Hospital? <b>Group</b>	

	<p>What facilities would you like there to be at the Community Diagnostic Centres? (for volunteers, staff and patients).</p> <p><b>[Card ranking activity] Paired activity</b></p>	
	<p>What sort of impact (if any) do you think there being a CDC at the James Paget Hospital and the Northgate site will have?</p> <p>For example, any impact on:</p> <ul style="list-style-type: none"> <li>- You</li> <li>- Staff</li> <li>- Patients</li> <li>- The hospital(s)</li> </ul> <p><b>Can be paired or group</b></p>	
	<p>When the CDC is opened at the James Paget Hospital and the Northgate site, is there anything else you think needs to be considered?</p> <p><b>[Flipchart/ post it note activity] Group.</b></p>	
	<p>Is there anything else you would like to say about a CDC opening at the JPUH and Northgate site?</p>	
<b>Focus Group wrap up and conclusion</b>		
Additional Feedback	<p>Do any attendees wish to share anything else you would like to say before the end of the session?</p>	
Summary of themes	<p>Feedback themes to group</p>	
Thank you	<p>Thank you to attendees and staff that have helped with this focus group today.</p>	



## JPUH Community Diagnostic Centre Project Volunteer Focus Group Consent Form

**Project Lead:** Jess Hickin

### Part 1: Information Sheet

#### About Healthwatch Norfolk

Healthwatch Norfolk is the independent consumer champion for anyone and their Carers in Norfolk who use health and social care services. Our role is to capture the views and experiences of local people and use this as evidence to influence the people and organisations who pay for and provide your health and social care.

#### About the Community Diagnostic Centre Project

Healthwatch Norfolk is collecting feedback about two new buildings for diagnostic tests, which are currently being built. If you live in Great Yarmouth or the surrounding area or have been a patient at the Jame Paget University Hospital (JPUH), we want to hear from you. One building will be based on the James Paget University Hospital site (JPUH) and the other building will be based on the Northgate Hospital site. Both of these buildings will be run by clinical staff and teams from the JPUH. The JPUH site will have the latest diagnostic equipment including a CT scanner, MRI, ultrasound and X-ray. The site at Northgate Hospital will have a CT scanner

These buildings, will be called Community Diagnostic Centres (CDCs). The aim of CDCs is to increase people's access to diagnostic tests, which could lead to earlier diagnosis and help to reduce the pressure on hospitals.

We would like to hear from hospital volunteers. Hearing directly from the volunteers will allow the James Paget Hospital to gain a better understanding of what facilities hospital volunteers would like there to be at the sites and what impact (if any) they think opening the CDCs will have on themselves, patients and the hospital. This feedback can then help to inform the development of the Community Diagnostic Centres at the James Paget Hospital site and Northgate hospital site.

## About your participation

We are looking for volunteers at the JPUH who are willing to share their thoughts on the CDCs at the JPUH and Northgate hospital. The focus group will last approximately 2 hours.

You will be asked to give permission for the focus group conversation to be recorded to help with later analysis. We aim to encourage all communities to take part in decision-making and influence the way that local health and social care services are planned and delivered. As a result, you may be asked some personal questions regarding your age, gender, ethnicity etc. You do not have to answer these questions if you do not want to.

We are required by law to protect your privacy. Your personal details will be confidential and will not be shared outside of Healthwatch Norfolk or Carers Voice, unless we or Carers Voice feel that it is necessary to prevent harm to you or others. All recordings and notes sent to Healthwatch Norfolk will be kept on a secured system and will be destroyed once the project has been completed. We will be publishing a written report of our findings so that we can share the results with the people and organisations who pay for and provide your health and care. When this report is published you will remain anonymous and we will take great care to ensure that nobody will be able to use your story to identify you.

Participating in this project is entirely voluntary. You may choose not to take part and you may change your mind at any time. Once the project is written and published, however, it will not be possible for you to withdraw your permission. You will not receive a reward for participating and your participation will not affect the quality of any care or support that you are currently receiving. If at any point you are not happy with the questions that you are being asked, you would like to take a break or stop the conversation entirely, please let us know.

If you have any questions please contact Jessica Hickin on 0808 168 9669 or by emailing [Jessica.hickin@healthwatchnorfolk.co.uk](mailto:Jessica.hickin@healthwatchnorfolk.co.uk)

## Part 2: Consent Form

Your initials and signature below mean that you have read the above information about this project, that you have had a chance to ask questions to help you

understand how your story will be used, and that you give permission to allow your story to be used in this project.

Please initial each box

1. This project has been fully explained to me and all my questions have been answered to my satisfaction.	
2. I give my permission for this conversation to be recorded.	
3. I understand that my personal details will not be accessible to anyone outside of Healthwatch Norfolk or Carers Voice, unless Healthwatch Norfolk or Carers Voice feel it is necessary to share my details to prevent harm to myself or others.	
4. I understand that my story may be used in future reports, publications, articles or presentations by Healthwatch Norfolk.	
5. I have been informed of the risks and benefits, if any, of allowing my story to be used in this project.	
6. I have been informed that I do not have to participate in this project.	
7. I have read each page of this form.	
8. I have agreed to participate in this project.	

_____	_____	_____
Name of participant	Signature	Date

_____	_____	_____
Name of Project Lead	Signature	Date

# Demographic Information of Focus Group Participants

In this next section we will be asking you some questions about yourself and your life. All these questions are optional. Your answers help us make sure that we hear from people from different backgrounds and that we understand the needs of different groups in our community. Remember: all your answers are strictly confidential, and the survey is anonymous.

How old are you?

What is the first half of your postcode (e.g. NR18)

Name of town/ Village e.g. Hemsby)

What is your gender?

- ☐ Man
- ☐ Woman
- ☐ Non-binary
- ☐ Genderfluid
- ☐ Questioning
- ☐ Prefer not to say

Prefer to self-describe:

Please select any of the following that apply to you:

- ☐ I have a disability
- ☐ I have a long term health condition
- ☐ I am a carer
- ☐ None of the above
- ☐ Prefer not to say

What is your ethnic group?

Arab

- ☐ Arab

Asian / Asian British:

- ☐ Bangladeshi
- ☐ Chinese
- ☐ Indian
- ☐ Pakistani
- ☐ Any other Asian / British Asian Background

Black / Black British:

- ☐ African
- ☐ Caribbean
- ☐ Any other Black / Black British background

Mixed / Multiple ethnic groups:

- ☐ Asian and White
- ☐ Black African and White
- ☐ Black Caribbean and White
- ☐ Any other Mixed / Multiple ethnic groups background

White:

- ☐ British / English / Northern Irish / Scottish / Welsh
- ☐ Irish
- ☐ Gypsy, Traveller or Irish Traveller
- ☐ Roma
- ☐ Any other White background

Other:

- ☐ Any other Ethnic Group
- ☐ Prefer not to say
- ☐ If other, please specify:



# healthwatch Norfolk

Healthwatch Norfolk  
Suite 6 The Old Dairy Elm Farm  
Norwich Common  
Wymondham  
Norfolk  
NR18 0SW

[www.healthwatchnorfolk.co.uk](http://www.healthwatchnorfolk.co.uk)  
t: 0808 168 9669  
e: [enquiries@healthwatchnorfolk.co.uk](mailto:enquiries@healthwatchnorfolk.co.uk)  
✉ [@HWNorfolk](https://twitter.com/HWNorfolk)  
f [Facebook.com/healthwatch.norfolk](https://www.facebook.com/healthwatch.norfolk)