

The Queen Elizabeth Hospital Community Diagnostic Centre Feedback



November 2025

In November 2025 we visited The Queen Elizabeth Hospital Community Diagnostic Centre to speak with patients about their experience with health and social care services. From this visit we received 13 reviews for the centre. The reviews have an average star rating of 4.8 out of 5.

The Queen Elizabeth Hospital Community Diagnostic Centre is a Community Diagnostic Centre based at the Queen Elizabeth Hospital in the town of Kings Lynn. Upon their last inspection in January 2022, the Queen Elizabeth Hospital received a rating of “requires improvement”, from the CQC. The Queen Elizabeth Hospital Community Diagnostic Centre offers a variety of services including CT, MRI and ultrasound scans.

Healthwatch Norfolk Officers who visited The Queen Elizabeth Hospital Community Diagnostic Centre noted:

- Healthwatch Norfolk Officers were welcomed by reception staff.
- There was a quiet waiting area with plenty of seating.
- The centre was clearly labelled from the hospital car park and on the outside of the building.
- There were accessible parking bays outside the unit, which were shared with other departments close by. During our visit, some people were unable to find a suitable space but were able to use the hospital buggy service from the main car park.
- The buggy service was observed dropping off and picking up patients and other visitors at regular intervals during our visit.

Overall, people were happy with the care they received at the Queen Elizabeth Hospital Community Diagnostic Centre. Many people felt that staff were friendly and that they were seen quickly. A couple of people did raise that there was some confusion over where they had to go for their appointment.

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

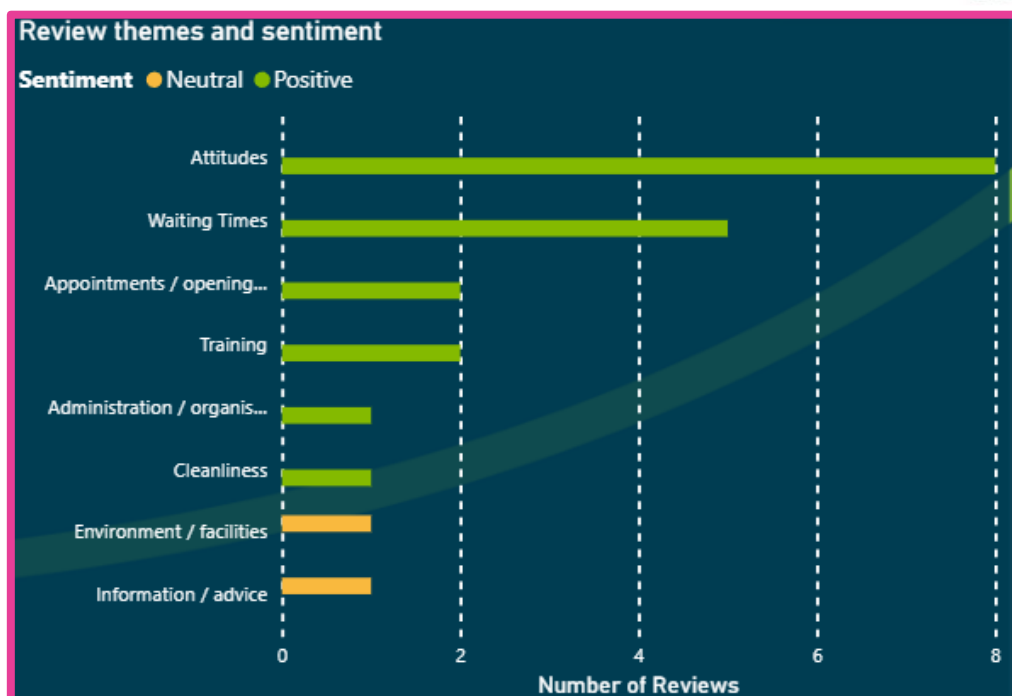


Figure 1 - A graph depicting review themes and sentiment for the feedback collected from The Queen Elizabeth Hospital Community Diagnostic Centre by the Healthwatch Norfolk Engagement Team

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

ID	Service Provider	Title	Review	Rating
275058	The Queen Elizabeth Hospital	Very efficient	It was very efficient and I am very pleased. I had an appointment today at 11am and I was walking out by 11:05. I was referred by my GP and the hospital called me. It was all very quick.	5
275044	The Queen Elizabeth Hospital	Service today was brilliant	The service today could not be better, it was brilliant. There are less accessible parking spaces here than there used to be, but the buggy service is brilliant. no complaints at all.	5
275042	The Queen Elizabeth Hospital	Absolutely wonderful	Everyone was lovely and it was absolutely wonderful. The only small thing was that my GP told me to go to the X Ray department at the main entrance. They did then direct me here, but it would have been useful to know where to go in the first place. I'm not sure if this is something the doctor or the hospital got wrong.	5
275041	The Queen Elizabeth Hospital	Excellent	Unbelievable, excellent, very good. The asthma nurse at my surgery referred me and I got the appointment very quickly. The hospital called with the appointment. All very good.	5
275039	The Queen Elizabeth Hospital	Kind and friendly	It was quick and the staff were kind and friendly. There is plenty of seating and it was not too crowded. My GP referred me two weeks ago, the CDC then called me and gave me an appointment. They also gave me instructions during the call about the ultrasound. The only thing I would say is that it would have been better if they had told me the results of the test today. I went for a scan at a hospital in London and they told me straight away the results which meant I didn't have to go away worrying about the outcome.	5

274973	The Queen Elizabeth Hospital	Swift and efficient	It has just been so easy, swift and efficient. I went to my GP in Terrington St John this morning, I was referred to the diagnostic centre and it's all done. The staff were fine and it's all been good.	5
274972	The Queen Elizabeth Hospital	Brilliant here today	It has been brilliant here today. They make you feel so comfortable. You go in and they make you feel at ease. I had a scan and the staff were wonderful and so nice. The nurses I saw were very good.	5
274478	The Queen Elizabeth Hospital	Friendly and Pleasant	Not a problem, didn't have to wait, they were friendly and pleasant	5
274477	The Queen Elizabeth Hospital	Quick and nice	I was called in quickly without a long wait and everybody was nice	5
274475	The Queen Elizabeth Hospital	A good and person-centred service	It's just a good service and very person centred. It was clean, quick, easy, and a lovely environment. It was very easy to find. Very clear instructions and they make you feel comfortable.	5
275054	The Queen Elizabeth Hospital	I was kept well informed	I had an eye operation in the Arthur Levin Centre, and it was good. I was kept well informed prior, during and after the operation. I had done my research, so I knew what to ask.	4
275051	The Queen Elizabeth Hospital	All very good today	It was all very good today. The staff were friendly and I thought it was good.	4
275047	The Queen Elizabeth Hospital	Overall, the experience was good	I did find it a little confusing to begin with as I went to the main hospital entrance. The GP told me to go to the hospital for an X Ray, but I was not told to come here. When I got here though it was excellent and overall, very good.	4