



Enter & View

Camborne & Redruth Community Diagnostic Centre

healthwatch
Cornwall

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1 Introduction

1.1 Details of visit

Service provider: InHealth, Camborne & Redruth Community Diagnostic Centre

Service Address: Barncoose Terrance, Redruth, TR15 3ER

Date: 6th July 2026

Authorised representative: Nigel Oakes

1.2 Purpose of visit

The purpose of this Enter and View visit was to observe the environment and patient experience within the centre, hear directly from patients, carers and staff about their experiences on the day, identify examples of good practice and highlight any opportunities to improve access and patient experience

1.3 Acknowledgements

Healthwatch Cornwall would like to thank patients and staff who took the time to share their experiences during this visit.

1.4 Disclaimer

This report relates to observations and feedback gathered on the date of the visit. It is not intended to represent the experiences of every patient, carer or member of staff. The findings provide a snapshot of the service on that day and do not constitute a judgement of clinical effectiveness

1.5 About Healthwatch Cornwall

Healthwatch Cornwall is an independent organisation committed to amplifying the voices of Cornwall's residents in the planning and delivery of health and social care services. Through public engagement, we gather their views and experiences with these services. We ensure these perspectives are represented in decision-making processes both locally and nationally, driven by the belief that community feedback is vital to improving standards of care.

1.6 What is Enter and View?

As a local Healthwatch we are authorised to "Enter and View" health and social care services through the Local Government and Public Involvement in Health Act 2007 and Local Authorities Regulations 2013 (part 4). These services can include hospitals, residential homes, GP practices, dental surgeries, optometrists, and pharmacies.

Enter and View visits are an opportunity to see services in action, listen to and understand the experiences of individuals who use them, and make recommendations where there are areas

for improvement. The visits are organised based on feedback received about individual services or in response to themes identified in our research.

2 Visit Summary

Conversations with staff

Healthwatch Cornwall spoke with members of the management team, healthcare professionals, administrative and domestic support team members

Conversations with patients

Twelve patients and carers shared feedback about their experience of the centre

Observation of facilities

Observations were made throughout the visit, focussing on the condition of the facilities, administrative procedures and patient experience.

Overall, observations and feedback gathered during the visit were largely positive. Patients particularly valued short referral times, the standard of care, staff attitudes and the accessibility of the centre. The principal areas identified for improvement concerned communication between the CDC, the adjoining hospital and referring GP practices

3 Service overview

Camborne and Redruth Community Diagnostic Centre (CDC) is a partnership between NHS Cornwall & Isles of Scilly integrated care board, and In Health, who are the UK's largest provider of diagnostic and healthcare solutions. The centre is part of a national programme to bring diagnostic services closer to communities, reducing the need to travel to hospital sites. Services offered include diagnostic imaging (including X-rays, MRI and CT scans), echocardiograms, respiratory testing, endoscopy and phlebotomy. Management reported that the service is digitally integrated with relevant NHS referral and reporting systems. The CDC is located in a new, purpose built facility, on the grounds of Camborne and Redruth district hospital, which is on the outskirts of the town of Redruth and close to several major centres of population. Referrals to the service can be made directly from GP surgeries or via the Royal Cornwall Hospital referrals management service. The centre is open from 8am to 8pm, seven days a week, although the availability and access arrangements of individual services vary, for example, phlebotomy is currently provided as a walk-in service from 8am to 12pm, Monday to Friday. The centre also offers privately funded diagnostic services. The service was registered with the Care Quality Commission in December 2025. At the time of the Enter and View visit, it had not yet been inspected or rated by CQC

4 Observations

The centre is clearly signposted from adjoining main roads, and further signs are positioned around the hospital site. There is a large, free, on site car park, including multiple disabled parking spaces, with one disabled space immediately adjacent to the centres entrance.

On arrival our identification was checked, and we were asked to sign into the visitors book.

The reception and waiting room area was large, well lit and air conditioned. There were numerous chairs, some of which were suitably adapted for bariatric patients and those with reduced mobility. Cooled drinking water was available and there were single sex toilet facilities which appeared clean and well stocked with sanitary items. Both male and female toilets had appropriate safeguarding information discreetly displayed, which detailed how to get immediate help and support. Staff confirmed that there was a hearing loop system operational throughout the building and functioning free wi-fi was also available.

There were a number of notices displayed around the waiting room area, including information on safeguarding, complaints procedure, family and friends test, services offered and regulatory compliance certification. All notices were neatly displayed, relevant and in date.

The diagnostic suites appeared clean and well equipped. Individual changing areas, secure storage and dignity screens were available to support patients' privacy and dignity

Staff calling patients from the waiting area greeted patients and offered assistance where required, allowing adequate time for safe mobilisation.

Staff interactions observed during the visit appeared respectful and patient centred. Patients were supported at a pace appropriate to their mobility needs, with staff aiding where required.

A daily huddle board identified responsible staff, including managers and fire marshals, and provided relevant operational and visitor information

5 Patient feedback

Referral time

Ten patients attending for a diagnostic procedure commented favourably on the wait times for referral. One told us, 'It was very quick, I've only had to wait two weeks for an MRI', they added, 'I've had many MRI's over the years, but this is by far the best and quickest I've known'. Another patient said, 'I cannot tell you what a difference this place has made to my treatment, I had an appointment within a couple of days for an x ray and even my GP was pleasantly surprised how quickly I got it. It has meant I've got a diagnosis and we can start and sort out the treatment straight away'.

A patient who had come for a phlebotomy appointment reported, 'In out, job done, no waiting about, done quickly and well looked after'. They explained that their local GP surgery had a three week wait for a phlebotomy appointment and so had been offered the option of a same day appointment at the centre.

Some patients described appointment wait times as 'substantially quicker' than expected

Standard of care

All the patients we spoke with commented favourably on the standard of care, with eight patients saying the staff were kind or caring. One told us, 'The staff here were lovely, and so much more informative than I've been used to'. They told us that staff had taken the time to explain the procedure and provided personalised care and adjustments to manage their claustrophobia whilst in the MRI suite, they said, 'I felt well prepared when I went in and was impressed by how much time they took looking after me, it's like nothing I've ever experienced and I'd give them ten out of ten for the way they were'.

A carer attending with a young adult said, 'From the moment we came in, everyone has been amazing, the reception team put [patient] at ease and it's all been smiles from that point, we weren't looking forward to today, but we've been very well looked after'.

Service availability and access

Two patients told us that they had gone to the main reception in the adjoining hospital by mistake but that they hadn't been correctly signposted from there. One told us, 'It was a bit of a nightmare, I went to reception and explained what I was here for and they send me see a triage nurse, so after waiting a bit I saw her and she told me I was in the wrong place'. Another patient had been told by main hospital reception that they did not offer a phlebotomy service, they told us, 'I showed them the letter and they couldn't understand why I'd come here, luckily there was someone behind me who said I was in the wrong place, but I'd have hoped the reception staff would have known that'.

One patient reported attending the walk-in phlebotomy service after it had closed. The patient said their GP practice had advised that they could attend at any time. The CDC's published hours for phlebotomy are 8am to 12pm, Monday to Friday. They told us, 'It's my GP's fault, they told me I could come here anytime so I waited for my lunch break, if they had told me I had to come in the morning I would have done, so now I'll have to wait until tomorrow'.

Other patients commented on the ease with which they had found the centre and the convenience of parking. One said, 'You can't miss it, it's very well signposted and I managed to park just across the way', they added, 'I only live up the road so having this here is amazing, I really don't like having to trawl up to Treliske (hospital), so this is ideal'.

A patient with reduced mobility commented on the design of the centre, telling us, 'Big wide doors, no thresholds and lots of space around the chairs in the waiting room. Someone has really thought about this, and it's made my visit much more bearable'.

6 Staff feedback

Management team

Management described the CDC's aim as providing a seamless pathway from referral to diagnostic procedure and reducing waiting times. They reported working closely with NHS partners to deliver the service. Management also advised that some diagnostic services periodically had unused commissioned capacity because referral volumes were lower than anticipate

Healthcare team.

Staff spoken with described positive working relationships and reported that they received appropriate training and support to carry out their roles.

All of the staff we spoke with had a good understanding of their professional regulatory requirements, including knowledge of safeguarding procedures and the reporting/escalation procedures. No safeguarding concerns were raised during the visit.

Management reported that servicing arrangements were in place for critical equipment.

7 Recommendations

Healthwatch Cornwall have offered some recommendations based on observations and feedback from both patients and staff to improve patient experience.

- 1) The CDC should work with the adjoining hospital, the ICB and relevant primary-care communication leads to ensure that patients receive clear and consistent information about the location of the CDC, the services available and individual service operating arrangements, including the walk-in hours for phlebotomy. Staff working at the adjoining hospital's main reception should also have sufficient information to identify and direct CDC patients correctly

8 Provider feedback

Thank you to Healthwatch Cornwall for undertaking the Enter and View visit and for providing such comprehensive feedback.

We are pleased that the observations and patient feedback were overwhelmingly positive, particularly in relation to referral turnaround times, the quality of care provided, the professionalism and kindness of our staff, the accessibility of the facility, and the overall patient experience.

We were especially encouraged to see recognition of the purpose-built environment, the cleanliness and accessibility of the centre, the positive interactions observed between staff and patients, and the feedback highlighting the compassionate and personalised care provided by our teams. The comments regarding reduced waiting times and rapid access to diagnostics demonstrate the positive impact the CDC is having on local patient pathways.

We also welcome the constructive feedback regarding communication and wayfinding, and we acknowledge the experiences shared by patients who attended the main hospital reception in error or received inconsistent information regarding available services and operating arrangements.

The CDC has already undertaken significant work in collaboration with Cornwall Partnership NHS Foundation Trust (CRCH), the ICB and primary care colleagues to improve awareness of the CDC offer. This has included discussions through GP engagement events, the provision of updated information packs to practices, regular communications regarding services, referral criteria and referral routes, and ongoing engagement with system partners to ensure information remains current and accessible.

We recognise that some patients can occasionally arrive at the main hospital site. To support patients, the CDC undertakes appointment reminder calls, typically 48 hours in advance, during which location and arrival information are confirmed. Our teams regularly assist patients with directions and access queries, and we will continue to review opportunities to further strengthen this process.

The feedback regarding Phlebotomy operating hours and awareness amongst adjacent hospital staff is particularly helpful. Whilst information regarding service availability is communicated through established channels, we recognise there is an opportunity to continue reinforcing this messaging across the wider healthcare system to ensure patients receive consistent advice regardless of where they seek information.

In response to the recommendations, we will continue working collaboratively with the ICB, CRCH and primary care partners to further enhance awareness of the CDC location, services, and access arrangements. We will also support any additional communications and engagement activities aimed at ensuring frontline staff across the local healthcare system have the information required to confidently direct patients and answer queries.

We thank Healthwatch Cornwall for recognising the positive impact the CDC is having for local patients and for highlighting areas where further improvements can be made. We remain committed to working closely with our partners to ensure patients experience a seamless journey from referral through to diagnosis and treatment.

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