



# Bexhill Community Diagnostic Centre

#have  
your  
say

## Enter and View Report

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# 1.0 Introduction

## 1.1 Background

Healthwatch East Sussex (HWES) is the local independent watchdog for health and social care services. We gather feedback from local residents and make recommendations to change services for the better.

Setting up Community Diagnostic Centres (CDCs) is a flagship policy for the NHS and crucial part of the elective care recovery plan. CDCs aim to transform diagnostics in England by reducing the pressure on acute services, ringfencing resources for elective diagnostics, and increasing diagnostic capacity.

Little is known about the patient experience of CDCs as they are new services and no one has yet investigated people's experiences of using them. Bexhill CDC opened in March 2023, and NHS England started publishing statistics on the performance of CDCs from March 2023.

East Sussex Healthcare NHS Trust (ESHT) are keen to find out how patients are experiencing the new service at Bexhill CDC. This has coincided with a Healthwatch England project to investigate people's experiences of CDCs.

## 1.2 National Context

The NHS is struggling to meet key diagnostic targets. Since February 2017 the NHS has not met its target for 99% of patients waiting for less than 6 weeks for a diagnostic test at a national level. Demand for diagnostic tests is increasing. The Kings Fund estimate that over 85% of all clinical pathways involve the use of a diagnostic test, and 6% of the total health budget is spent on diagnostics.

The 5 years prior to the pandemic saw yearly increases (4%–5%) for endoscopy, ultrasound and dual-energy X-ray absorptiometry (DEXA), and rates of 7% or higher for computed tomography (CT). It is expected that demand will continue to increase over the next five years due to the expansion of indications for the use of these tests, particularly in acute settings.

When compared to comparable countries, the UK has the third lowest level of CT and MRI scanners per capita, and lags behind other countries for cancer survival rates. The Health Foundation has highlighted the need to improve diagnostic capacity and performance.

### 1.3 Aims and Outcomes

Through this project Healthwatch East Sussex wanted to understand what works well, for whom, and what could be improved at Bexhill CDC.

Our research explored different aspects of the patient experience, feeding into the national Healthwatch England evaluation of CDCs, including:

- Accessibility
- Expectations
- Choice
- Quality

The Healthwatch England component of the Enter and View visit identified the following outcomes for the national project:

Outcome 1: Better understanding of people's experiences of CDCs – who has benefitted from their roll-out and what could be improved.

Outcome 2: Decision-makers consider our insight and recommendations when establishing future CDCs or making broader changes to diagnostic services.

Outcome 3: Decision-making implement improvements to CDCs based on our insight and recommendations.

Outcome 4: People using CDC's have better experiences.

Working in partnership with ESHT, the Enter and View completed by Healthwatch East Sussex also aimed to achieve the following outcome:

**Outcome 5: Better understanding of staff experiences of working at Bexhill CDC.**

### 1.4 Acknowledgements

Healthwatch East Sussex would like to thank staff at East Sussex Healthcare NHS Trust (ESHT) for their assistance with preparing for our Enter and View visit to Bexhill CDC, and to staff working at Bexhill CDC for supporting our accessibility audit and survey activity during our visit. We would also like to thank our Healthwatch volunteers for their assistance with speaking to patients and staff and completing our audits and surveys.

## 2.0 Methodology

Healthwatch East Sussex completed an Enter and View visit to Bexhill CDC in February 2024 to investigate the on-the-ground experiences of patients and staff.

Healthwatch England provided templates for an accessibility audit (Appendix 1) and suggested interview questions to provide consistency of feedback for the national survey of Community Diagnostic Centres (CDCs).

The interview questions for the visit were informed by the NHS England [monthly diagnostics activity](#) dataset, which captures activity across 15 tests that CDCs may offer.

Healthwatch East Sussex adapted the national interview questions (Appendix 2) following feedback from colleagues at ESHT on the most common tests and scans offered at Bexhill CDC.

Healthwatch East Sussex volunteers visited Bexhill CDC in teams of two or three, with two members of staff, between the hours on 9am and 5pm to complete the visit. The volunteers were met by CDC staff for a tour of the centre prior to the completion of the accessibility audit.

Healthwatch volunteers used the guidance of the NHS England [Fifteen Steps Challenge](#) to record their initial impressions on entering Bexhill CDC using the following headings: welcoming; safe, caring and involving; well organized and calm.

Healthwatch volunteers used the interview questions throughout the day to engage with 27 patients and carers about their experience of accessing Bexhill CDC. The interviews included questions on their experience of the test or scan, their journey to the site, getting their appointment, their expectations, and their views on their protected characteristics.

Consent was obtained from 2 patients willing to be contacted by Healthwatch England so they could include their experience in the national report. This consent was confirmed with a more detailed telephone conversation in the week following the Enter and View visit.

Healthwatch volunteers spoke to 8 members of staff working at Bexhill CDC in their lunch break to seek their views about working at the centre. A simple questionnaire was devised (Appendix 3) to record what staff liked about working at the CDC, what works well, what could make their working life better, and what would improve the patient journey.

In parallel with our visit, Healthwatch East Sussex ran a short online survey to capture the public's experiences of Bexhill CDC. This ran from 05/02/2024 until 23/02/2024 and

was completed by 39 people. The online survey (Appendix 4) was a simplified version of the interview questions but sought additional information on where patients were travelling from, their employment status and satisfaction with their overall experience of Bexhill CDC.

The responses of the 27 people interviewed face-to-face and 39 people who completed the online survey are expressed as percentages in the key findings to support interpretation of the enter and view data. The enter and view data for the patient surveys records more detailed information on the number of responses for each question, and the percentages for each answer given.

## 3.0 Key Findings

- The online survey recorded that 85% of patients were either satisfied or very satisfied with their overall experience of their test of scan at Bexhill CDC. Scrutiny of the survey data suggests this could be higher as 5 respondents selected a response inconsistent with the rest of their feedback.
- Overall patient satisfaction mirrors the staff survey, as staff rated the centre as 9.5 out of 10 for meeting patients' needs. The staff survey recorded high levels of satisfaction of those working at Bexhill CDC. Staff highlighted the mixture of modalities all on one site, with different specialties working together developing new pathways.
- All the data from the accessibility audit, fifteen step challenge, patient and staff surveys identified the quality of the facilities at Bexhill CDC as a significant factor in the patient experience. From a patient perspective, the centre is accessible, clean, calm and welcoming. For staff working at the site, the clinical areas are fit for purpose, designed with the patient and procedure in mind.
- The patient surveys identified that an overwhelming majority of people (89%) travel to Bexhill CDC by car, and 77% of journeys take less than half an hour. This may reflect that 41% of respondents to the online survey were registered with GPs in Bexhill. A total of 92% of patients reported that Bexhill CDC was a convenient location, and there were no response differences based on people's age or employment status.
- The free parking adjacent to the centre is highly valued by patients and contributes to a less stressful experience when attending for diagnostic tests or scans. The accessibility audit and fifteen step challenge identified that there are no parking bays for disabled people who have a Blue Badge. One disabled adult fed back that they had to walk the full length of the car park. There is also currently no designated drop-off point for people arriving by taxi or non-emergency patient transport.
- The accessibility audit identified there are limited public transport links to Bexhill CDC. There is a 5-minute walk to a bus stop for a very limited community bus service, or a 10-minute walk to the main bus stop for a more regular Stagecoach service. The train stations are both approximately a 15-

minute walk to the centre. This may partly explain the reliance on cars for patients and staff. The staff survey also highlighted awareness of the limited public transport options for patients and staff colleagues.

- The accessibility audit and fifteen step challenge recorded the use of pictorial signage on the toilet door and clear signage in the clinical areas. It was also noted that there is no suspended ceiling signage to the patient toilets in reception, or to the waiting area for phlebotomy. These observations were confirmed in some of the feedback from patient surveys. It was also noted that there is no clock in the reception area.
- The accessibility audit and fifteen step challenge identified there is limited patient information in reception and the waiting area. There is a customer feedback form, but there is no information on who is working at Bexhill CDC or the NHS complaints procedure.
- The patient surveys identified that 94% of respondents reported a waiting time of less than 6 weeks for their diagnostic test or scan. A significant majority of patients (73%) were seen within 2 weeks of their referral. The surveys identified 4 patients waiting more than 6 weeks for Echocardiography (ECG) 3 of which were referred by Cardiology at Eastbourne District General Hospital. These patient appointments would be included in the monitoring by NHS England.
- The face-to-face patient surveys identified 4 patients were waiting for additional tests or scans. The blood tests for 2 patients could potentially have been completed on the same day as their appointment.
- More than half of the people (55%) who completed the patient survey reported being offered a choice about the date and time of their appointment. This flexibility was highlighted as a positive in the patient feedback. Fewer patients reported being offered a choice about the location of their test or scan, but when asked about the most important consideration for them 63% of this cohort identified the waiting time as more important than the location of their test or scan. For 2 patients the quality of care they received at Bexhill CDC was the most important consideration.
- The patient surveys identified that at least 70% of patient appointments were on time at Bexhill CDC. This figure is likely to be an underestimate of

appointments on time, as some data is missing from patients who left immediately after their test or scan. The patient feedback confirms that the majority of appointments are on time and people experience the centre as an efficient well-functioning service.

- The patient surveys identified that a majority of people (63%) are informed what will happen next after their appointment. A small number of people are not aware of what will happen next, and this was reflected in some qualitative patient feedback.
- The patient surveys identified that there is increasing awareness of Community Diagnostic Centres, and more than half of the people we spoke to now have positive expectations of attending Bexhill CDC. There is still a significant minority of people (36%) who have not heard of CDC's. The staff survey also highlighted that although the patients have a map attached to their appointment letters, most of them don't check it and many still go to Bexhill Hospital for their test or scan.

## 4.0 Recommendations

1. We recommend that ESHT provide clearly identified disabled parking bays in the car park at Bexhill CDC so patients who hold a Blue Badge walk a short distance to the reception and waiting area. It is also recommended that ESHT consider introducing a patient drop off point in the car park, so patients arriving by taxi or non-emergency patient transport have a clearly identified area to be dropped off and picked up.
2. If further plans are developed for Community Diagnostic Centres in Eastbourne, Hastings, Wealden or Lewes then it would be helpful for ESHT to consider how accessible sites are by public transport for both patients and staff. The community buses in Bexhill could potentially increase their frequency and divert their route to call directly at Bexhill CDC before returning to Terminus Road.
3. We recommend that suspended ceiling signage be installed in the reception area to help patients identify where the patient toilets are, with additional signage in the waiting area to the phlebotomy waiting area
4. We recommend that Bexhill CDC consider installing a patient information board and electronic patient feedback centre. It may be helpful to record further feedback on patients' positive experiences of the Bexhill CDC to help promote this service to the wider public.
5. We recommend that CDC reception staff ask patients if they are waiting for blood tests (or any other diagnostic tests) on their arrival at reception, rather than expecting patients to communicate this to reception staff. This would identify some patients who could have their diagnostic tests at the same time, which is one of the aims of Community Diagnostic Centres.
6. Patients very much appreciate being offered a choice of date and time for their appointment. The survey data suggests that they don't mind travelling to another area if the waiting time for their diagnostic test is shorter, even if they would prefer a diagnostic test in a location closer to where they live. We recommend that ESHT consider how this insight could potentially apply to the delivery of other health services.
7. A small number of patients are waiting over 6 weeks for their Echocardiography (ECG) diagnostic tests, most of which were referred by Cardiology at Eastbourne

District General Hospital. These patients do not meet the NHS England target of waiting for less than 6 weeks for a diagnostic test. We recommend that ESHT consider whether any further actions could help target patients waiting for ECG diagnostic tests.

8. There are a small number of patients who do not know the next steps following their diagnostic tests or scans. We recommended that CDC staff consider how they communicate the next steps and follow up after patients' diagnostic visit, including who is responsible for subsequent clinical decision making.

9. We recommend that ESHT consider investing in further publicity of the location of Bexhill CDC to address the issue of patients confusing it with Bexhill Hospital, potentially utilising the positive feedback of patients using the Bexhill CDC service, and the attributes of the site.

10. We recommend that health staff visiting Bexhill CDC are reminded to use the free public car park on Beeching Close rather than the patient car park.

11. Healthwatch East Sussex will consider following up this enter and view visit in the future. The methodology of this visit will inform our future enter and view activity, and this report will be shared with Healthwatch England to facilitate learning from this process.

## 5.0 Enter and View Data

### 5.1 Accessibility Audit

The accessibility audit identified that there are limited public transport options for patients and carers accessing Bexhill CDC.

There is the Stagecoach 98 bus (3 per hour) and 95 bus (7 per day) which are a 10-minute walk from the centre. There is also the Community bus 11/11a (2 per day) and 96/97 (4 per day) which are a 5-minute walk from the centre. Bexhill and Collington railway stations are about a 15-minute walk from Bexhill CDC.

Accessible patient transport is available for people using Bexhill CDC, but Healthwatch volunteers identified that a patient was dropped off 1 hour before her appointment and picked up 2 hours after it.

There is a free car park immediately adjacent to Bexhill CDC providing step-free access to the centre for people arriving by taxi and patient transport. It was observed that there is no designated dropping off point or Blue Badge disabled parking bays for people with mobility needs.

At the reception area there is a hearing loop installed with a sign for patients. Staff are aware of how to use it. There is a gap under the transparent screen plus speaker vents to help patients hear what the receptionist is saying.

The reception area is obstacle free and the waiting area is comfortable. The décor is neutral and calming, but it was observed that there is no clock in the waiting area to inform patients of the time. There is not currently a quiet space for patients who have sensory or behavioural needs. It was confirmed that patients can be fast-tracked depending on their diagnostic needs.

The Community Diagnostic Centre is all on one level except for the CT scanning truck. There is a ramp and lift on the CT scanning truck to facilitate access for wheelchair users.

The patient toilet door swings both ways but could potentially be heavy for a disabled person using the toilet independently. There is a handrail in the patient toilets. There is pictorial signage for the patient toilets but no braille signage. There is a good colour contrast between the fixtures (toilet seat, handrails) and the area around them.

There is an interpreting machine to support language needs. The clinical staff do not use relatives to translate on behalf of patients. There is an alert on patient records for people who have accessibility requirements. The quality of this information will depend

on what the GP or referrer has recorded on the referral. Clinicians at Bexhill CDC do not have access to the wider patient records.

Healthwatch volunteers noted:



*The Community Diagnostic Centre was bright and airy. The building is well-lit with easy access for people with limited mobility. It is a good use of the available space, and very welcoming."*

## 5.2 Fifteen Step Challenge

**Welcoming:** The first impressions of Healthwatch volunteers entering Bexhill CDC were excellent. It was a professional and clean environment; it smelt good and the temperature was perfect. The welcome sign is clearly visible.

There is water provided for patients in reception, and a bin with clearly marked recycling facilities at the entrance.

There is a clearly visible self check-in screen for some diagnostic tests, including phlebotomy.

There is no visible information about staff working onsite. There is no suspended ceiling signage towards the patient toilets (although there is pictorial signage on the toilet door).

There is wheelchair access throughout the main building, although no handrails in the corridors.

**Safe:** Healthwatch volunteers observed that fire safety information was available with exits clearly marked. A wet floor sign was accessible if needed.

Everything was well maintained and cleaned frequently. Hand gel was available for patients on entering Bexhill CDC.

All staff wear ID badges, and were observed to be very kind, concerned and caring towards their patients. Patients feel calm in a calm environment.

**Caring and involving:** There are no designated spaces for carers, although there is plenty of space for carers to sit whilst waiting for family members to attend their appointments.

There is no clear information on the NHS complaints procedure, although there is a feedback form on the reception desk. It could be useful to have an information board displaying details of the NHS 111 number or the cost of missed appointments, laminated for easy cleaning.

There is no patient feedback being displayed, which could potentially promote the excellent service at Bexhill CDC. Patient feedback could be facilitated by a touch screen with visual information to evaluate people's experience of the centre. The QR code for Your Health Record is available and does work.

**Well organised and calm:** Healthwatch volunteers observed that Bexhill CDC was very calm and well organised. Everywhere was spotlessly clean and there were no doors open to storage areas.

There is not currently any suspended ceiling signage to the patient toilets in the reception area. There is also no clock in reception or the waiting area for patients.

In an ideal world there would be a door to the patient changing facilities in the clinical areas.

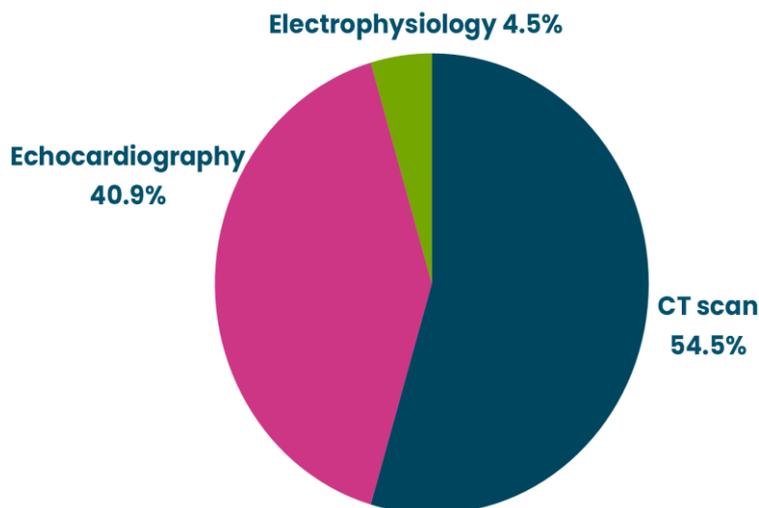
### 5.3 Patient Surveys

Healthwatch volunteers commenced 27 patient interview questionnaires with patients and carers attending Bexhill CDC on 09/02/2024. Out of these 27 surveys 22 were fully completed and 5 partially completed as some patients left immediately after their test or scan.

Healthwatch East Sussex undertook an online survey from 05/02/2024 until 23/02/2024 to record the views of the public who have used Bexhill CDC. A total of 39 people completed the online survey, of which 37 (94.9%) were patients, and 2 (5.1%) were carers or partners of patients.

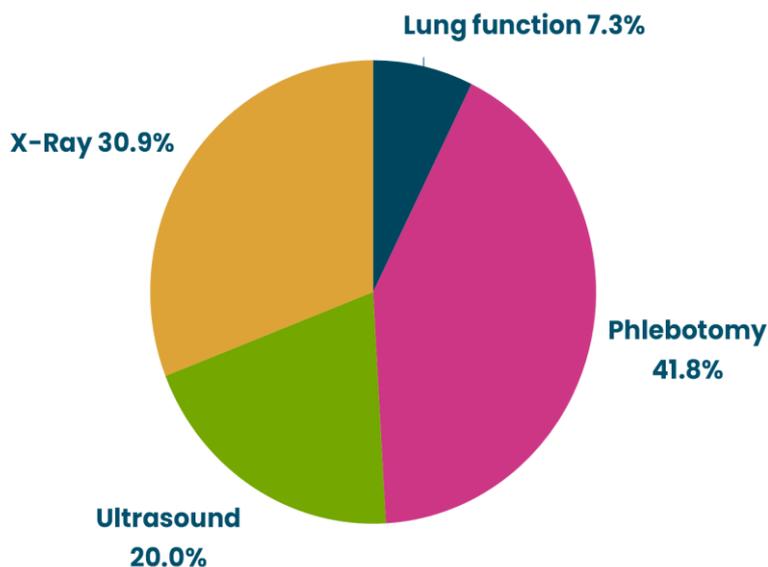
## Test or Scan

People were asked which test they had attended Bexhill CDC for. Some respondents have attended Bexhill CDC for more than one diagnostic test or scan.



Out of 77 responses, the number of people attending for tests or scans in the [NHS England dataset](#) for monthly diagnostic activity broke down as follows:

- CT scan: 12 people
- Echocardiography: 9 people
- Electrophysiology: 1 person



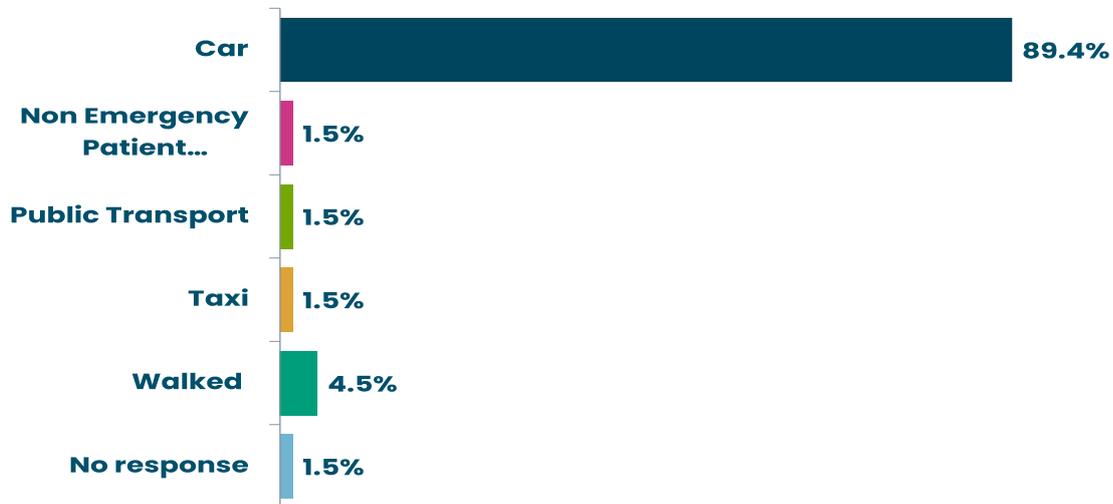
The number of people who attended for other tests or scans outside the [NHS England dataset](#) for diagnostic activity was:

- Lung function: 4 people
- Phlebotomy: 23 people
- Ultrasound: 11 people
- X-Ray: 17

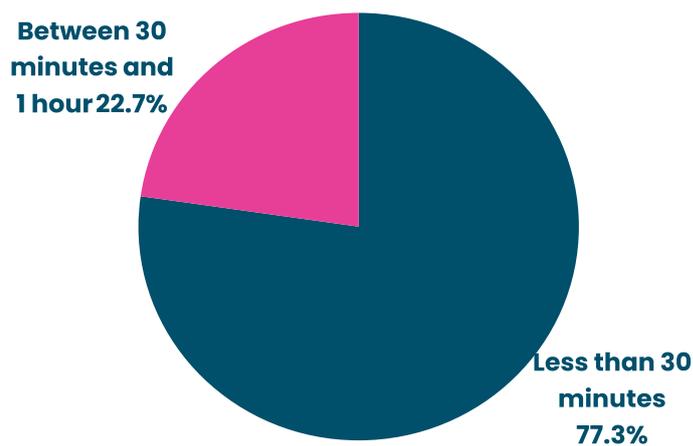
The number of patients attending for a CT scan is underrepresented in our face-to-face surveys as the CT scanning vehicle was located in the car park away from the main waiting area.

## Journey to Bexhill CDC

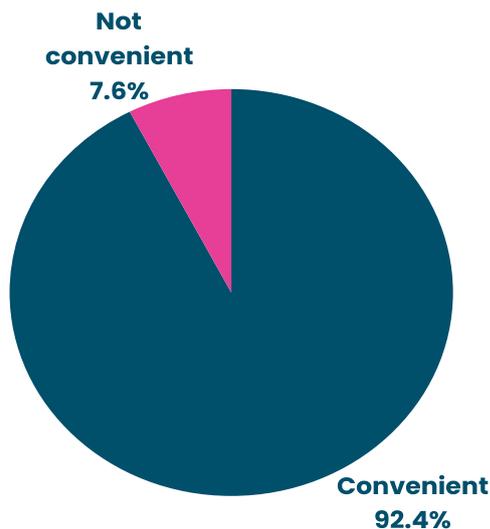
People were asked how they travelled to Bexhill CDC. Out of 66 respondents, 89.4% had travelled by car.



People were asked to confirm the length of their journeys to Bexhill CDC. Out of 66 respondents, 77.3% had travelled less than 30 minutes.



## Convenience



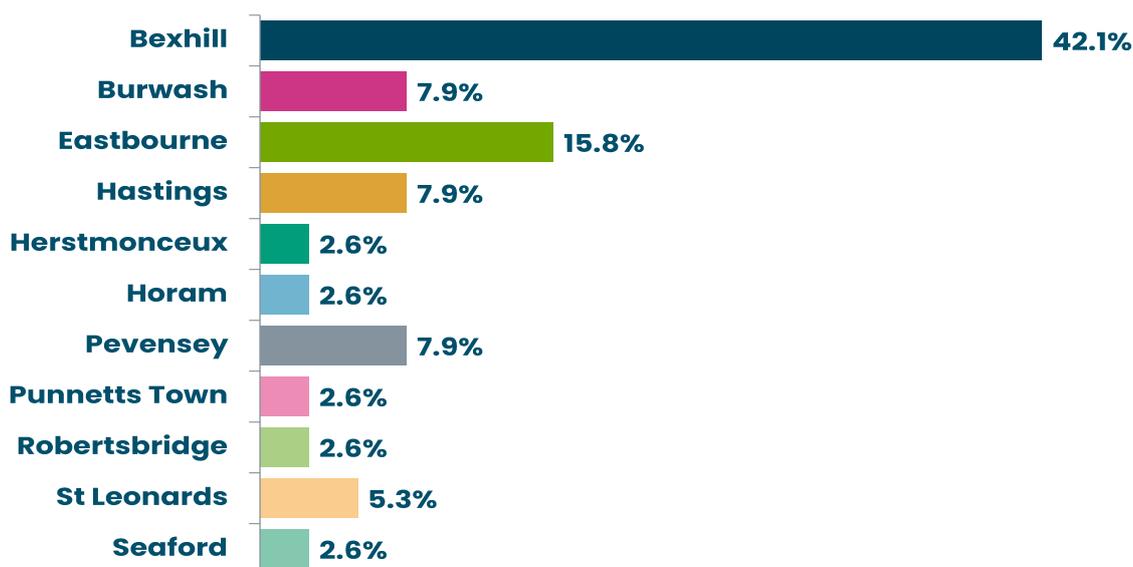
People were asked if Bexhill CDC was in a convenient location. Out of 66 respondents, 92.4% said it was convenient.

The Bexhill CDC site was not seen as convenient by a patient who travelled 40 minutes from Seaford for her appointment, or a patient who travelled from Hastings by taxi.

The Bexhill CDC site was not considered a convenient location by some patients who lived close to Eastbourne District General Hospital. One person travelled to Bexhill CDC because it was able to offer a blood test in a shorter timeframe than in Eastbourne.

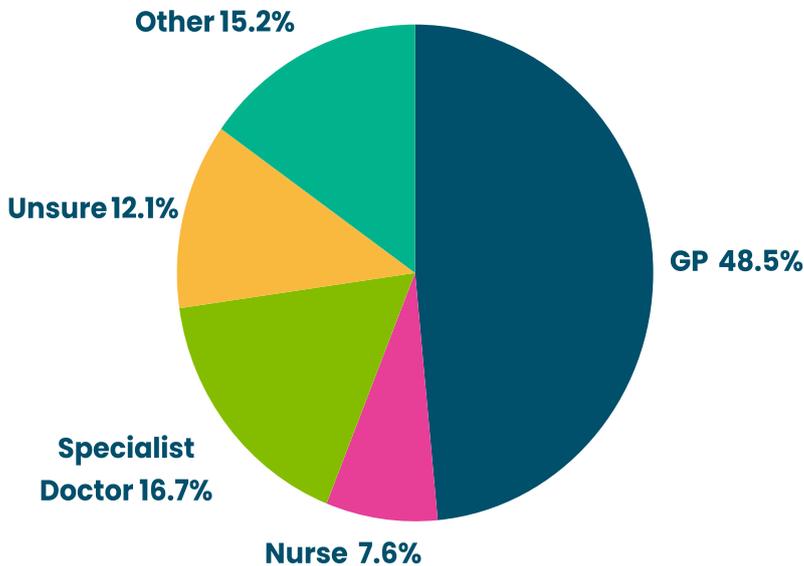
## GP Practice

The online survey asked the additional question of which GP practice respondents were registered with. Out of 39 respondents, 42.1% were registered with practices in Bexhill.



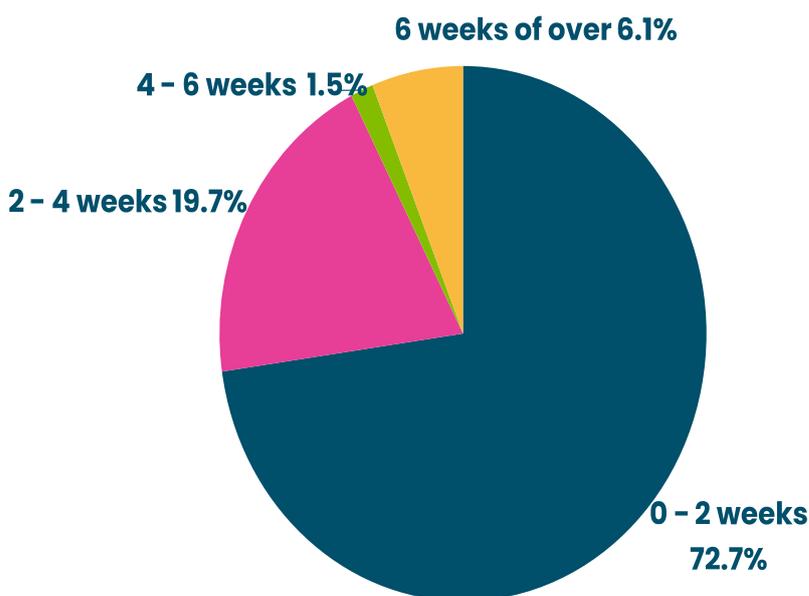
## Getting the Appointment

People were asked who referred them to Bexhill CDC. Out of 66 respondents, 48.5% were referred by GPs.



Of the other types of referral, two people were signposted from Eastbourne District General Hospital as no appointments were available for blood tests, and one person was referred who was waiting for a scan. Referrals were also made via the Memory Service, physiotherapists and a paramedic.

## Waiting Time

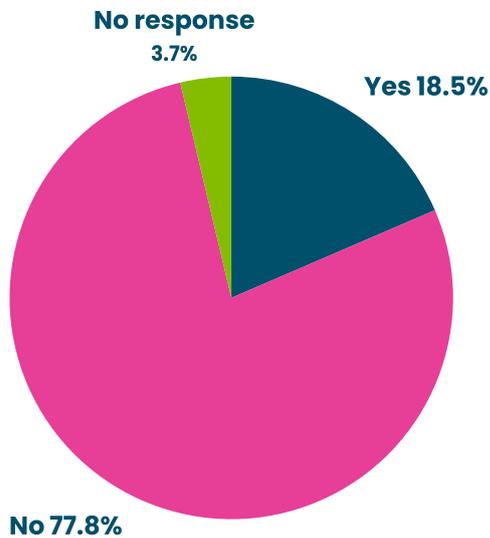


People were asked how long they waited for their appointment. Out of 66 respondents, 72.7% waiting less than 2 weeks.

The surveys identified 4 patients waiting more than 6 weeks for Echocardiography (ECG) 3 of which were referred by Cardiology at Eastbourne District General Hospital.

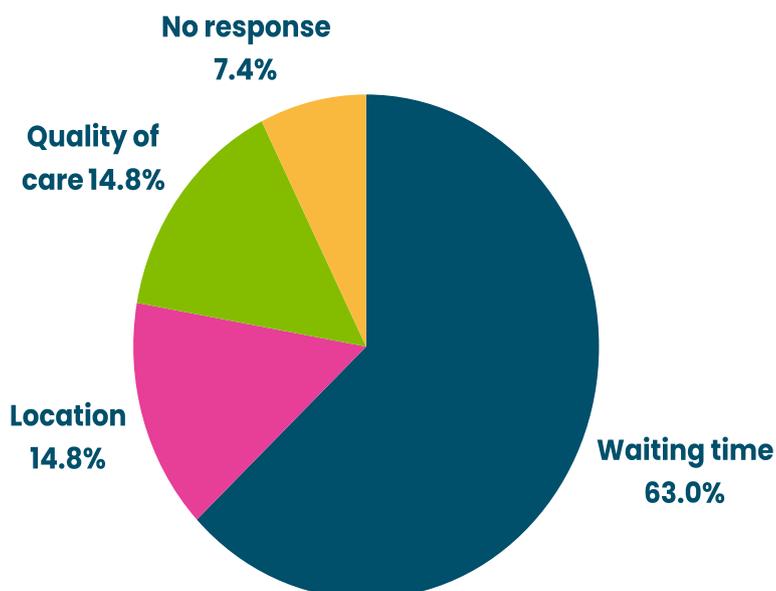
## Choice of Location

People who were surveyed face-to-face were asked if they were offered a choice about where they had their diagnostic test. Out of 27 respondents, 77.8% were not offered a choice.



The majority of respondents were not concerned about the location of their diagnostic test or scan: 1 person would have preferred to go to the Conquest Hospital, and 2 people would have preferred an appointment at Eastbourne District General Hospital.

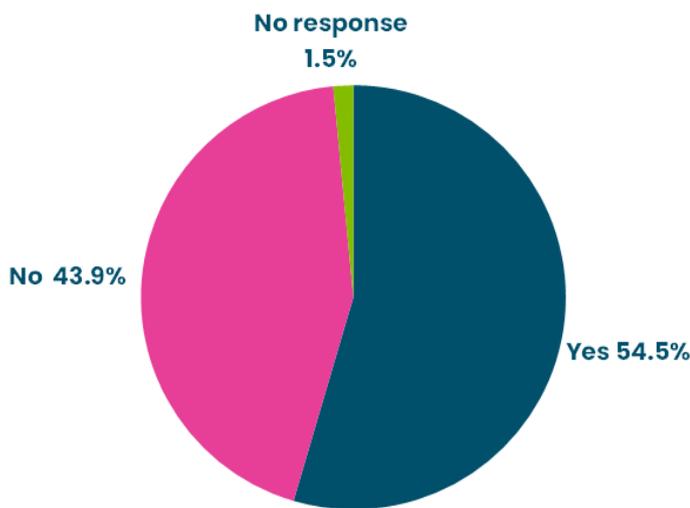
## Waiting Time or Location



People who were surveyed face-to-face were asked whether waiting time or location would be the most important consideration for them if they needed further tests or scans. Out of 27 respondents, 63% said that waiting time was the most important.

## Choice of Date and Time

People were asked if they were offered a choice about the date and time of their diagnostic test or scan. Out of 66 respondents, 54.5% were offered a choice.



Of those respondents who were offered a choice, all those surveyed face-to-face were able to choose a date and time convenient for them. Of those people surveyed face-to-face who reported they were not offered a choice, 4 would have liked the option to choose their appointment.

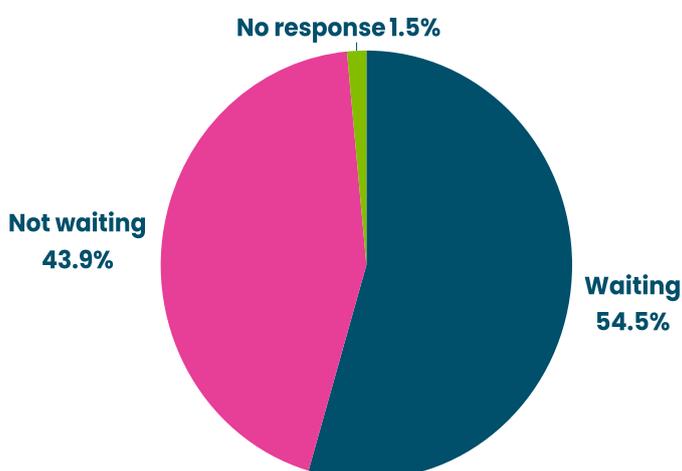
Respondents completing the survey online provided positive feedback about being able to choose the date and time of their test or scan. One patient reported:



*I was able to attend for an urgent blood test the very next day which I thought was brilliant." Another patient noted: "I booked the blood test online and they showed me which dates and times were available for me to pick from."*

## Waiting for other Tests or Scans

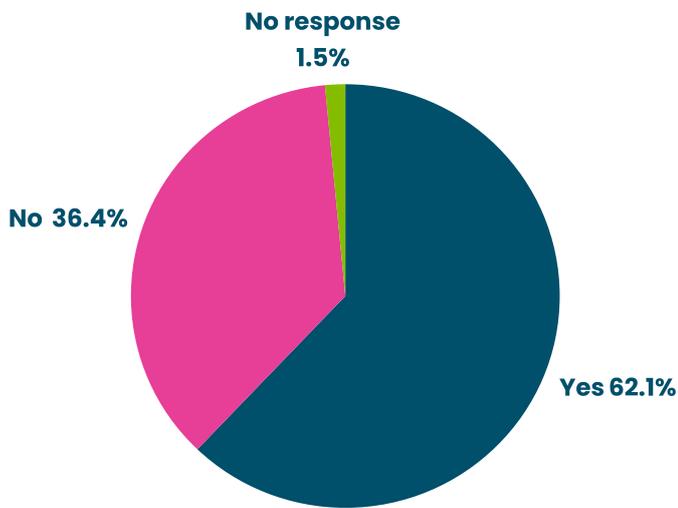
People who were surveyed face-to-face were asked if there were waiting for any other tests at the time of their appointment at Bexhill CDC. Out of 27 respondents, 54.5% were waiting.



Of the 7 patients waiting for additional tests or scans, 3 patients were having regular or repeat appointments, and 4 patients were waiting for tests or scans that could be completed at Bexhill CDC: 1 CT scan; 1 lung function test; 2 blood tests. The blood tests could potentially have been completed on the same day as their appointment.

## Awareness of Bexhill CDC

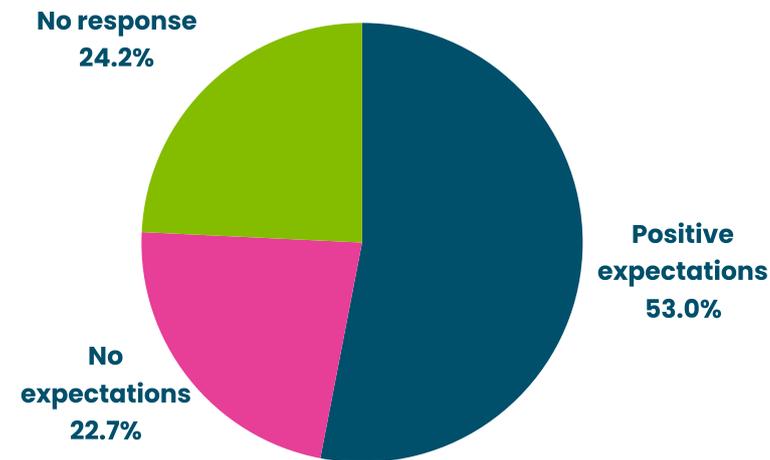
Patients were asked if they were aware of Community Diagnostic Centres before their appointment at Bexhill CDC. Out of 66 respondents, 62.1% of respondents were aware.



The majority of people surveyed face-to-face who had heard of CDCs were aware of them through previous appointments for themselves or a family member (10 people). Some people were aware through the referral process, or the information they received prior to their appointment.

## Expectations

People were asked if they had any expectations of Bexhill CDC. Out of 66 respondents, 53% had positive expectations. Of the people surveyed face-to-face who had positive

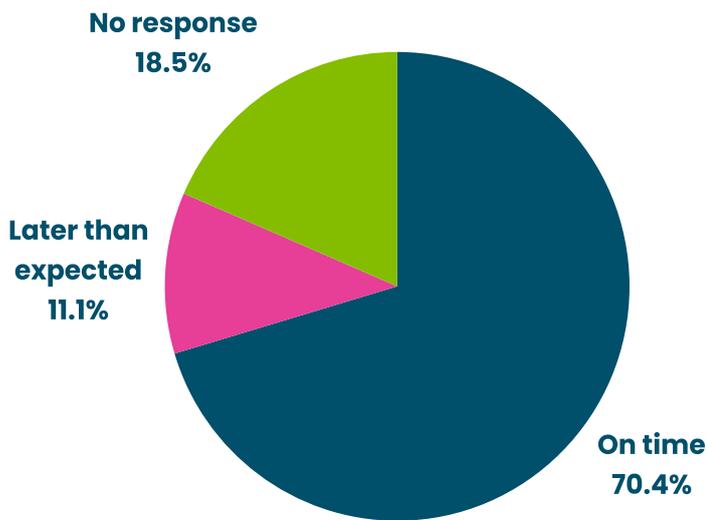


expectations, all of these patients felt that their appointment met their expectations. None of the people who were aware of Community Diagnostic Centres had any concerns about attending Bexhill CDC. Of the respondents who completed the survey online, the most common comment was that Bexhill CDC exceeded their expectations. One respondent noted:



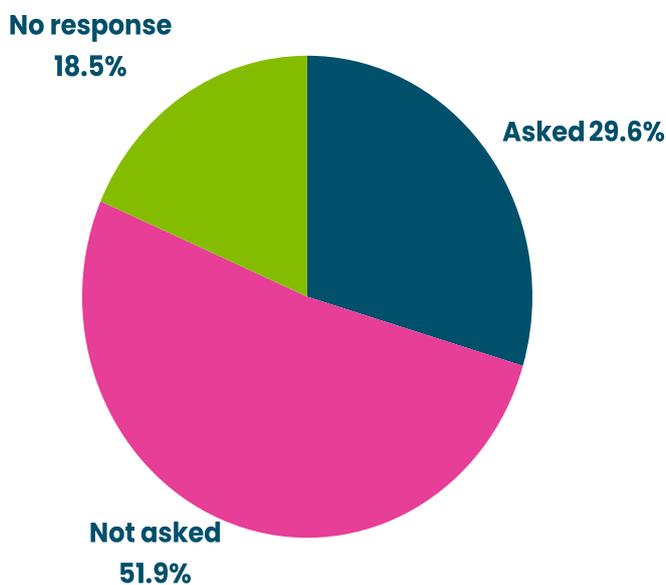
*It was much higher than my original expectations; very well run, clean, friendly, easy to park and free."*

## Experience



People who were surveyed face-to-face were asked if their appointment was on time. Of the 27 respondents, 70.4% of appointments were on time.

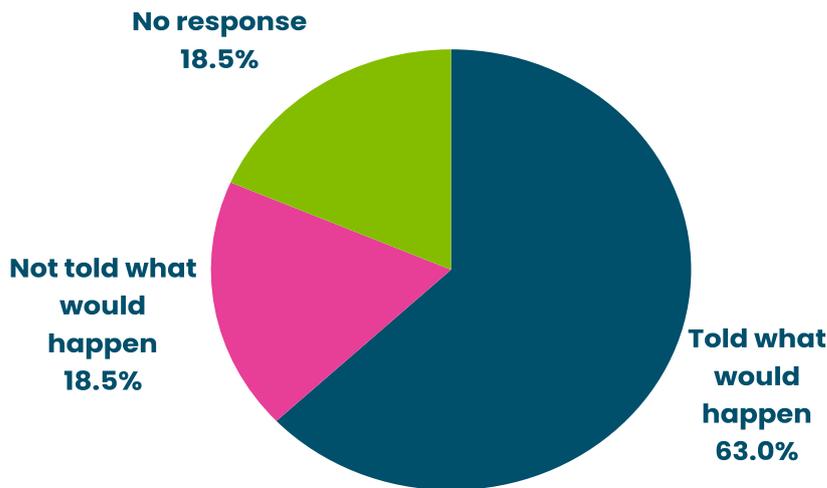
## Communication Needs



People who were interviewed face-to-face were asked if staff confirmed whether they had any specific communication needs. Of the 27 respondents, 51.9% reported that they were not asked about their communication needs.

Of the 4 patients who had specific communication needs, all felt staff could accommodate them.

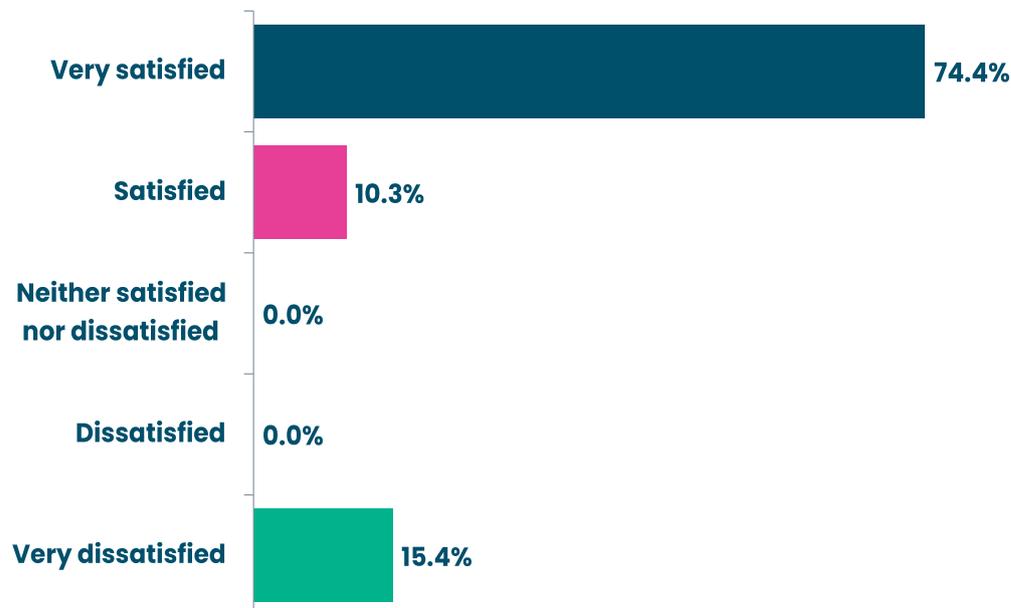
## What Happens Next



People who were surveyed face-to-face were asked if staff explained what would happen next, including when to expect their results. Out of 27 respondents, 63% said they were told what would happen next.

## Satisfaction

People who completed the online survey were asked to rate their satisfaction with their overall experience of Bexhill CDC. Of the 39 respondents, 74.4% were very satisfied.



## What Works Well

People were asked if there was anything that was particularly good about their experience at Bexhill CDC. Some of the comments received included:



The patient felt she *"experienced good quality care. The environment felt very calm, and the staff were smiling and welcoming"*. The patient was *"very pleased with the experience."*



*The staff have become like a friend because" the patient "makes regular visits for cardiology diagnostic testing. The service is wonderful", and the patient "feels she is treated with dignity, respect, and kindness."*



The patient felt that she *"received good quality care"*. She felt *"well informed during her appointment, and that the staff listened to her."* The patient commented that *"the staff were very polite."* She was *"surprised how quiet the Bexhill Community Diagnostic Centre was, and it felt like a small community centre."*



*There were plenty of parking spaces. The building is easy to access. There are plenty of seats in the waiting room and it was easy to book in. The staff are really pleasant and the place looked clean and cared for."*



*Very friendly, polite, efficient, good explanations, able to deal with nervous and difficult patients."*



*Very happy with the staff and they made a difficult situation so easy...staff at this centre are obviously experts in the field. Clean building and friendly staff. I was very impressed!"*

## Suggested Improvements

Patients were asked if there was anything that could have improved their overall experience.



One patient reported they "*had dyslexia and would have preferred to have written information about [his] blood test prior to his appointment so that [he] had time to process this information.*"



One patient commented that "*Bexhill Community Diagnostic Centre is a wonderful place, but it would be great if there was something similar in the Seaford area of East Sussex.*"



*No disabled parking bays so ended up with a long walk from the far end of the car park.*



*I had to walk in the pouring rain and I am disabled and 79 years old. I then had to get into an outside lift again in the pouring rain. There was no cover on the lift... No one spoke to me [they] pointed where I had to go.*



*Easier access to the loo rather than have to bother them to let us in the main building.*



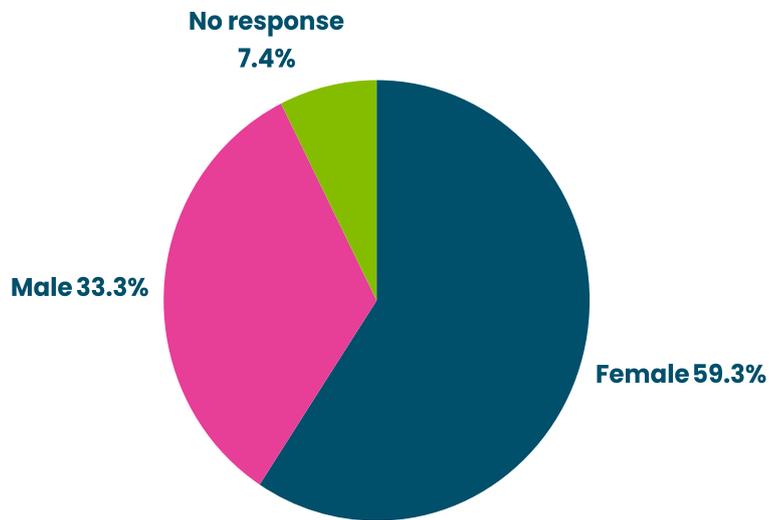
*The signage wasn't very clear on what you should do once you were in the building. When I went there was no one on reception and the self-service check in was only usable for certain tests...I found a note saying to wait on pink chairs if you were there for blood tests. This could have been clearer.*



*It would have been good if information about what happens next was available. I asked and was told that I would be contacted by the cardiology outpatients team in 2 weeks... I do not feel happy at being left without any information about what is or is not planned as a next step.*

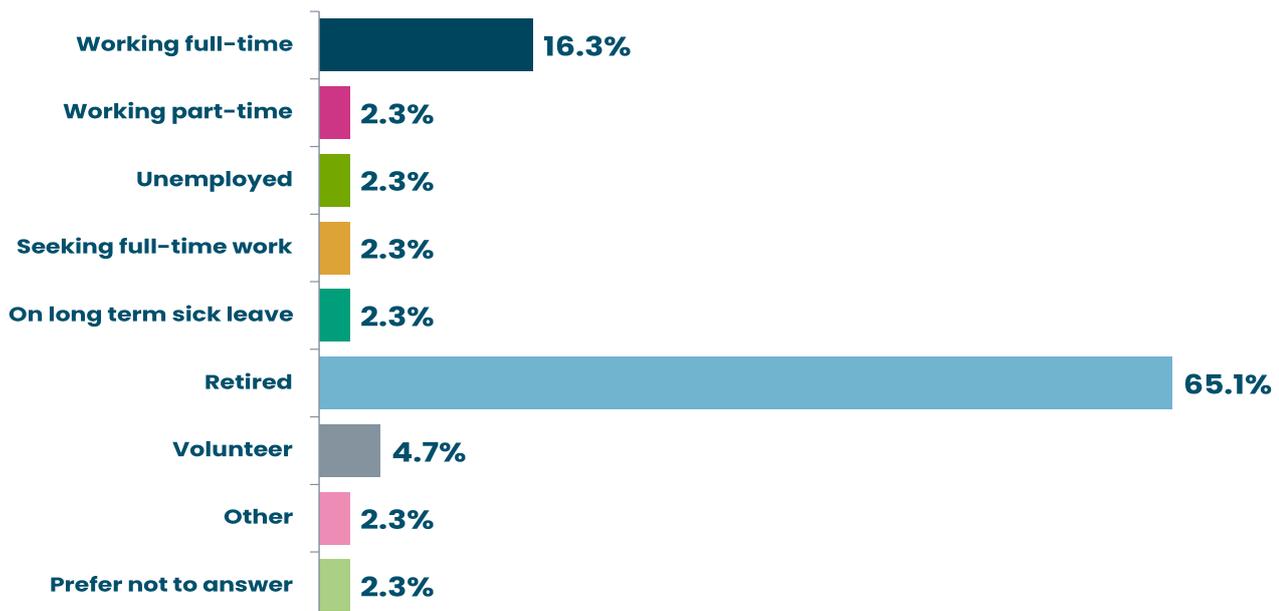
## Equality and Diversity

Equality, diversity and inclusion data was recorded from the 27 people surveyed face-to-face, and 39 people who completed the online survey. Of the 27 people who were surveyed face-to-face, 59.3% were female, and 33.3% were male.



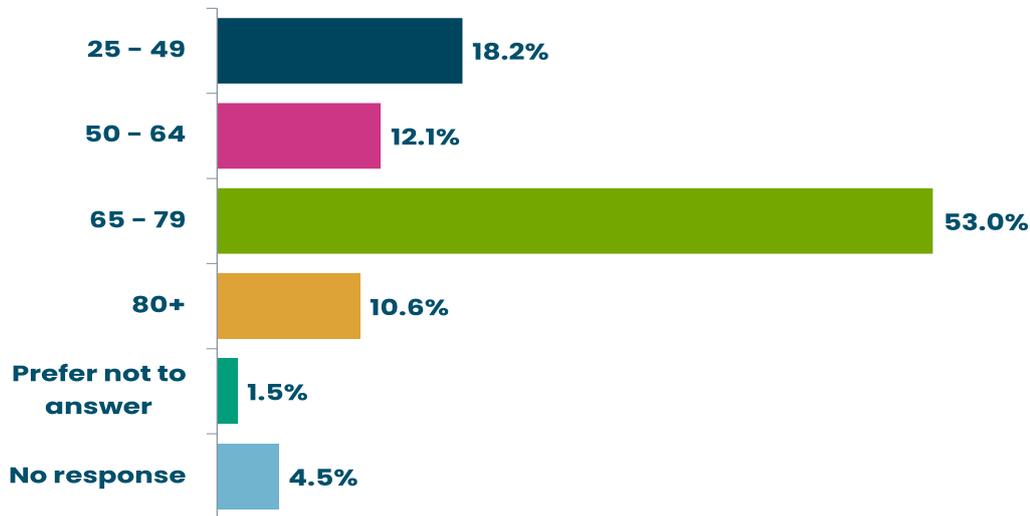
## Employment Status

The employment status of the 39 people who completed the online survey was as follows:



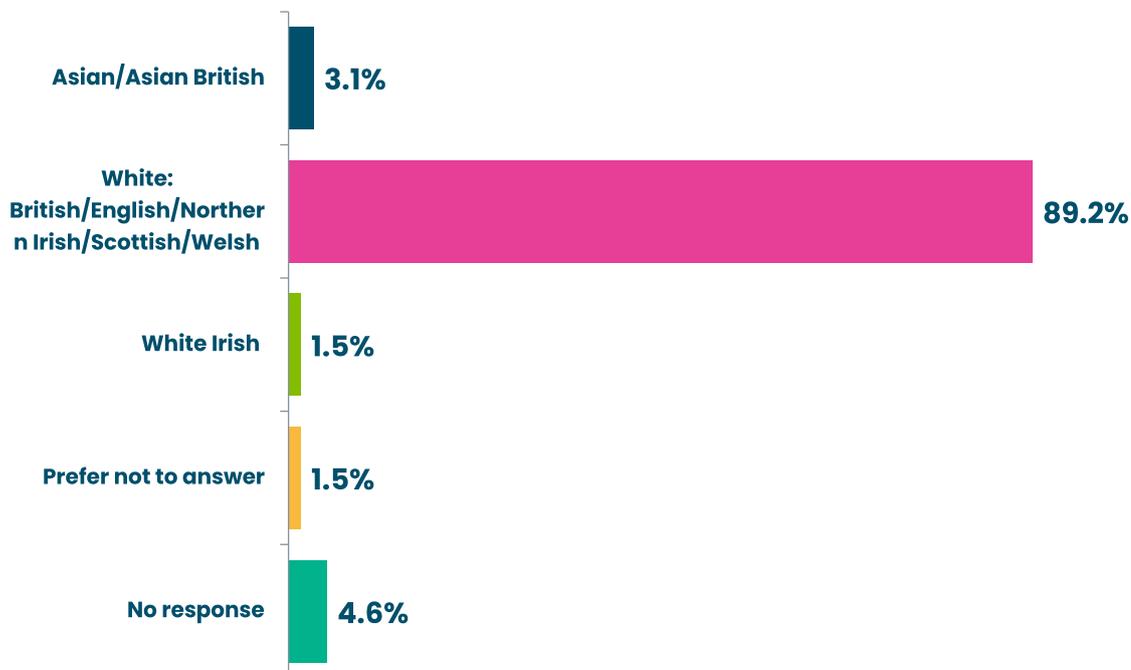
## Age

Of the 66 respondents to the face-to-face and online surveys, 53% were between the ages of 65 and 79. The age profile of the respondents was as follows:



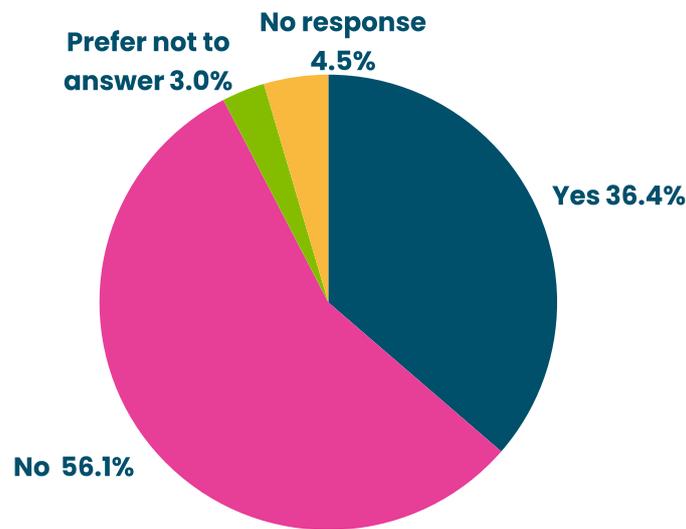
## Ethnicity

The ethnicity of the 66 respondents was as follows:



## Disability or Long - Term Condition

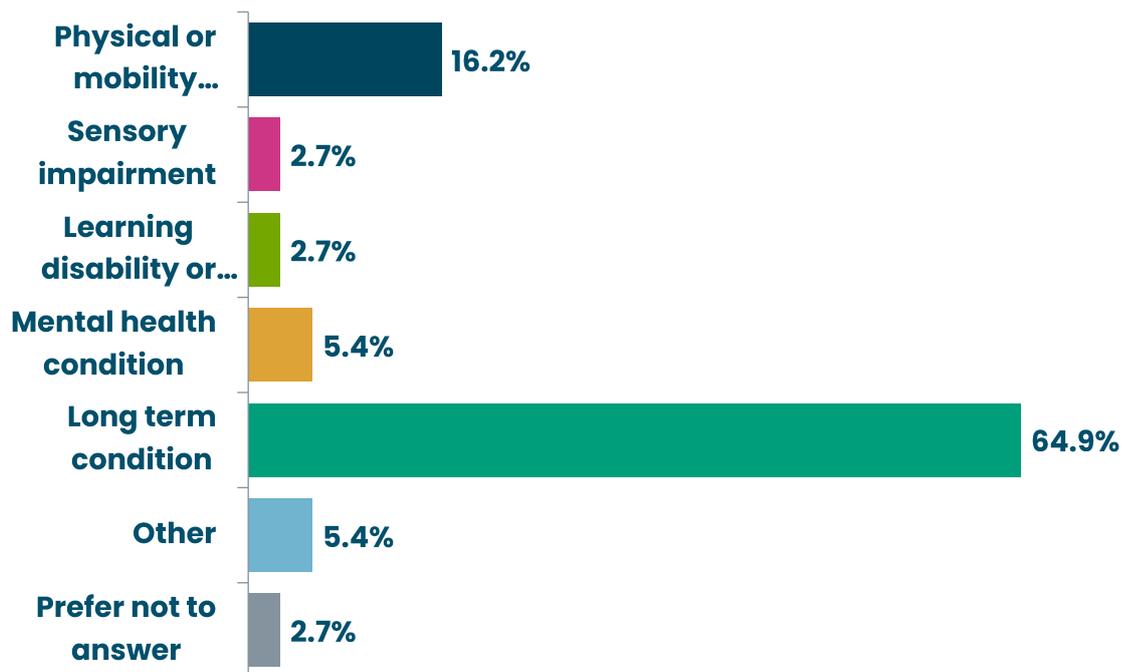
People were asked if they had a disability or long-term health condition. 24 respondents considered themselves to have a disability or long-term health condition.



## Type of Disability or Long - Term Condition

Of

the 24 respondents who identified themselves as having a long-term condition, it appears that 12 people also have some other form of impairment or condition.



## 5.4 Staff Survey

Healthwatch volunteers spoke to 8 members of staff working at Bexhill CDC in their lunch break to seek their views about working at the centre.

- Staff were asked what they liked about working at Bexhill CDC

Staff reported that they appreciate working in appropriately designed facilities that are fit for purpose. The environment is clean, safe and calm, and the clinical areas are clearly signposted.

Staff commented that the centre is easy to get to and to park. Parking is much less stressful than when working at the Conquest Hospital in Hastings. The size of the centre is not overwhelming, and everyone is friendly and welcoming.

Staff enjoy the responsibility and autonomy of their roles, and different specialties working together. Staff like the teamwork and flexibility of their roles.

One person commented: *"I enjoy working with people. Nice place to work. Good team. Good management"*. Another comment was that *"Kate has so much experience as a manager, and cares for the staff in all ways."*

Staff also noted enjoying working with patients, and in a service where there is nice patient flow, timely appointments, and good turn-around times.

One person commented *"In any situation we're trying our best for our patients, even when they're early or late for their appointments, we're trying to accommodate them and offer them a nice and pleasant experience with us."*

- Staff were asked what works particularly well at Bexhill CDC

Staff noted the proximity of the car park for patients and staff, which reduced the stress for patients. It was noted that the opening hours are also more accessible for patients.

Staff highlighted the mixture of modalities all on one site, with different specialties working together and developing new pathways: *"We are a team (reception, X-ray, blood test, ultrasound, cardio, lung function)."*

Staff commented that the room design included input from clinical staff, which means that the rooms are fit for purpose, with the patient and procedure in mind. The facilities offer increased access to diagnostic services, and low waiting times for patients.

The facilities enable the efficient management of patients arriving for appointments. It is very easy to collect the patients and bring them into the different rooms, which contributes to appointments being on time.

- Staff were asked what one thing would make their working life easier

Staff noted that it would be helpful to have increased office space for administrative time, and more workspaces. It was suggested that it would be helpful to have better coordination between the departments.

It was noted that more staff, and an increased salary would make working life easier. It was highlighted that people who don't drive can't always rely on the public transport, including the local buses.

One person suggested a shower facility for staff, and a full-time housekeeper to help maintain the facilities.

It was commented that when managers attend meetings in the town hall they use the car park for the CDC, which could potentially make it difficult for patients to park.

- Staff were asked what one thing would make the patient journey easier for people attending appointments at Bexhill CDC.

Staff noted that whilst it was good to have free parking for patients, it would also be helpful to have more public transport, including buses and trains. Ideally there would be a bus stop outside the CDC.

It was suggested that perhaps a free transport bus between sites (Conquest, CDC, and Eastbourne DGH) would help facilitate easier attendance for patients with transport difficulties.

For those patients attending by non-emergency patient transport, it would be helpful to have patient transport pick up and collection times closer to their appointments.

It was noted that although the patients have a map attached to their letter, most of them don't check it and many still go to Bexhill Hospital. It was suggested that some flyers or local adverts on where Bexhill CDC is might help people to find it.

- Staff were asked to rate on a scale from 1 to 10 (with 1 being very poor and 10 being excellent) how well they felt Bexhill CDC meets the needs of patients and carers.

There were 6 responses to this question, and the average rating was 9.5.

## 6.0 Appendices

### 6.1 Healthwatch England Accessibility Audit

Date:

Site:

Assessor:

Access Requirement	Yes/No	Comments
<b>Outside</b>		
What public transport options can people use to travel to the site?		
What is the frequency and availability of public transport?		
What is the distance to the CDC from public transport?		
Is accessible patient transport available for those that require it?		
Is the surface of pavements smooth and free of obstacles from the nearest public transport? Are there drop-down curbs?		
Disabled parking- is there adequate space for a disabled person to exit car safely? Are there sufficient disabled parking spaces (spaces should rep 6% available spaces)?		
Is there sufficient general parking available close to the site entrance?		

Is the parking adequately signposted?		
Is there a charge for parking, if so how much?		
Is there a drop-off point directly outside the entrance?		
Is there sufficient and clear signage to help people travelling to and from the site?		
Is the outside lighting sufficient to be able to see the slope/steps outside the surgery? (If after dark)		
Gradient/ length of slope		
Is there a handrail on each side of slope/steps? And do the handrails start and finish at least in line with the slope or steps?		
Does the entrance have a 1m turning circle and 36 inch door width?		
Is there space to open the main door(s)/ automatic doors? How easy are the doors to open? (push/pull, how heavy etc.)		
Is there a low threshold floor board at entrance? If there is a 'lip' on the threshold is it easily identified?		
Is the route from the entrance to the surgery obstacle free?		

Is the edge of each step clearly marked with a colour that highly contrasts with the material of the step?		
<b>Reception Area</b>		
On site, is there clear and sufficient signage directing people to the main reception area?		
Is there a hearing loop? Is it switched on?		
Do staff know how to check that the hearing loop is switched on/working?		
Is there hearing loop signage?		
Are there windows, glazed screens or mirrors at reception which could affect the ability of someone to lip read?		
Is there a bell to attract attention and is it at a suitable height for a wheelchair user?		
Are there TV screens to announce appointments?		
Are names called to announce appointments? And do staff wait for patients to identify themselves before moving off?		
Is there a quiet space/buzzer system?		

Is the counter height accessible to wheelchairs?		
Is the reception/waiting area obstacle free?		
Is there space in the waiting room for someone to wait in a wheelchair?		
Is there an electronic information or appointment check-in screen, is it accessible? (E.g. is it audio as well as visual?) Is there hand sanitizer available.		
Is there a poster informing people about the Accessible Information Standard?		
<b>Toilets</b>		
Is the signage for disabled toilets at eye level?		
Are the signs for male and female (if appropriate and used) easily distinguishable?		
Does the toilet have 36 inch door and 1m turning circle?		
Is there adequate leg space under sink?		
Does the surgery have a falls procedure?		
Are the hygiene products at a suitable height?		
Are bins accessible for wheelchair users (without pedals)?		

Is there good colour contrast between fixtures (toilet seats etc.) and the area around them?		
<b>Throughout the building</b>		
Is there step free access throughout the whole building?		
Are doors manual? Are they heavy?		
Are there handrails throughout the building?		
Is music played in public areas?		
Are the floors consistent in colour and pattern, matt and non reflective?		
Do interiors make use of strong patterns?		
Is there a lift, ramp or working assistance bell for people using wheelchairs or mobility scooters?		
Are there any trip hazards, sharp edges, or furniture in the main pathway?		
Is the site accessible for people with dementia? (please refer to the PLACE dementia guidance)		
Is the site accessible for people with autism? (e.g. is there a quiet space)		
<b>Signage</b>		
Are the fire exits clearly signed and in different		

formats and accessible by wheelchair?		
Do fire alarms have lights as well as sound?		
Are signs in large print and/or braille? Are the colour contrasts of the words on the background clear?		
Do signs also make use of imagery where possible?		
<b>Communication</b>		
Is information available in alternative formats, such as large print, braille or in an audible format?		
Do people have access to a BSL interpreter at their appointment?		
Are accessibility requirements noted on patient records?		
Do staff use the Hearing Helper app?		
Do doctors have portable hearing loops for patient appointments, allowing confidentiality?		
Are staff easily identifiable (uniform, badges, lanyard etc.)?		
Is there information about the complaints/compliments procedure available in different formats?		

Is information available in Easy Read format?		
Are notices on the notice board easy to read?		
Are there measures in place to help ensure that patients' privacy and dignity are respected? (space around the reception desk, separate waiting areas for separate tests.)		
Do you have any comments or observations about how staff interact with patients or carers?		
Additional Comments		

## 6.2 Healthwatch England Patient Survey

Site:	
Time:	
Volunteer/Staff Name:	

Observations:

### 1. Which diagnostics service are you using today?

Most common tests and scans at Bexhill Community Diagnostic Centre	
Computed tomography (CT)	
Cardiology – Echocardiography (ECG)	
Cardiology – Electrophysiology (Cardiac Pacing)	
Fibroscan	
Lung function	
Phlebotomy (blood tests)	

Ultrasound (non-obstetric)	
X-Ray	
<b>Possible other tests and scans at Bexhill Community Diagnostic Centre</b>	
Audiology – audiology assessments	
Barium Enema	
Colonoscopy	
Cystoscopy	
Dexa scan	
Flexi Sigmoidoscopy	
Gastroscopy	
Magnetic resonance imaging (MRI)	
Neurophysiology – Peripheral Neurophysiology	
Respiratory physiology – Sleep studies	
Urodynamics – pressures & flows	
Other	
Any comments:	

**2. Are you here as a:**

Patient	
Family/Guardian	
Carer	
Friend	
Other (please specify)	
Any comments:	

**3. Do you have any support needs? (such as language, dementia, physical, learning or sensory disability etc)**

Yes	
No	
If yes, have you requested any support from staff today? Were staff able and willing to support you?	

--

## Your Journey

### 4. How did you get here today?

Car, I drove myself	
Car, I was driven by someone (who?)	
Public Transport	
Non-emergency patient transport	
Cycling	
Walking	
Other	

Any comments:

**What city/town/village do you live in?**

### 5. How long did your journey take?

Less than 30 minutes	
30 minutes to an hour	
1-2 hours	
Over 2 hours	

### 6. How would you describe your overall experience of travelling here today?

*Things to consider:*

- Did you experience any difficulties with your journey here today? If so, what?
- What, if anything, would have made your journey better or easier?
- How convenient is this location to travel to?

### 7. Were you able to find your way around once you got here?

*Things to consider:*

- Is it well signposted?
- Did you have clear instructions on where to go?
- Did you have to ask anyone for help?

## Getting your appointment

### 8. Who referred you for your diagnostic test or scan?

GP	
Nurse	
Consultant	
Unsure	
Other	
Any comments:	
If you are still at the early stages of your wait/treatment, would you be happy to speak with us again later on in your care pathway?	
Yes	No

### 9. How long did you wait for your appointment after being referred?

Any comments:
<ul style="list-style-type: none"><li>• Please estimate the number of weeks you were waiting</li></ul>

### 10. Were you offered a choice in where you could go for your diagnostic test or scan?

Yes	
No	

Unsure	
Did you want to come here or would you have liked to go somewhere else?	

**11. Were you offered any choice around the date or time of your appointment?**

Yes	
No	
Unsure	
Could you choose a time that worked for you, or would you of liked more choice?	

**12. Are you currently waiting for any other scans or tests other than the one you are here for today?**

Yes	
No	
Unsure	
if yes, what test are you waiting for, and were you given the option to have it at the same time?	

**About Community Diagnostic Centres**

**13. Before attending today, did you know what a community diagnostic centre was?**

Yes	
No	
If yes, where did you get your information from?	

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**14. Did you have any concerns about attending a Community Diagnostic Centre rather than a different location?**

Yes	
No	
If yes, what were your concerns?	

**15. Did you have any positive or negative expectations about your appointment?**

Yes	
No	
What expectations did you have?	

**Your experience today (ask after appointment)**

**16. Was your appointment on time?**

Yes	
No	
If no, how long was the delay	

**17. Were you asked if you have any specific communication needs?**

Yes	
No	
If you had any specific communication needs, what were these needs and were staff able to accommodate your needs? How did they do this?	

**18. Were you able to ask any questions you had?**

Yes	
No	
Any comments:	

**19. Did you feel that staff listened to you?**

Yes	
No	
If no, why not?	

**20. Were you given any information to take away with you?**

Yes	
No	
If yes, was it in an understandable way?	

**21. How was your experience of the test, scan, procedure, or appointment itself?**

What was good about your experience today and what could be improved?

**22. During your visit, have you felt:**

Cared for	
-----------	--

Respected	
Treated with dignity	
Safe	
Able to ask staff for help or support	
Any comments:	

**23. Did staff explain what happens next, including when you should expect results?**

Yes	
No	
Any comments:	

**24. What does quality of care (or good quality care) mean to you?**

Any comments:
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**25. Is there anything else you would like to share with us about your appointment?**

Any comments:
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**Healthwatch England**

To promote their campaigns, Healthwatch England use people's stories to show what needs to change. The media (newspapers, radio or TV) ask if they have people who can share their story when they publish a press release about their research.

**26. Would you be happy for Healthwatch England to contact you about your experience for media purposes or to use your story as a case study in our communications materials?**

Yes	
No	
If yes please ask them to complete a media consent form.	

## About You

Telling us more information about you can help us better understand how experiences may differ depending on people’s personal characteristics.

You do not wish to answer these questions you do not have to. If you are completing this on behalf of someone else, please complete it using their details (where known).

How old are you?						
Under 18	18-24	25-49	50-64	65-79	80+	Prefer not to say

Are you?			
A woman	A man	Non-binary	Prefer not to say
Not known	Prefer to self-describe (please specify)		

What is your ethnic origin?				
Arab	Asian/Asian British: Bangladeshi	Asian/Asian British: Chinese	Asian/Asian British: Indian	Asian/Asian British: Pakistani
Any other Asian/Asian Background	Black/Black British: African	Black/Black British: Caribbean	Any other Black/Black British	Mixed Asian/White
Mixed Black African/White	Mixed Black Caribbean and White	Any other Mixed/Multiple Ethnic groups	White: British/English/Northern Irish/Scottish/Welsh	White Irish

Any other mixed background	Any other White background	Roma, Gypsy, Traveller	Any other mixed background	Unknown
Prefer not to say	Unknown			

Do you have a disability?			
Yes	No	Prefer not to say	Not known
If you have indicated a disability which of the following applies?			
Physical or mobility impairment	Sensory impairment	Learning disability or difficulties	Mental health condition
Long term condition	Other (please specify)	Prefer not to say	Not known

Do you have a long term health condition?			
Yes	No	Prefer not to say	Not known
If you have indicated you have a long-term health condition, which of the following apply for you?			
Asthma, COPD or respiratory condition			
Blindness or severe visual impairment			
Cancer			
Cardiovascular condition (including stroke)			
Chronic kidney disease			
Deafness or severe hearing impairment			
Dementia			
Epilepsy			
Hypertension (high blood pressure)			
Learning disability			
Mental health condition			
Musculoskeletal condition			
Prefer not to say			
Not known			
Other (please specify)			

### 6.3 Staff Survey Questionnaire

Site:	
Time:	
Volunteer/Healthwatch Staff Name:	

Observations:

#### 1. What do you like about working here?

--

#### 2. What works particularly well at Bexhill CDC?

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**3. Can you think of one thing that would make your working life easier?**

**4. Can you think of anything that would improve the patient journey for people attending appointments at the centre?**

**5. On a scale from 1 to 10 (with 1 being very poor and 10 being excellent) how well do you feel that Bexhill CDC meets the needs of patients and carers?**

## 6.4 Healthwatch East Sussex Online Survey

### 1. Have you used the new Bexhill Diagnostic Centre?

If so, Healthwatch East Sussex would like to hear about your experience, including:

- Your referral to this service
- How you travelled to the centre
- Your experience of your test or scan

Healthwatch East Sussex is the local independent watchdog for health and care. We are participating in a national survey with Healthwatch England, recording the experiences of people accessing the new Community Diagnostics Centres.

The closing date for the survey is midnight on Friday 23rd February 2024.

#### Completing our survey:

If you would like assistance or require a different format, please contact us via: [enquiries@healthwatcheastSussex.co.uk](mailto:enquiries@healthwatcheastSussex.co.uk) or call 0333 101 4007

Healthwatch East Sussex is committed to protecting and respecting your privacy and security. For more information on how we use your information please see our Privacy Policy.

### 2. A little bit about you

Can you confirm who is completing this survey?

- Person who visited Bexhill Diagnostic Centre
- On behalf on someone who visited Bexhill Diagnostic Centre

If you are filling in this survey on behalf of someone else, what is your relationship to them?

Please identify if any of the following apply to you.

- Working full-time
- Working part-time
- Unemployed
- Seeking work full-time
- Seeking work part-time
- On long term sick leave
- Student
- Retired
- Volunteer
- Other
- Prefer not to answer

Please state the GP practice you are registered with.

### 3. Your referral

What tests or scans did you have at Bexhill Diagnostic Centre? Tick all that apply.

- Computed tomography (CT)
- Cardiology – Echocardiology (ECG)
- Cardiology – Electrophysiology (Cardiac Pacing)
- Fibroscan
- Lung function
  
- Phlebotomy (blood tests)
- Ultrasound (non-obtetric)
- X-Ray
- Other – please state what test or scan you had

Who referred you for your diagnostic test or scan?

- GP
- Nurse
- Specialist Doctor
- Unsure
- Other type of referral

Tell us about any other type of referral to Bexhill Diagnostic Centre

How long did you have to wait for your test or scan after being referred? Please state the approximate number of weeks.

- 0 - 2 weeks
- 2 - 4 weeks
- 4- 6 weeks
- 6 weeks or over

Were you offered a choice about the date and time of your appointment?

- Yes
- No

Tell us more about this

#### 4. Your Journey to Bexhill Diagnostic Centre

How long was your journey to Bexhill Community Diagnostic Centre (CDC)?

- Less than 30 minutes
- 30 minutes to an hour
- Over an hour, but less than two hours
- Over two hours

How did you travel to your appointment?

- Car, I drove myself
- Car, I was driven by someone
- Public transport
- Non-emergency patient transport
- Cycling
- Walking
- Other (please specify):

Is Bexhill Diagnostic Centre a convenient location for you to travel to?

- Yes
- No

Why did you select this answer?

### 5. Your appointment at Bexhill Diagnostic Centre

Before your appointment, had you ever heard of Community Diagnostic Centres?

- Yes
- No

Was Bexhill Diagnostic Centre what you expected?

What went well with your appointment at Bexhill Diagnostic Centre?

What could have gone better with your appointment at Bexhill Diagnostic Centre?

How satisfied are you with your overall experience of Bexhill Diagnostic Centre

- Very dissatisfied
- Dissatisfied
- Neither satisfied nor dissatisfied
- Satisfied
- Very satisfied

Why did you select this answer?

## 6. Equality and Diversity Information

How old are you?

- Under 18
- 18 - 24

- 25 - 49
- 50 - 64
- 65 - 79
- 80+
- Prefer not to say

Do you have a disability

- Yes
- No
- Prefer not to say

If you have a disability, which of the following applies

- Physical or mobility impairment
- Sensory impairment
- Learning disability or difficulties
- Mental health condition
  
- Long term condition
- Prefer not to say
- Other (please specify):

What is your ethnic origin?

- Arab
- Asian/Asian British: Bangladeshi
- Asian/Asian British: Chinese
- Asian/Asian British: Indian
- Asian/Asian British: Pakistani
- Any other Asian/Asian Background
- Black/Black British: African

- Black/Back British: Caribbean
- Any other Black/Black British
- Mixed Asian/White
- Mixed Black African/White
  
- Mixed Black Caribbean and White
- Any other Mixed/Multiple Ethnic groups
- White: British/English/Northern Irish/Scottish/Welsh
- White Irish
- Any other mixed background
- Any other White background
- Roma, Gypsy, Traveller
- Any other mixed background
- Other
- Prefer not to say



**healthwatch**  
East Sussex

[www.healthwatcheastsussex.co.uk](http://www.healthwatcheastsussex.co.uk)

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