

Community Diagnostics Centre Survey 2024

Summary of Results – Southlands Hospital

When and where did we visit?

Our team of Authorised Representatives visited Southlands Hospital in Shoreham, part of the University Hospitals Sussex NHS Foundation Trust, on Wednesday 7 February 2024

Why did we visit?

- We attended the hospital to collect people’s experiences of the Community Diagnostics Centre in Shoreham, to better understand people’s experiences of the service.
- This piece of work was delivered as part of a national study led by Healthwatch England.
- Healthwatch England asked seven local Healthwatch teams from around the country to undertake visits and collect data relating to the new Community Diagnostic Centre services.
- Our colleagues in Healthwatch East Sussex visited a similar service in Bexhill on Sea during the same week.
- Collecting data from across Sussex and indeed across the country, we are able to work with Healthwatch England to see what is working well for people and what could work better.

Community Diagnostics Centre Survey Responses

We spoke to 21 patients / family carers during our visit and completed 16 surveys. Responses are summarised below:

Which diagnostics service are you using today?	
Computed tomography (CT)	5
MRI Scan	1
Ultrasound (non-obstetric)	0
X-Ray	10
Other / Something else	0

Are you here as a:

Patient	15
Carer – family	0
Carer – formal	0
Family/Friend/Companion	1
Other (please specify)	0

How did you get here today?

Car, I drove myself	6
Car, I was driven by someone	8
Public Transport	2
Non-emergency patient transport	0
Other	0

What city/town/village do you live in?

Sompting x2	Lancing x2	Storrington x1
Worthing x4	Shoreham x2	Steyning x2

How long did your journey take?

Less than 30 minutes	10
30 minutes to an hour	6

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

- 15 out of 16 respondents said that the signage was not helpful and could be improved
- 5 people had to ask for directions
- 2 people said they found the signage from the North Entrance confusing or inadequate

Who referred you for your diagnostic test or scan?

GP – Doctor or Nurse	10
Hospital Consultant	6
Other / Unsure	

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

- 1 x more than 3 weeks
- 2 x 3 weeks
- 4 x 2 weeks
- 2 x 1 week
- 2 x 2 days
- 3 x same day appointment

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

Yes	2
No	14
<p>This was not seen as too much of an issue to most people. Southlands Hospital is a well known and trusted local site with a long history and as such, has a lot of trust and respect from local people.</p>	

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

Yes	13
No	3
<p>Of the 13 people who were offered a choice, they were all happy to be able to choose a date and time to suit them, that could fit around their commitments and preferences. A suitable date and time, and options to choose from, was a high priority for most people we spoke to. Most people we saw at our visit would prioritise date and time over location. Several people commented how helpful and accommodating the booking team were – 'I was offered 2 or 3 options and I chose the most convenient one for me' 'They offered me a date that I couldn't do, so they offered me another which was fine' 'I appreciated having 2 or 3 dates to choose from' 'We had a holiday booked so I was able to choose a date around that'</p>	

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

Yes	5
No	11
<p>Of the 5 people who were waiting for other tests, 3 were due to have them on the same day.</p> <ul style="list-style-type: none"> Blood test at hospital phlebotomy dept ECG test at GP surgery later in the day Ultrasound scan in another dept earlier (before x-ray/CDC appt) 	

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

Yes	3
No	13
<p>Most people we spoke to had not heard of a CDC. Some people were confused by the name – 'will I get my diagnosis here – today?' Some people felt the language was irrelevant and unnecessary – 'it's just a posh way of saying scans and x-rays department' Most people were indifferent to the name or the concept of the service – 'I didn't mind where I went, I just wanted to be done quickly'</p>	

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

100% positive response

No-one we spoke to expressed any concerns about attending their appointment

Has your visit met your expectations today?

100% positive response

Everyone we spoke to said their expectations had been met

Was your appointment on time?

Everyone we spoke to was seen on time.

100% positive response

We observed a very efficient and smooth-running service!

The CDC at Southlands is new and not operating at it's full potential or capacity at present.

It would be interesting to see how efficient the service is once phase 2 is up and running and if/when demand increases.

Were you asked if you have any specific communication needs?

Everyone we spoke to said they had NOT been asked about their communication needs.

100% negative response

This may be lost in translation or it may be asked and noted by the referrer/referring service and therefore not necessary by the CDC service. But, it was a consistent response that people felt they had not been asked about this in respect of their CDC appointment.

Were you able to ask any questions you had?

Everyone we spoke to said they felt able to ask questions.

100% positive response

There was a lot of praise for the staff and we observed staff approaching and communicating with patients in a warm, friendly, caring and professional way.

Our team would describe the staff approach we witnessed as person-centred

Did you feel that staff listened to you?

Everyone we spoke to said they felt listened to by staff.

100% positive response

We observed staff demonstrating a caring approach and we saw staff asking patients if they needed help and how best they could be helped. Staff appeared to be professionally curious and interested in the patients they were caring for.

Were you given any information to take away with you?

Yes	5
No	11

Only 5 patients said they were given any sort of paper based information to take away. Several other patients told us that they had been given [verbal] advice or signposted to websites and other sources of information to look at after their appointment. This wasn't significant to most people. They felt that they had the information they needed to attend the appointment and that they would have a follow up with their GP or hospital consultant which would provide further information, if they needed it.

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

100% positive response

6 people told us that their experience was 'fine' or 'ok'
5 people described their experience as 'Good', 'Really Good' or 'Very Good'
Other responses-

- A good experience
- Efficient – no long waits
- No complaints!
- Excellent – not uncomfortable at all
- Lovely staff – very reassuring

During your visit, have you felt:

Y/N

Cared for	100% positive response
Respected	
Treated with dignity	
Safe	
Able to ask staff for help or support	
Everyone we spoke to – without exception – told us they felt cared for, respected, treated with dignity, safe and able to ask for support. There was high praise for the staff teams – as mentioned previously.	

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

Yes	7
No	5

4 people we spoke to told us that they had already had an explanation of what would happen after the tests by their referring clinician, one lady told us that she expected to get and discuss her results at her GP appointment the next day.

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

- On time
- Caring staff
- Quick. Safe. Caring
- Being seen quickly / on time
- Friendly, caring staff who treat you as a person
- Good care is what I've had today!
- Speedy service delivered by professional people
- Being looked after
- Knowledge and confidence in systems and processes through good communication
- Being looked after well and well informed
- Getting a diagnosis and treatment quickly – not having to wait too long
- Being well looked after and being listened to

Is there anything else you would like to share with us about your appointment?

- Lovely new centre – very impressed!
- The centre is great! Really efficient
- Marvelous! Staff are lovely
- Hopefully the next part of my pathway is as quick! I have to wait 5 weeks for a GP appointment but I can get in here on the same day!
- It's all worked really well for me
- Respectful and prompt
- I have been pleasantly surprised!
- A well run system – for a change!
- Lovely staff here!
- I live close to Worthing Hospital so I was a bit put out to have to come here – but now I have, I am so pleased I did! It's so much nicer than sitting in the x-ray department at Worthing for ages! Very quick and well worth the journey!

Demographic Data

Responses to our optional demographic data is outlined below

Age						
Under 18	18-24	25-49	50-64	65-79	80+	50% of the people we spoke to were aged 65-79
0	0	1	7	8	0	

Gender Identity			
A woman	A man	Non-binary	Prefer not to say
10	6	0	0
Most people we spoke to identified as female – 63%			

Ethnic origin			
White: British/English/Northern Irish/Scottish/Welsh	15	Black/Black British	1
The majority of people we spoke to described themselves as White British, with only one person identifying as Black British			

Self define as having a disability?			
Yes	No	Prefer not to say	Not known
2	14	0	0

Self define as having a long term health condition?			
Yes	No	Prefer not to say	Not known
6	10	0	0



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