

Enter and View Report

Location of visit

Community Diagnostic Centre, Broad Street Plaza building, Northgate Halifax, HX1 1UB

Service provider

Calderdale and Huddersfield NHS Foundation Trust (CHFT)

Date and time

Tuesday 10th March. 9.30am –1.30pm 2026

Authorised

Katherine Sharp, Joanne Douglas, Lucy Worne, Bob Morse.

Representatives

Contact details

Healthwatch Calderdale, Tel: 01422 412 141
Email: info@healthwatchcalderdale.co.uk



Acknowledgements

Thank you to all patients, carers and staff, at the Community Diagnostic Centre, who took the time to speak with us and share their experiences of the service. Thank you also to Nicola for helping us arrange our visit and spending time with us on the day.

Disclaimer–This report relates only to the visit carried out on the specified date and is not a representative portrayal of all patients, carers and staff, only those who spoke with us during the visit or completed our digital surveys or engaged with us online.

What is Enter and View?

Enter and View is a visit to a health or social care setting by Authorised Representatives of Healthwatch Kirklees and Healthwatch Calderdale as a means of gathering evidence of people’s experiences.

Enter and View is one of the many tools used by Healthwatch to gather opinion. The visits are not a formal inspection or part of an investigation.

Healthwatch Kirklees and Healthwatch Calderdale have a right to carry out Enter & View visits under the Health and Social Care Act 2012.

Enter and View visits give service users, visitors, carers and staff the opportunity to speak to an independent organisation about their experiences of health and social care services.

They may talk to us about things which they feel could be improved, but we also want to find examples of good practice so that we can recognise and promote things that are working well. The visits may focus on a single issue across multiple settings, respond to local intelligence about a particular setting, explore an area we haven’t visited before, or be carried out at the request of a service to better understand how it operates.

Contents

Why did we visit?	4
Key Findings	5
Staffing and patient numbers	6
What we did	6
Overall impressions	7
Travel, Location and parking	9
Referral pathways and choice	11
Communication, Accessibility and signage	15
Environment and service feel	17
Patient Experience and Care (after appointment)	20
Health and Safety	21
Overall patient thoughts	22
Staff feedback on the service	24
Conclusion	26
Recommendations	27
Response from Calderdale & Huddersfield NHS Foundation Trust	30

The service

The Community Diagnostic Centre (CDC) is located within a building in the Broad Street Plaza, in Halifax. The service is operated by Calderdale and Huddersfield NHS Foundation Trust (CHFT).

It provides community access to planned diagnostic tests for patients across Calderdale and Kirklees. These include x-rays, ultrasound scans, CT scans, as well as other diagnostic tests such as blood pressure monitoring and heart monitoring. Patients access services at the CDC through referral from their GP or other hospital services.

Clinics at the Centre run at different times. For example, CT scans may run from 8am to 8pm, while Ear, Nose and Throat (ENT) clinics may run from morning until mid-afternoon. Some services also operate on Saturday and Sunday mornings. Although the Centre is not a walk-in facility, it does offer a drop-in blood testing (phlebotomy) service. Patients must arrive with a blood test form.

The purpose-built building is accessed via Broad Street Health Centre. It is spread over two floors, with lift and stair access and patient waiting rooms on each floor.

The Centre is centrally located opposite Halifax bus station. The Plaza building has a large car park, and the Centre itself has three free blue badge parking bays near the front entrance. Other accessible parking is available in the Plaza car park where the building is located, although this is chargeable.

Why did we visit?

We visited as part of our Enter and View programme, with the support of the service. The aim of the visit was to understand patient and staff experiences and how the service operates. The service has been open since July 2025.

Key Findings

From speaking with patients, carers and staff, several themes emerged during our visit.

Positive experiences of care

Many patients spoke positively about their experience at the Centre. Staff were frequently described as friendly, professional and respectful, and patients felt procedures were clearly explained during appointments.

Convenient location for many patients

Patients who live locally valued having diagnostic services closer to home. The Centre's location near the town centre and bus station was seen as helpful, particularly for those using public transport.

Variation in referral experiences

Patients described different experiences of the referral pathway. Some received appointments quickly, while others reported longer waits or uncertainty about appointments or results.

Waiting area challenges

The shared waiting area for several clinics and the phlebotomy service created confusion for some patients. Patients were sometimes unsure where they would be called from or which staff member to speak to.

Blood test queue system

The large numbers displayed on the blood test queue system appeared overwhelming for some patients and made it difficult to estimate waiting times.

Signage and parking

Some patients found signage from the car park unclear and suggested clearer directions to the CDC.

Staffing and patient numbers

We were told that around 20–25 staff members were working in the CDC at the time of our visit. Staff rota's are organised according to the services running each day.

On the day of our visit the following clinics were running: Ear, Nose and Throat (ENT), Echocardiogram (ECG), Spirometry, blood pressure monitoring, cardiology, X-ray, CT scanning, audiology clinics and blood tests.

It was difficult to estimate the total number of patients attending that day. When services are running at full staff capacity, blood tests are carried out every six minutes, X-rays and ultrasounds run at ten-minute intervals, and ECG appointments usually last around twenty minutes.

The Centre works a little like a “one-stop shop”, with some patients attending for multiple tests during the same visit.

What we did

Healthwatch carried out a visit to the CDC, speaking to patients and staff about their experiences of the service. We wanted to understand more about:

- Choice and referral
- Accessibility, communication and signage
- Patient experience
- Quality of care
- Staff experience of working at the service

Not all questions were asked of everyone we spoke to.

After an initial tour of the building with Nicola, we split into two teams and spoke to patients and staff in the waiting areas. For people who were unable to speak with us on the day, we provided contact details and a link to an online survey. This survey remained open for one week after the visit.

We also asked for public opinion through a poll on social media asking: ***“Have you visited the Community Diagnostic Centre in Halifax?”***

We also used our senses to record our observations of the service (the “5 senses” approach).

On the day we spoke with **55 individuals**, mainly patients. A further **5 people** shared feedback through the online survey or social media, meaning we engaged with **60 people in total**.

- **51 patients** using or who had used the service
- **2 carers/relatives**
- **7 staff members**

Overall impressions

On arrival at the CDC, patients check in at the main reception desk and are directed to the service they have an appointment with through a secure door into the main CDC and Health Centre area.

The CDC is accessed via a corridor to the left, while other areas of the Health Centre are located to the right and ahead. Signs show the direction of the different services.

Information about waiting times for the phlebotomy (blood test drop-in) service and directions are given at the reception desk. Patients attending for blood tests are given a number to access the service. During busy periods, staff may temporarily stop admitting patients for blood testing.

On the day of our visit, ENT, cardiology, X-ray, CT and audiology clinics were operating from the ground floor. This area also hosts the phlebotomy service.

A help point (podium) was available where staff could direct patients, although due to other tasks this was sometimes unattended. We did not see any volunteers supporting patients with directions or signposting, which is something sometimes seen in other hospital settings. It appeared that staff members take on this role.

Most patients wait in the same main waiting area, although some are directed to a smaller mezzanine waiting space. Access between floors is available by stairs or lift. Patients in the mezzanine area told us they were waiting for ENT, echocardiogram, electrocardiogram, X-ray, dermatology, physiotherapy, blood tests and other services.

The service felt welcoming and less clinical than a hospital environment while still feeling safe. The areas felt spacious, clean and modern. Corridors were clear and accessible.

The calm colours and décor, including tree and nature-themed wall murals, help create a relaxing environment. We were also shown a ceiling mural in one of the diagnostic rooms. These features help to create a relaxing environment which may help reduce anxiety for some patients.

Large windows allowed natural light into the waiting areas, giving the space a fresh and airy feel. However, this also made the waiting areas quite warm, and on hot days the temperature may become uncomfortable.

Different types of seating were available, including chairs with and without armrests. Water dispensers were available in waiting areas, although we did not see other refreshment options.

Patients waited in the waiting areas until called by staff either by name (for CDC services) or by number (for phlebotomy patients). For blood tests, numbers are also displayed on a board in the waiting area. There were no screens displaying information about waiting times.

Both waiting areas were busy during our visit. The lower ground waiting area felt particularly busy, possibly because of the number of people attending for drop-in blood tests. The queue management system showed very high numbers for blood test patients early in the day.

There is also a smaller and more private waiting and recovery area for patients who have had cannulas fitted. This is located in a corridor area but felt comfortable and calm.

Notice boards were clear and not overcrowded. Some leaflets were available in the Health Centre side of the facility, although none were visible in the CDC area.

We did notice some temporary clinic signs printed on A4 paper and attached with tape. Our Healthwatch poster was displayed in patient areas and the staff room to let people know about our visit. Feedback forms for the service and QR codes were also available for patients who wished to leave comments.

Staff conversations we heard during our visit were respectful, helpful and friendly.

Travel, Location and parking

Patients travelled to the service in a variety of ways. Some arrived by taxi, while many chose to use the bus because of the convenient location close to the bus station. Others were dropped off, walked, or drove to the service.

One patient explained that they had driven to the service that day after previously trying to attend the evening before but being turned away. This meant they had to take the morning off work due to the short window available while not taking medication. They said,

“It would have been better for me last night. For people with a time limited window for it we should be able to book an appointment. It could impact on medication otherwise.”

Patients who had visited the service before, or who lived locally, mentioned that they knew of alternative places to park nearby. Some said they sometimes parked at Sainsbury’s or Marks & Spencer’s when combining the visit with shopping.

Parking was a common topic in conversations with patients. Some told us they struggled to find a parking space, particularly if they were unfamiliar with the area. Others described the car park as confusing or difficult to

access. Patients also mentioned that nearby streets were permit-only, and some said roadworks had made access more challenging.

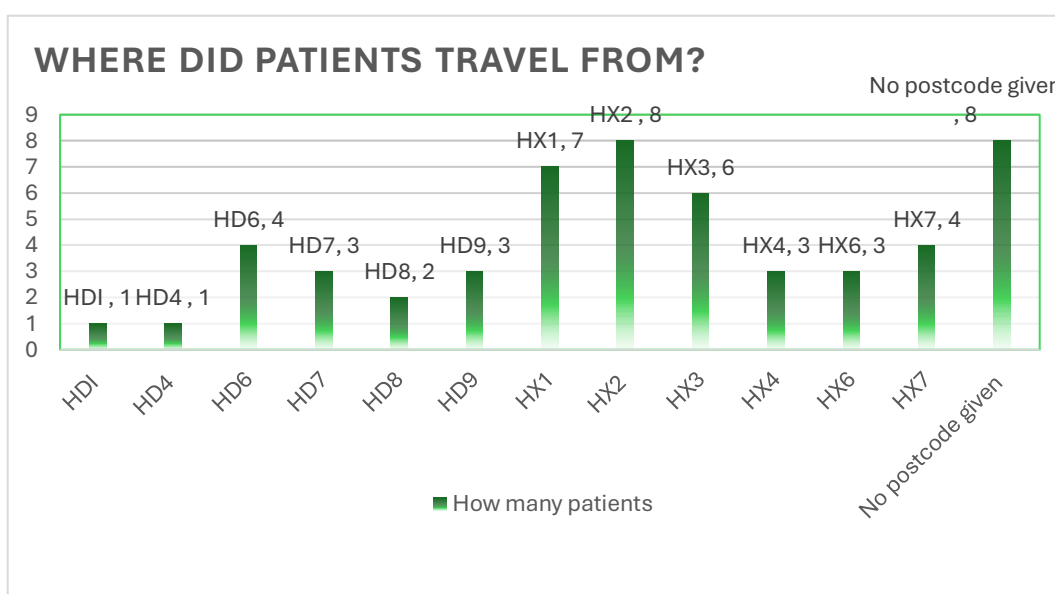
Several patients felt there were not enough Blue Badge parking spaces provided by the service.

Members of our team parked in the Broad Street car park and found the signage from there slightly confusing. The signs refer to the **Health Centre**, not the **Diagnostic Centre**.

The cashless parking system also caused confusion for both our team and some patients we spoke to, particularly in relation to receiving a receipt through the QR code system.

We also noticed that one stairwell does not lead to the Health Centre side of the building, yet there is no parking payment point on that side. The QR code for the parking app could also be more visible inside the car park. Overall, parking costs seemed reasonable, although the app payment option appeared to add an additional 40p charge.

We asked patients how far they had travelled to attend the service. Of the 45 patients who shared this information, the majority had travelled from Calderdale, while 14 patients had travelled from Kirklees. Some patients chose not to answer this question or said they lived locally.



Many patients said they were happy with the location of the service and appreciated being able to visit the town centre before or after their appointment. Others said that although they would prefer a service closer to home, they were willing to travel because appointments were available sooner here.

One patient said they lived only ten minutes from another hospital but had been asked to attend this centre for a scan. They explained that they had driven past two hospitals to get here and did not understand why they could not access the service closer to home.

Another patient said they had tried two or three times to arrange an appointment nearer to home but eventually decided they would have to attend this service instead. They needed to take two buses to get there.

Patient comments

- *"Got dropped off, as hard to park"*
- *"It doesn't make sense to me why I couldn't go to Barnsley just because I have an HD postcode."*

Referral pathways and choice

Most patients we spoke to had been referred through their GP, A&E, or a hospital department such as cardiology. One patient told us, *"Specsavers picked something up during hearing test"*.

The drop-in phlebotomy service requires patients to bring a blood test form (often referred to as the pink form). Some patients attending for blood tests suggested that an appointment system might work better. A few said they had tried to book an appointment previously but had been told the waiting time was longer.

Some patients said they would have preferred to have their blood test at their own GP practice but had been told the waiting time there could be two weeks or longer.

Many patients liked the flexibility of the drop-in service because they could choose when to attend. Patients who were local to the area often said the location was convenient. Some patients told us they regularly attend the Centre for blood tests and felt the system worked well for them.

Although blood tests were often the quickest service to access once referred, patients attending the drop-in clinic often experienced the longest waiting times once they arrived.

We asked the non-phlebotomy patients whether they had been able to change their appointment if needed. Most patients who had rearranged or booked their appointment themselves were satisfied with the booking process. One patient said, *"I rearranged appointment to suit me – easy to do"*.

Another patient told us they had been asked where they would like to be referred, meaning they were able to choose the location.

One patient said they had initially been told the waiting time for their appointment could be **44 weeks**, but they later received a message from PIONEERHC inviting them to book a Community Diagnostic Centre appointment. They were able to book their appointment by phone for March. However, the text message did not include information about the location or parking, so they had to ask for this information during the booking call.

Patients shared different experiences of waiting times between referral and appointment. Some described their referral as *"a very quick referral"*, or saying they had waited only a few days or weeks. Others said they had waited over a year since being referred.

Some patients explained they were on a yearly recall system, which worked well for them.

Many patients said their expectations had been managed by receiving an initial letter explaining the likely waiting time. Some said they were pleasantly surprised when their appointment came sooner than expected.

However, others felt frustrated if they had been given a shorter estimated wait time that was later exceeded.

Several patients spoke positively about being offered cancellation appointments.

Others said that delays in accessing tests had worsened their condition or that they had been *“passed from pillar to post”* before reaching the CDC.

Parents and carers also told us that appointment messages could sometimes be confusing when multiple family members were waiting for appointments. They said it could be unclear which message related to which person, making it difficult to know which date of birth to enter when checking appointment details.

One patient described having two parts to their appointment: one test at the hospital and another test at the CDC. This was because one part of the diagnostic process was only available at the hospital. They said it had been **six weeks since the first test**, and they had not yet received any results. Despite calling several times, they had not been able to get an update. They assumed their GP would receive the results but were unsure. They told us: *“They need to tell you when they will be back (the results) as you worry. – manage expectations as going around in circles for hospital results.”*

Another patient said there had been some confusion about why they had been referred. They had just completed a hearing test but had expected the appointment to be about their throat. They said they hoped this would become clearer during the appointment and added:

“Really good getting you in (appointment wise), pretty good service – I hope I’m here for what I think”

Other patients felt their referral waiting time had been reasonable. Many said their expectations about waiting depended on the type of test they were referred for.

Patient comments about referral times

Enter and view visit to Community Diagnostic Centre, Halifax. 10.3.26

- *“Good referral timings A&E at weekend and GP aware by Monday – very quick.”*
- *“After 5 times of seeing someone and an A & E visit, I suppose ruling things out first, maybe.*
- *“6 months but was told 12 months, so very pleased”*
- *“Told 44 week on letter – over a year waiting”*
- *“Taken 4 months and my condition has worsened”*
- *“The referral was a long wait – I can’t remember how long at a guess many month”.*
- *“Last week(referral) pretty good”*

Patient comments on choice

- *“I would prefer to have this done at my GP, but I was told this was quicker for the appointment and results”*
- *“I was given the appointment this morning. I’d been told it was a drop in, and I’d have to wait, but not how long. I am part of a GP that has 4 practices (Spring Hall) so I do not understand why blood tests need to be done here. I know people who are patients at Boulevard, and they can get them there.”*
- *“I went to see my doctor first thing, and he sent me here for a blood test. It feels a bit of an ordeal not being able to do it at the GP, but it’s the same day at least.*
- *“If I had the option, I’d pick to go to CRH for it than here as it’s easier for me to park at and get to. But as I needed it at the same time as the blood test it makes sense to be here”*
- *“I don’t know why it wasn’t in Huddersfield. Feels too far for a cardiology appt with the walking element from car”.*

Patient comments on booking appointments

- *“Booking appointment okay -Working smoothly”*
- *“I’ve been waiting a few weeks for the appointment but it’s just a drop in facility not an actual slot.”*
- *“I got a text to say make an appointment I called and made it”*

- *“Make appointment and tend to be on time to see you.”*
- *I picked the paperwork up for the blood test today and came straight down. I feel I’m in for a long wait as there’s loads of people here. I have a young child at home and my husband works nights, so he’s having to manage the child while I wait.*

Communication, Accessibility and signage

Patients received appointment information in different ways. Most received letters either by post or online. Others received text messages, phone calls or emails. Some patients also accessed appointment details through the NHS app.

Telephone calls were often used to offer earlier appointments when cancellations became available.

Most patients said they were satisfied with the information provided about their appointment. They told us that:

- All information was included
- Everything they needed to know was provided
- The details were helpful
- The information was adequate

Patients said the information included details about cashless parking, the location of the Centre, nearby bus routes, and guidance about what clothing to wear.

One patient said they had been running late because of roadworks and wanted to call ahead to inform the service. However, the contact number provided was a Huddersfield number.

Another patient described a miscommunication with their GP. They had been told to bring a urine sample to reception, but when they arrived, they were told it could not be accepted at this location. They were also concerned about a blood test form they had been told to bring but didn’t have.

We asked patients how they found the reception check-in process. Most said it worked well and described it as easy or efficient. Others said it was adequate.

One patient said reception had told them to speak to someone at the podium in the waiting area, but when they arrived no staff member was present. They later said an ENT staff member came to find patients and check they had arrived, which reassured them.

Some patients said they were unsure where to wait. One patient said: "I've noticed people confused about who is calling who out. That could be simpler." Another patient said: "When arrived down the corridor had to confirm with staff that this was the bloods waiting area"

We also asked patients how clear the directions were from the appointment information they had received. One patient said the directions were: "Not clear and without prior knowledge, it would have been difficult". Other patients said the directions were clear, fine, or easy to follow. Some said it was easier because they already knew the service location.

One patient said the directions were acceptable but that there were many doors to pass through before reaching the correct area. Once inside the building, most patients felt the signage was clear or acceptable, although some said they needed to ask staff for directions.

Some patients said the signage from the car park was confusing. One patient explained: "The car parking signage to service wasn't great- I was confused by the sign- stairs other side! I felt it meant other side of the lift. It should be clearer".

Patient comments about communication

- "I was told 9am but when I got here it was actually 10.45 so feels like I have been here a long time. I'm not complaining though. So apart from wrong time, okay"
- "Got confirmation letter via a link which wouldn't open, then text and a letter"

Patient comments about check in

- *“Checked in at entrance- directed to where I needed to be.”*
- *“Very easy, much easier than hospital (check in)”*
- *“Very accessible- check in process”*

Patient comments about signage

- *Easy to find I prefer here to the hospital”*
- *“Easier than hospital”*
- *“ENT not well signposted- had some difficulty”*
- *“ I’ve seen loads of people trying to get through that door (a glass door directly into the waiting room), while I’ve been sat here I’ve directed 4 people to the main front door. There is a board right outside so it’s confusing.”*

Environment and service feel

The service felt welcoming and well maintained. The waiting areas were busy during our visit, and we wanted to understand how patients experienced the environment while waiting for appointments.

We noticed that the phlebotomy queue management system displayed very high numbers. We asked Nicola how the system worked, as large numbers may increase anxiety for some patients. We were told that the numbering system resets periodically, although it was not clear how often. It was suggested that resetting the numbers daily may help.

Reception staff manage patient expectations by checking with phlebotomy staff about waiting times and advising patients accordingly. At busy times, patients may be asked to return later in the day.

One patient told us that during a previous visit to the blood test drop-in service there had been a distressed patient, they said the police had been called. So, they were unable to access the service that day. They were asked to return.

It was explained at the end of our visit that if they (CDC) are aware that a patient may need additional support, they will try to help. This may include offering a quieter place to sit or arranging a booked slot for blood tests where appropriate. We were told reception staff should check whether patients may be anxious or have learning disabilities and offer support if needed.

During our visit we saw a patient wearing a sunflower lanyard sitting in the main waiting area. This may have been their preference. Another patient who was waiting for a blood test and struggling with anxiety said the environment was difficult for them. They explained they had chosen to sit away from others in a corner to feel more comfortable, but they did not know how long the wait would be. They said they would have preferred a timed appointment because they found waiting for long periods difficult. It was apparent that unfortunately this patient could have had a different experience had the service been aware.

Another patient attending for multiple tests said they had been advised not to take a blood test ticket when they arrived, as it might clash with their other appointments. After waiting an hour, they asked a family member to collect a ticket anyway so they would not have to wait another two hours after their final scan. We raised this particular issue during our closing meeting with Nicola, who told us that the situation should have been handled differently. Staff could have noted the patient's number and called them again after their other appointment.

Many patients commented positively about the service, describing it as efficient, clean and well organised or that the care and treatment had been great. Some described the environment as *"lovely"*, *"good"* or *"fine"*. Many patients also told us that staff were friendly and helpful.

However, patients shared mixed views about the waiting areas. Some said the seating was comfortable and the environment was good, while others said they did not like the downstairs waiting area. Several patients commented that the temperature could become hot due to the sunlight

through the large windows. One suggestion was to install blinds to help control the heat. One patient said, *"It can be overwhelming and Sweaty. *a breeding ground for Covid* "*

Some patients told us they did not like the waiting environment for reasons including:

- Busy and noisy atmosphere
- Concern about exposure to germs
- Feeling hot or uncomfortable
- Challenging acoustics

Several patients said that because staff call patients from different areas, it can be difficult to know where to listen for their name being called. Patients waiting for audiology appointments told us the waiting area was not ideal for them because there was a lot of noise and activity. One patient said the *"acoustics are challenging"*, meaning they worried they might miss their name being called. *Another patient said they preferred it upstairs as not as loud.*

Another patient told us they had to risk missing their name being called when they went to the toilet.

Some patients suggested that screens displaying names or numbers would help provide reassurance. One patient said they understood this might raise confidentiality concerns for some people.

Another suggestion was that information about the busiest times for blood tests could be available online so patients could plan their visit. Some patients also felt that being able to book appointments for blood tests would be easier.

Other suggestions from patients included providing a coffee machine and ensuring water cups are always available at the water dispensers.

Patients who had previously used the drop-in blood test service told us they expected some waiting time. One patient said they sometimes arrived early because it was quieter.

Waiting times reported by patients varied widely. Some patients said they had waited around 45 minutes, while others said they had waited between one and three hours. One patient said: *“Reception didn’t say how long today but last time they said 1 hour and was 2 hours.”*

Another patient believed the waiting time might reach four to five hours based on how long they had already been waiting.

Patient comments

- *“The facility looks great; it’s a nice environment.”*
- *“I don’t like the signs that are Sellotaped around, it looks tatty. It’s a newish service it shows a lack of thinking things through. – why not have changeable, slot in signs”*
- *“The place is very busy, I can’t hear what name they’re calling, and the staff have to do it a few times. That must annoy them.”*
- *“I don’t like the waiting area, it’s busy and you’re looking in different directions when the staff come to see if they’re calling you. I’ve been on my phone for something to do, but have missed staff walking in”*
- *“I have been here before for ENT and that was a very good service.”*
- *“Everything gone smoothly”*
- *“It would have been better in Huddersfield, but this was faster”.*
- *“I don’t like the waiting area. There’s so many people coming and going. I got a cold last time as people around were coughing and sniffing. I have worn a face mask today to protect myself, but no-one else is, not even the staff”.*

Patient Experience and Care (after appointment)

Patients who had already attended their appointment, or who were waiting for further tests, shared their experiences of the care they received.

Patients told us that:

- They felt listened to during their appointment
- Staff explained what would happen and what they were doing
- They were able to ask questions
- They were treated with dignity and respect

Staff were often described as *“lovely”* and *“friendly”*.

Waiting times for appointments varied depending on the clinic. Some patients said they were seen quickly, while others had already completed one test and were waiting for another.

One patient explained that because they had arrived late, they were taken straight into their appointment when they arrived and were now waiting for the next stage.

Another patient said their appointment was on time and they were seen immediately. Some patients did report longer waiting times for their appointments.

Patient comments

- *“Anything is better than the hospital – believe me I use it a lot”*
- *“It’s been very efficient and the staff have been friendly”*
- *“It was a while waiting but the staff were great, the sample taken quickly and it’s a nicer environment than the place they did it at the hospital” (bloods)*
- *“40 mins waited so far, 1 hour last time. Hard to know how long and will have to leave and try again if goes over an hour.” (bloods)*

Health and Safety

The environment appeared clean and hygienic throughout our visit. We did not notice any unpleasant odours or strong cleaning smells.

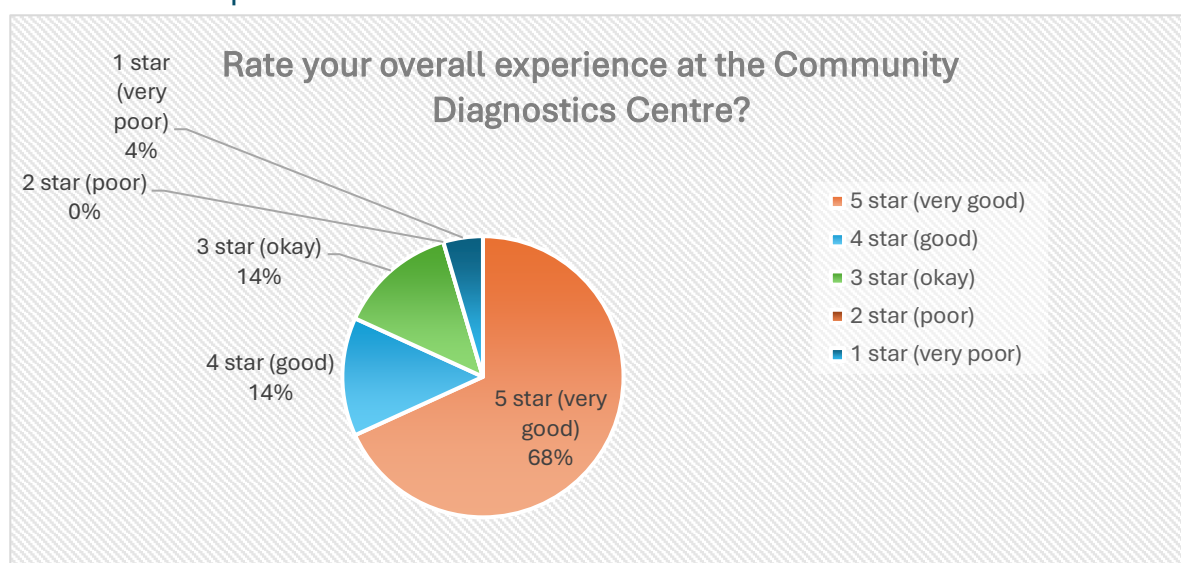
The toilets we visited were clean and in good working order.

Hand gel was available in corridor areas, although we did not see dispensers in waiting areas. Nicola explained that hand gel is available in each diagnostic room, and we did see this in the ultrasound room we visited.

Overall patient thoughts

Overall feedback from patients about the CDC was positive.

Here is how patients rated the service out of 5.



Many patients said they liked that the service did not feel like a hospital environment and felt less busy than a hospital setting. Patients described the environment as more relaxed and modern. One patient said they liked the environment because it did not have a strong disinfectant smell.

Patients described staff positively, as friendly, kind, professional, efficient and helpful. Several patients said staff were easy to approach when they needed assistance.

Other comments from patients included:

- "All good"
- "All fine lovely Centre, welcoming light and airy"
- "It just works well"

Some patients also shared suggestions for improvement. Several mentioned the waiting times for the drop-in blood test service and felt that additional staff may help reduce waiting times. One patient said that during a previous visit three staff were carrying out blood tests but that patients were only called once all three staff were ready, which they felt slowed the process down.

Some patients also felt waiting times for X-ray appointments could be improved.

Other suggestions included providing a television in the waiting area or using screens to display patient names or numbers, as names are sometimes called more than once. Some patients suggested offering more items for patients while waiting, such as information leaflets, books or access to refreshments.

One carer explained that a young person they support now receives care within adult services and felt their needs were not always fully recognised. They felt there should be greater awareness of how services support young people aged 16 and over with additional needs.

Another patient said the main improvement needed was reducing the time it takes to see a specialist.

Feedback about the CDC on social media was positive with comments such as very good or excellent and one person say 100%

Patient comments

- *“Love it here- easy and I can carry on shopping afterwards. I would choose here, and do when I can.”*
- *“Prefer here to hospital- it’s convenient”*
- *“This department well above GP in terms of care and empathy”*
- *“Feels more like a social hub”*
- *“They do an amazing job”*
- *“It’s been a disaster I’ve moved areas and NHS in Calderdale are disjointed, not a good experience I’ve been passed around”.*

- *prefer this hands down"*
- *working efficiently well, organised and friendly staff"*
- *It's nice here – nothing to improve"*
- *It's not very NHS'sy – which is great"*
- *"Staff friendly no issues"*
- *"3 stars (rating out of 5) due to confusion –I will change the score if it is for my throat- I will be asking what we are doing, believe me"*

Staff feedback on the service

We asked staff about their experiences of working at the CDC and how they felt the service worked for patients.

Most staff said they enjoyed working at the service. One staff member shared a less positive view and rated their experience as two stars out of five, explaining they felt there was limited senior support available.

Staff comments included:

- ***"Don't run 5 clinics from 1 waiting area"***

Staff felt it would be beneficial for the phlebotomy waiting area to be located closer to the phlebotomy clinic. They said the current arrangement can be confusing for patients and creates congestion in the main waiting area. It would be quicker and more accessible.

One staff member explained:

"I do think the waiting area for the blood tests could be moved so it has less impact on all other area of CDC. Patients maybe wouldn't explain it like that, but they ask for a ticket, they ask if they're in the right place, they ask who the need to speak to, so a few tweaks are needed."

Breaks, staff support and training

Staff told us that their ability to take breaks was depends on staffing levels.

Enter and view visit to Community Diagnostic Centre, Halifax. 10.3.26

Comments included:

- ***“If we are fully staffed, we can get a lunch break.”***
- ***“I have a suitable number of patients for the time of the clinic, and I can manage to get a break.”***

Staff member comment

“If there are enough assistants, it works ok. But if there is only 1 it’s more challenging. If someone arrives for an X-ray with children we have to look after the children as they can’t go in the room, that’s then difficult for us to manage other patients.”

One staff member said they had experienced a situation where they did not feel safe at work and felt security support was not visible. They also said they had not been offered training opportunities to support their role and felt the number of patients booked per day did not allow them to provide the level of care they would like.

They also explained that they sometimes work through scheduled breaks due to workload pressures. Staff only rooms were not adequate size wise for the number of staff.

We asked how comfortable staff feel when talking to a senior manager. Comments included:

- ***“I feel comfortable providing feedback to management. I have done but am not sure how long to wait for a reply”***

The manager told us they felt comfortable receiving feedback from staff & also reporting feedback to own bosses.

Staff said they would appreciate a more visible presence from senior staff and more support in general. One staff member felt it also feels that seniors are too busy at main sites.

Feedback staff receive from patients

We asked staff about the feedback they receive from patients, and they commented that they hear:

Enter and view visit to Community Diagnostic Centre, Halifax. 10.3.26

- *Patients saying that the service is good here, the facility is modern and clean, and patients have told me they like it.*
- *That patient feedback is similar to ours, it's a nice environment to work, it has the look and feel of a private hospital, it's modern clean and I enjoy working here.*
- *Patients comment on access to the service, including car parking & parking cost -No clear signage*
- *Positive responses about location and accessibility*

One staff member rated the service 4 out of 5 for patients.

Another staff member mentioned that patients are not always booked in according to their home address and are not familiar with the area.

Conclusion

Overall feedback from patients about the CDC was positive.

Patients' experiences of the referral pathway varied. Some described receiving appointments quickly and were pleased to access diagnostic tests sooner than expected. Others reported longer waits or confusion around appointments and results, particularly where tests were carried out across different sites. A small number of patients also described uncertainty about why they had been referred or where to go on arrival.

Patient experience within the service was generally positive. Patients told us that staff were friendly, professional and explained procedures clearly during appointments. Many felt listened to and treated with dignity and respect.

Patients who live locally said the service helps bring care closer to home and many preferred attending the centre rather than travelling to a hospital. Some patients who travelled further said they did not always understand why they could not access similar services closer to where they live.

The location near the Town Centre and bus station was seen as convenient. Several patients told us they visited shops or other facilities before or after their appointment. However, signage from the car park to the Diagnostic Centre could be improved.

The shared waiting area used by several clinics and the phlebotomy service created some confusion for patients. Some patients were unsure where they would be called from or which staff member they should speak to. This occasionally meant staff from other departments were helping patients find the correct service.

The high numbers displayed on the blood test queue system also appeared overwhelming for some patients, particularly those who were anxious.

Despite these issues, patients were generally positive about the environment. Many described the Centre as modern, comfortable and welcoming. With improvements to waiting arrangements, signage and patient information, the service could further improve the patient experience.

Recommendations

Based on the feedback from patients, carers and staff during our visit, we suggest the following recommendations.

Recommendations	Managers comments
<p>Improve identification of communication or accessibility needs</p> <p>Staff could proactively ask patients whether they have any communication or accessibility needs when they arrive, as some patients may have hidden disabilities or may not realise, they can request additional support</p>	

<p>Improve signage from the car park to the Diagnostic Centre</p> <p>Clearer signage directing patients from the car park to the Diagnostic Centre would help reduce confusion on arrival. Existing signs currently refer to the Health Centre rather than the Diagnostic Centre</p>	
<p>Provide additional support for patients navigating the waiting area</p> <p>The service may wish to consider introducing volunteers or additional staff support in waiting areas to help guide patients, answer questions and explain the parking system where needed.</p>	
<p>Staff wellbeing and Comfort</p> <p>Based on feedback from staff regarding some workload pressures, breaks, staff comfort areas and sometimes feeling unsafe at work. We recommend implementing a structured staff forum as an effective way to improve wellbeing and gather views. Invite staff feedback via an anonymous feedback box in staffing area. Integrating a “you said we did” framework as a powerful way to show progress</p>	
<p>Review the phlebotomy queue management system</p> <p>The numbering system for the blood test drop-in service could be reviewed. Resetting the counter more frequently may help prevent very high numbers from appearing, which some patients found overwhelming.</p>	
<p>Review the use of shared waiting areas</p> <p>The service could consider whether waiting areas can be better organised or zoned so that patients attending different clinics are</p>	

<p>clearer about where they should wait and where they will be called from.</p>	
<p>Improve temporary signage for clinics Temporary signs, such as those used for ENT clinics, should be clearer and more visible to help patients navigate the building more easily.</p>	
<p>Improve comfort within waiting areas Small environmental improvements could help improve patient comfort while waiting. These may include installing window blinds to manage heat from sunlight, adding plants to soften the space and improve acoustics, and considering refreshments such as a coffee machine.</p>	

Response from Calderdale & Huddersfield NHS Foundation Trust



11 May 2026

Dear Claire and Katherine

Re: Community Diagnostic Centre, Broad Street Plaza, Halifax 'Enter and View visit'

Calderdale and Huddersfield NHS Foundation Trust (CHFT) would like to thank Healthwatch Calderdale and Healthwatch Kirklees for undertaking the Enter and View visit to the Community Diagnostic Centre (CDC) at Broad Street Plaza, Halifax on 10 March 2026, and for producing a detailed and balanced report of their findings.

We would like to thank Healthwatch for taking the time to visit the Community Diagnostic Centre and for listening carefully to the views of patients, carers and staff. We are also grateful to everyone who shared their experiences during the visit and through the follow-up surveys. Your feedback helps us better understand what it is like to use and work in our services.

Patient experience is very important to CHFT and guides how we plan, deliver and improve care. The findings in this report give us an independent and helpful view of what is working well at the Community Diagnostic Centre, as well as where improvements could be made to ensure a more consistent experience for patients and carers. We will look at this feedback alongside other patient comments and service information to help shape our next steps.

We welcome the positive feedback in the report, particularly about the kindness and professionalism of staff, the quality of care provided, and the modern, welcoming environment. We also recognise the areas identified for improvement, including waiting arrangements, signage, communication, referral experiences and staff wellbeing. This feedback reflects the challenges of running a busy diagnostic service and highlights where we need to make things clearer and easier for patients.

Organisations like Healthwatch play an important role in helping people's voices be heard and in supporting meaningful involvement. We value our partnership with Healthwatch Calderdale and Healthwatch Kirklees and appreciate the role they play in helping us understand and improve patient experience.

We will now review the recommendations in the report and develop an action plan that sets out what we will do, who will be responsible, and when improvements will be made. This will help us continue to improve the experience for both patients and staff at the Community Diagnostic Centre.

Once again, we would like to thank Healthwatch for their time and support. We look forward to continuing to work together to ensure that people using our diagnostic services receive high-quality, compassionate and accessible care.

Yours sincerely

Jo Hilton

A handwritten signature in black ink, appearing to read 'Jo Hilton'.

Chief Nurse