

# **Community Diagnostic Centres in Croydon – patient experience and resident views**

June 2025

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# Executive summary

A new Community Diagnostic Centre (CDC) is scheduled to open in New Addington in 2025. The centre will follow on from the successful launch of the CDC in Purley in 2024 and is part of a £14 million expansion of local community services. See more details here: <https://www.healthwatchcroydon.co.uk/advice-and-information/2025-03-05/new-addington-community-diagnostic-centre-details-due-open-summer>

In January 2025, Croydon Health Services NHS Trust commissioned Healthwatch Croydon to:

- Help understand users' experience of Purley CDC
- Consider the needs of users attending the New Addington site
- Identify opportunities to adapt how the service is delivered in New Addington
- Ensure the New Addington CDC is welcoming and user centred.

Healthwatch Croydon visited Purley CDC in February 2025 to gather 120 observations and insights and engaged with CDC users to understand their experiences. They also conducted a focus group with 10 New Addington residents and also ran a short survey (40 respondents) based on similar questions to receive further insight of local residents' views towards the new centre. These took place in March 2025



# Findings

## Purley CDC

**Use of services:** Many respondents came from the scanning departments which totalled 46% of responses: X-ray (18%), CT (13%), ultrasound (11%) and DEXA (4%). Other respondents accounted for 32% of which over half were blood services (15%), retinal eye services (5%). Echocardiogram accounted for 12% split equally between ambulatory and standard services (6% each). **See pages 9-10.**

**Awareness:** Nearly half of respondents were not previously aware that they could have this type of test at the CDC rather than at the hospital. **See page 11.**

**Arrangement of appointment:** Most were offered after they had spoken to their GP, showing the importance of their role in communicating options. Over a quarter had an appointment agreed in advance based on a previous appointment. **See pages 12-13.** Most had been referred by their GP, but over a quarter from their doctor or clinician from the local hospital. **See page 16.**

**Referral for diagnostic test in Croydon:** Most have previously received a diagnostic service in Croydon, but over a quarter of respondents (28%) had not. **See page 14.**

**Use of Purley CDC for similar tests or scans:** Just over a third had used Purley before; nearly half (44%) had used Croydon University Hospital. Smaller numbers had used their GP. **See pages 15.**

**Choice of location discussion:** Most patients said that doctors and clinicians did not talk to them about the various locations where could have their diagnostic test. **See page 17.**

**Waiting time for appointment:** Over a third were seen within a week of referral, with 18% seen within 1-2 weeks and 22% within 2-4 weeks. Nearly a quarter had to wait four weeks or more. **See page 18:**

**Expectations and awareness of CDC:** Just over half would have expected to have their test at a main hospital suggesting the need to communicate community services more. **See page 19.** Most respondents were aware that they could have received their test somewhere else. However, 38% were not aware that this could happen outside the main hospital. **See page 20.**

**Reasons for choosing Purley CDC:** Most chose Purley CDC because it was closer to their home. Many also cited more convenient transport links, a positive previous experiences and shorter waiting times. **See page 21-23.**

**Ease and choice of travel:** 94 % found it very easy or easy to travel to Purley CDC, see **page 24.** Most drove but over a third came by bus. **See page 25.** Most could find a parking space, but many needed to find parking offsite. **See page 26-29.**

**Information:** Over 60% were provided with information. Many felt they had the information that they needed, and it was clear, usually by letter, leaflet or



consultation with staff. Some did not have enough information, in one case expecting surgery when it did not happen, but many who come here routinely for tests did not expect to get information for routine tests. **See page 30-36.**

**Translation and interpretation:** Very few needed this service but those who did found it helpful. **See page 37-39.**

**Welcome and facilities:** Nearly 4 in 5 were greeted on arrival, **see page 40**; Over a third were seen at the time given, with just under 30% waiting 15 minutes, **see page 41-42.** 89% rated the waiting area and facilities as good or very good, with 38% stating they were very good. **See page 43.**

**Overall experience:** Over half (52%) said their experience was very good, with a further 38% rating these as good. **See pages 44-51.**

**Impact on maintaining health:** 70% said that having services at Purley has helped maintain or improve their health. Reasons focused on convenience, easier access, a more relaxed environment and reduced waiting times. Those who did not think it had helped had more complex long-term conditions or lived further away from Purley or could not see any link between location and improvement in health. **See pages 53-59.**

**Improvements:** Parking was the highest mentioned improvement followed by appointments, waiting times, and then facilities, but a significant majority did not see the need to make any improvements. **See page 60-63.**

**Signage:** A visual walk around the Purley CDC site showed confusing signage. **See page 64-72.**

## New Addington

Feedback suggests respondents would value the new services offered and would use them, but there is a lack of clarity around the role of the new development within the community, as many of the responses concerns focused on services outside the remit of a CDC.

### Initial thoughts from focus group:

Blood tests and services for children are missing. While the CDC will be closer to New Addington, residents asked if children could be taken there with suspected fractures rather than having to go to Croydon University Hospital or Purley CDC? It was also suggested that a minor injuries unit would be useful rather than waiting for an ambulance. There is uncertainty about the role of the Parkway GP in the new building and whether the new location will improve access. There is also a need for other support services such as pharmacy after 1pm on Saturday and Sunday, and open MRI scanners to allow for people who have physical or psychological issues about closed spaces. **See page 73.**

### Most important services:

- **Focus group:** Scanners were considered most important but they need to be open. Interestingly, the most wanted services are those not currently

offered such as a minor injuries unit, pharmacies, MRI and a Diabetic clinic offering ongoing support. **See page 75**

- **Survey:** Respondents also said scanning services were most important, with every respondent wanting X-ray and over 85% wanting CT scan and ultrasound; half saw ECG as important and nearly half saw the other services as important. Most said it would be quicker to get results, and more convenient. **See page 86-89.**

#### Services used most:

- **Focus Group:** Participants said CT scans, ECG and ultrasound. They also wanted a minor injuries unit. **See page 75.**
- **Survey:** Similarly, most (90%) would use X-ray and ultrasound and CT (70% each). Convenience and easy access were reasons, as well as getting speedier results. **See page 90-91.**

#### Services missing from plans

- **Focus Group:** Different kinds of blood tests – such as children's blood tests, fasting blood tests for diabetes (as travel is more difficult when fasting) – as well as early pregnancy and antenatal services, social prescribing, and an early diagnosis centre. **See page 76.**
- **Survey:** Similarly, blood tests were the most mentioned, along with cancer screening, mental health, a minor injuries unit, and diabetes support. Some also felt the CAMHS and paediatric services, and public health services such as drug, alcohol and sexual health services could also be included. **See page 92-94..**

#### Benefits

- **Focus Group:** Participants talked about convenience, familiarity, a safe space, it being the centre of the community, saving time for residents, and becoming a community space for community groups. **See page 77.**
- **Survey:** Many benefits were stated, from putting less pressure on hospitals, to not having long travels to minor injury units in other places. They saw the CDC as more accessible, easier to get to and there to serve a dedicated community that feels isolated from services, **see page 95-98.**

#### Concerns:

- **Focus Group:** There were concerns about the quick turnaround as it is opening in the summer – will staff be recruited from other services? Will that impact other services in the area? Parking capacity was also an issue **See page 79.**
- **Survey:** Most do not see any concerns, but for those who do a big concern is parking, particularly if it becomes popular with those who live near New Addington, but not in it, and so will drive there and increase traffic and affect parking capacity. **See page 99-100.**

## Challenges that need addressing (focus group only):

- Participants said there is a need for openness and transparency rather than rumours. Official meetings should take place to introduce the plans to residents, with photos on what is planned and possibly tours before opening. **See page 80.**

## Communication:

- **Focus Group:** Suggestions included official social media posts working with local organisations such as Pathfinders; signs in shop and a board up at the site with plans; a website was also suggested, as well as a promotion plan that communicates with the community; digital screens with the information on; information in GP surgeries and local community centres (e.g. Poppin for older people, Family Centre, food bank, CALAT centre), local churches, schools, pharmacies. Other suggestions include using the Patient Access app; staple information to prescription packets; information in the council's Open Doors leaflet; a stand at the Addington Carnival, which is in June, close to the planned CDC opening in July. **See page 81.**
- **Survey:** Most suggest that GPs should lead the way in communicating these services, but also see a role for leaflets, working with community groups and posters in key locations. Some similarly suggest attending key local events such as the New Addington Carnival. **See page 101.**

## Role of GPs: Focus Group and survey

- **Focus Group:** Participants said GPs need to be aware of patient choice in location – they need to be able to weigh up different waiting times at various locations. Some patients may wish to travel for a shorter waiting time if an issue is urgent, while for others it is too difficult, and they would rather wait an extra few weeks to avoid a tiring and time-consuming journey. GPs need to be aware and more informed of where patients can be referred to and for what **See page 82.**
- **Survey:** The role of the GP in communicating these services is seen as important by 94%, with more than 70% seeing it as very important. **See page 102-104.**

**Role of community organisation (focus group):** Providing information via multi-faith groups, ensuring information is provided in different language and worded simply as technical terms may be difficult for some to understand. **See page 83.**

**Final thoughts (focus group):** Participants said open communication is very important to avoid the rumour mill starting. Let the community know if recommendations are taken on board. Community engagement is very important – there could be a sense of co-production in the plans, along with more information and less mystery around them. They are glad that the new centre is opening in New Addington, but will these plans be what we end up with? Will they take residents' concerns on board? There are still many unanswered questions around the new centre, and it is only four months away from planned opening. The council has historically offered New Addington many things, but they do not always come about. There is a need to offer work experience placements for healthcare students. **See page 84.**

# Recommendations

## Purley CDC

**Better awareness of both patient option and the service at Purley:** Increase the awareness with patients about the range of services available at Purley, as over half were not aware and many would have expected to have these tests at a hospital.

**Work with GPs and clinicians to support this awareness campaign:** Since most referrals come via GPs and clinicians, working with them may well be the focus on an awareness campaign. It could illustrate the benefits of this location using patient insight from this report and other sources.

**Parking:** Since a majority drive here, considerations around parking capacity and, particularly when appointments are short, the ability to pay for half-hours rather than hours and clarity stating that blue badge holders can park for free.

**Clarity around appointments:** Some patients did not have all the information they needed for the appointment, ask each patient during the consultation whether they have all the information they need.

**Signage:** A full review of the signage to make it clear where the specific services are. Does the term Community Diagnostic Centre add to the clarity of signage?

## New Addington

**Better communication of what is being planned:** There is a communications gap between what is being planned and the expectations of residents, particularly on range of services within a CDC. Most residents are unsure of what is happening with the wider development and how Parkway's current GP services will change as a result. Better promotion is needed including events, opening tours, leafleting and working with GPs and community groups and attending events.

**Widen the offer in the CDC:** Blood test and X-rays for children with staff in place. Ensure those with physical and psychological issues can access scanning, MRI.

**Consider opening a walk-in minor injuries unit:** Many residents are using a service in Beckenham which is out of borough. It is suggested that this would help reduce the number of ambulance calls and long trips to Croydon University

**Develop other services that link to CDC services** such as pharmacy that is open at some time between 1pm on Saturday and Monday am.

**Further enhance primary care support services** such as diabetes support, social prescribing, earlier diagnosis and public health services such as alcohol, drug and sexual health services.

**Listen to New Addington residents:** There is a real sense that they have been asked before and nothing has changed. Show how this feedback is going to make a difference.

# Background

A new Community Diagnostic Centre (CDC) is scheduled to open in New Addington in 2025. The centre will follow on from the successful launch of the CDC in Purley in 2024 and is part of a £14 million expansion of local community services. See more details here: <https://www.healthwatchcroydon.co.uk/advice-and-information/2025-03-05/new-addington-community-diagnostic-centre-details-due-open-summer>

In January 2025, Croydon Health Services NHS Trust commissioned Healthwatch Croydon to:

- Help understand users' experience of Purley CDC
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- Identify opportunities to adapt how the service is delivered in New Addington
- Ensure the New Addington CDC is welcoming and user centred.

Healthwatch Croydon visited Purley CDC in February 2025 to gather 120 observations and insights and engaged with CDC users to understand their experiences. They also conducted a focus group with 10 New Addington residents and also ran a short survey (40 respondents) based on similar questions to receive further insight of local residents' views towards the new centre. These took place in March 2025

The sample demographics for all surveys and focus groups are shown in the Appendix.

## Limitations

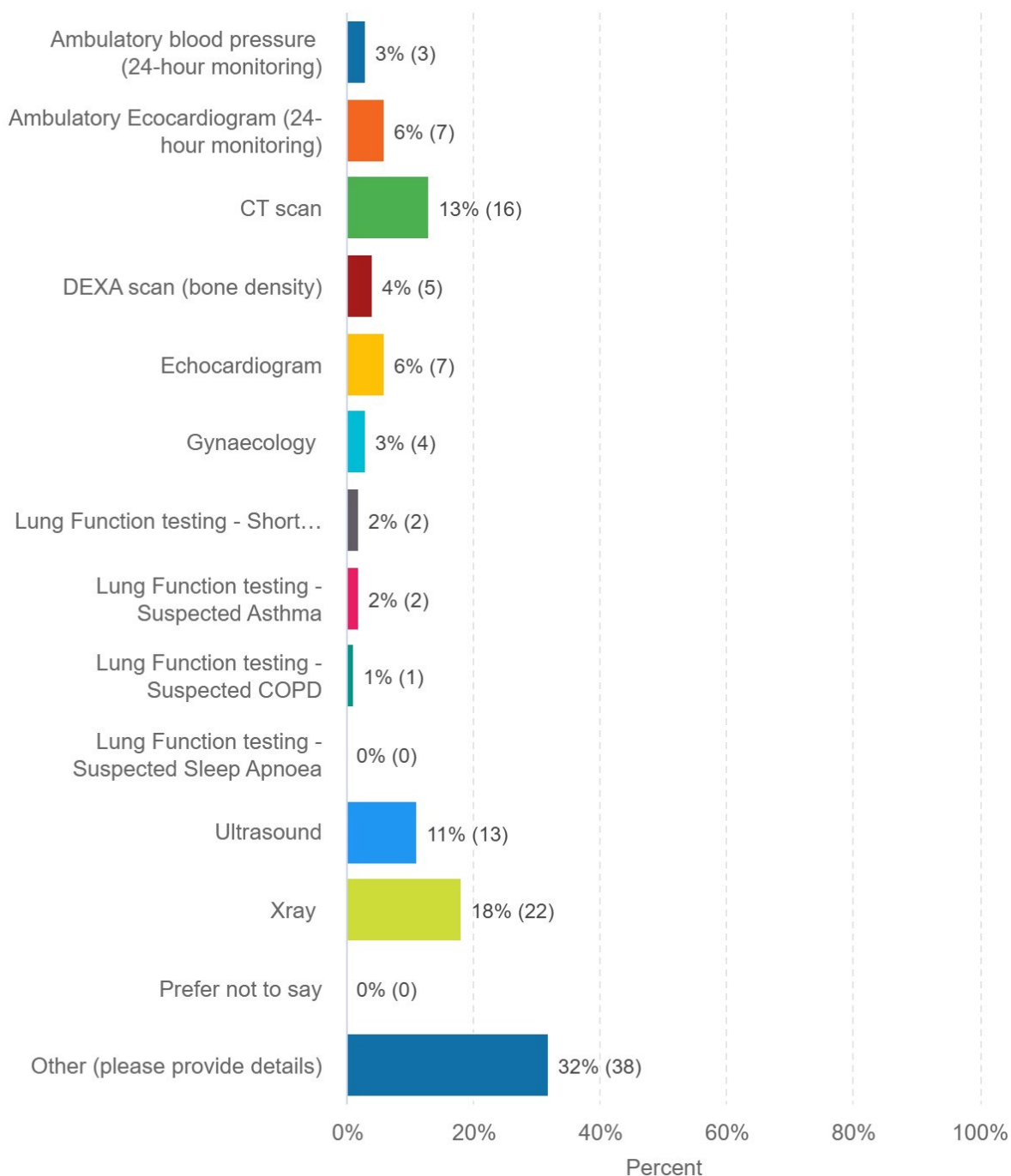
- Responses to the Purley CDC survey were only from our face-to-face interviews. No responses were received via the posters, and the survey was unable to be shared via text which would have expanded responses.
- There was one focus group of New Addington residents taken at one time. However, a follow up survey of similar questions allowed for more responses from 40 residents over a week in March 2025 which widened the reach.

## Many thanks

We would like to thank Oktawia Pawlowska and Muqadas Ahmed, student volunteers working on placement from Croydon University Centre who conducted many of the Purley CDC surveys.

# Purley CDC insight

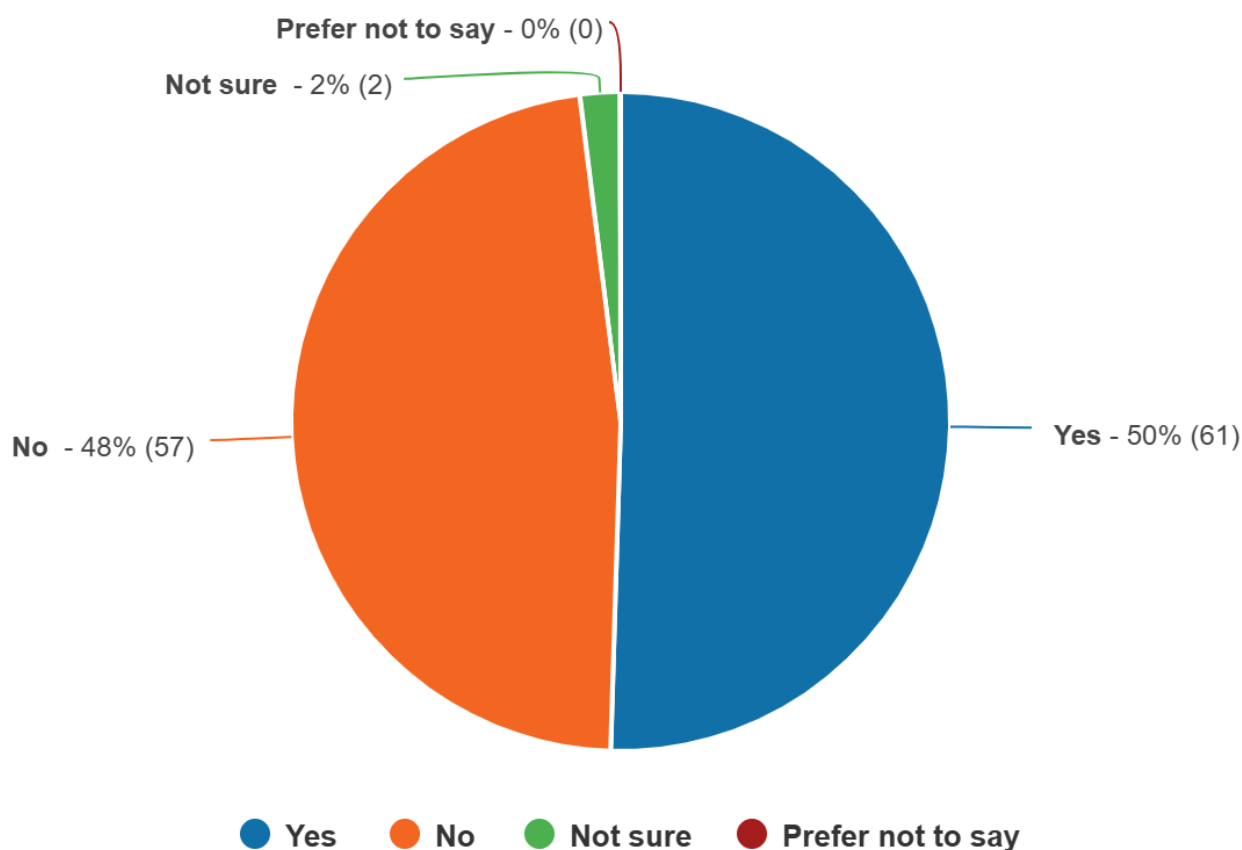
## 1.1. What service were you referred to the Purley Community Diagnostic Centre (CDC) for?



- Many respondents came from the scanning departments which totalled 46% of responses: X-ray (18%), CT scanning (13%), ultrasound (11%) and DEXA (4%).
- Other respondents accounted for 32% of which over half were blood services (15%), retinal eye services (5%) and 12% for other services such as asthma, trauma and orthopaedics, rheumatology, pre-surgery, post-surgery check-up, podiatry, general surgery.
- Echocardiogram accounted for 12%, split equally between ambulatory and standard services (6% each).
- There were relatively few responses for gynaecology (3%), and lung services 5% across all services).

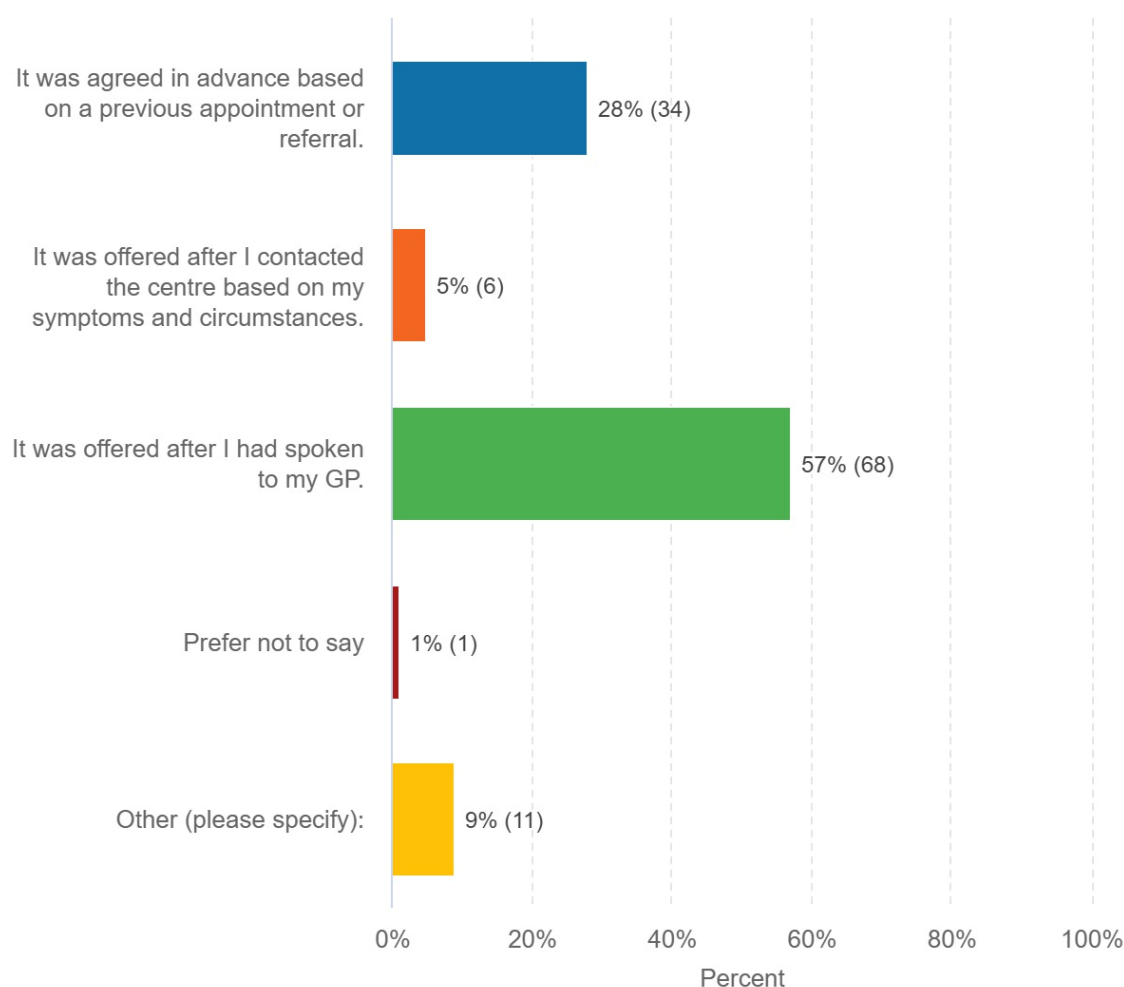


## 1.2. Before your referral, were you aware that you could have this type of diagnostic test at the Community Diagnostic Centre rather than at a hospital?



- Nearly half of respondents were not previously aware that they could have this type of test at the CDC rather than at the hospital.
- This suggests that better communication is needed at the time patients are being referred.

### 1.3. How was your appointment at the Purley CDC arranged?



- Most were offered after they had spoken to their GP, showing the importance of their role in communicating options.
- Over a quarter had an appointment agreed in advance based on a previous appointment.

#### Other responses

"From a physio at Old Coulsdon Medical Centre in last hours."

"Through Croydon University Hospital and they sent me here for rehab of the heart."

"After previous appointment – follow up."

"Consultation from the hospital."

"Physiotherapist."

"Follow up using email."

"Walk in."

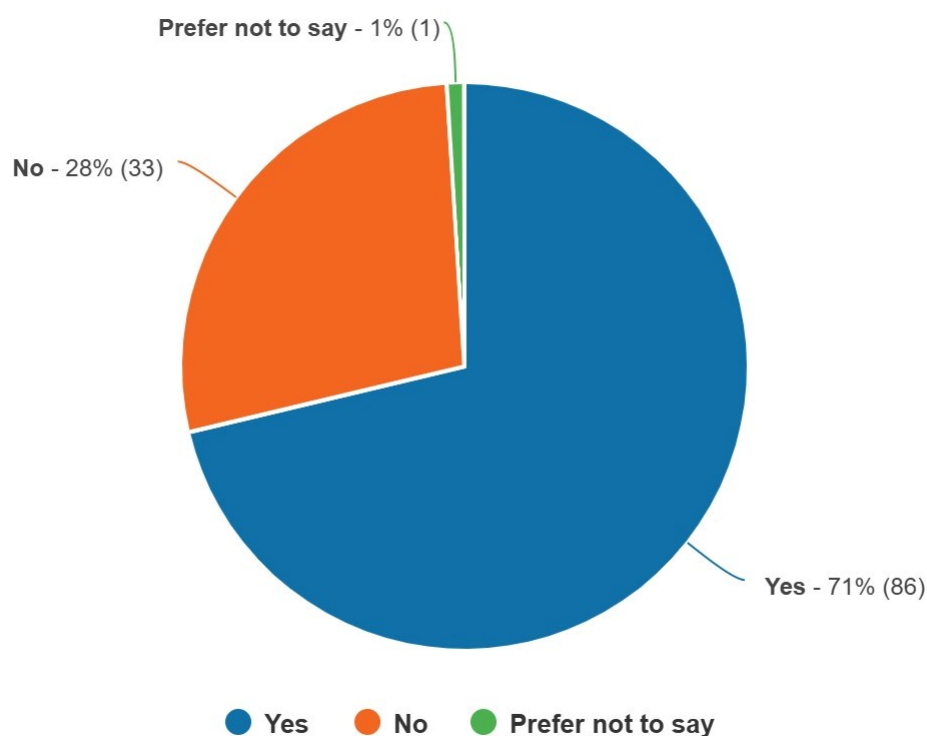
"Sent from Croydon University Hospital."

"A+E and then GP was contacted"

"Croydon University Hospital."

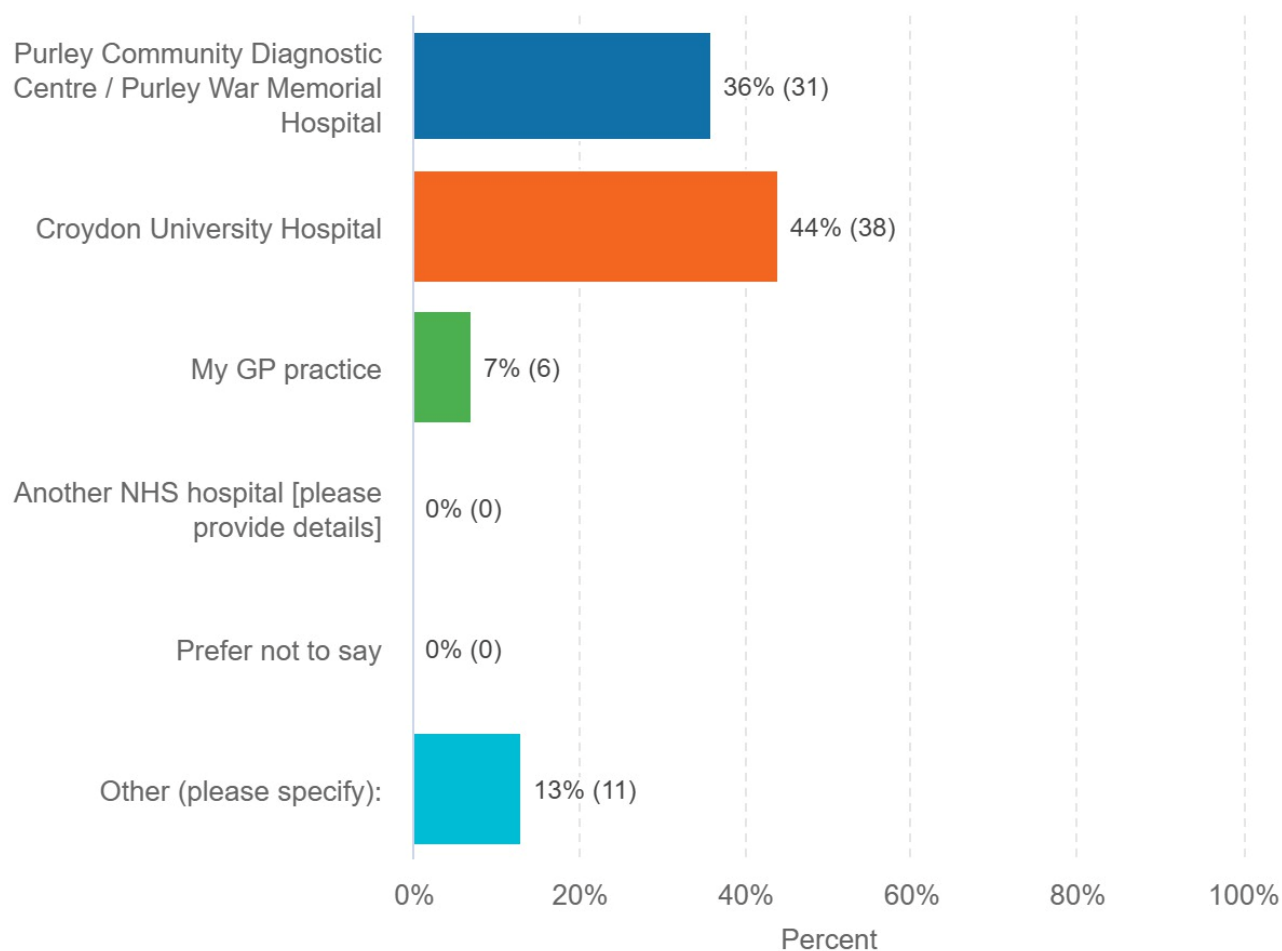
"By letter."

#### 1.4. Have you ever been referred for a diagnostic test, such as an X-ray or scan, or a check on your heart or lung function in Croydon before?



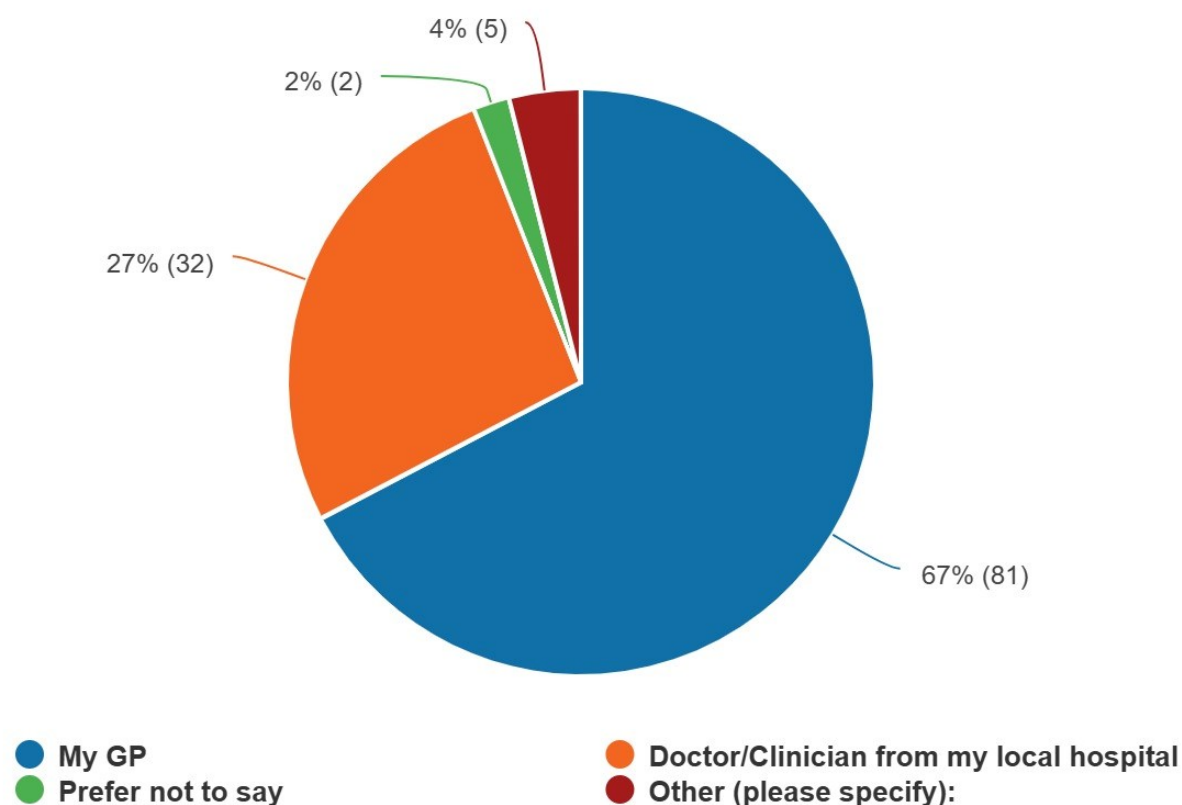
- Most have received a diagnostic service in Croydon, but over a quarter of respondents (28%) had not.

## 1.5. Where did you have this test?



- Just over a third had used Purley before; nearly half (44%) had used Croydon University Hospital. Smaller numbers had used their GP.
- Other responses were both for Croydon University Hospital and Purley, or just Croydon University Hospital/Mayday. Three mentioned Wallington, St George's Hospital and East Surrey Hospital.

## 1.6. Who were you referred to the Purley CDC by?



- Most had been referred by their GP, but over a quarter from their doctor or clinician from the local hospital.

### Other responses

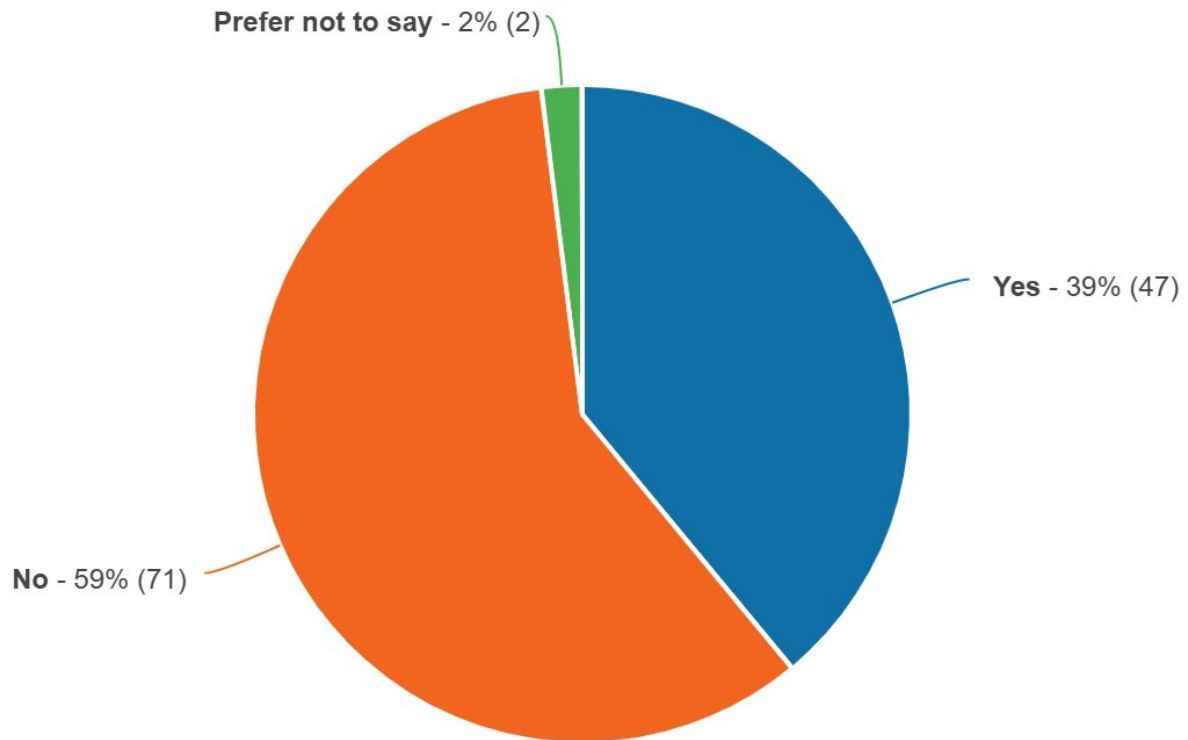
"Specialist from this hospital."

"Physio at Old Coulsdon."

"Physio."

"Midwife unit referred' and 'Family member."

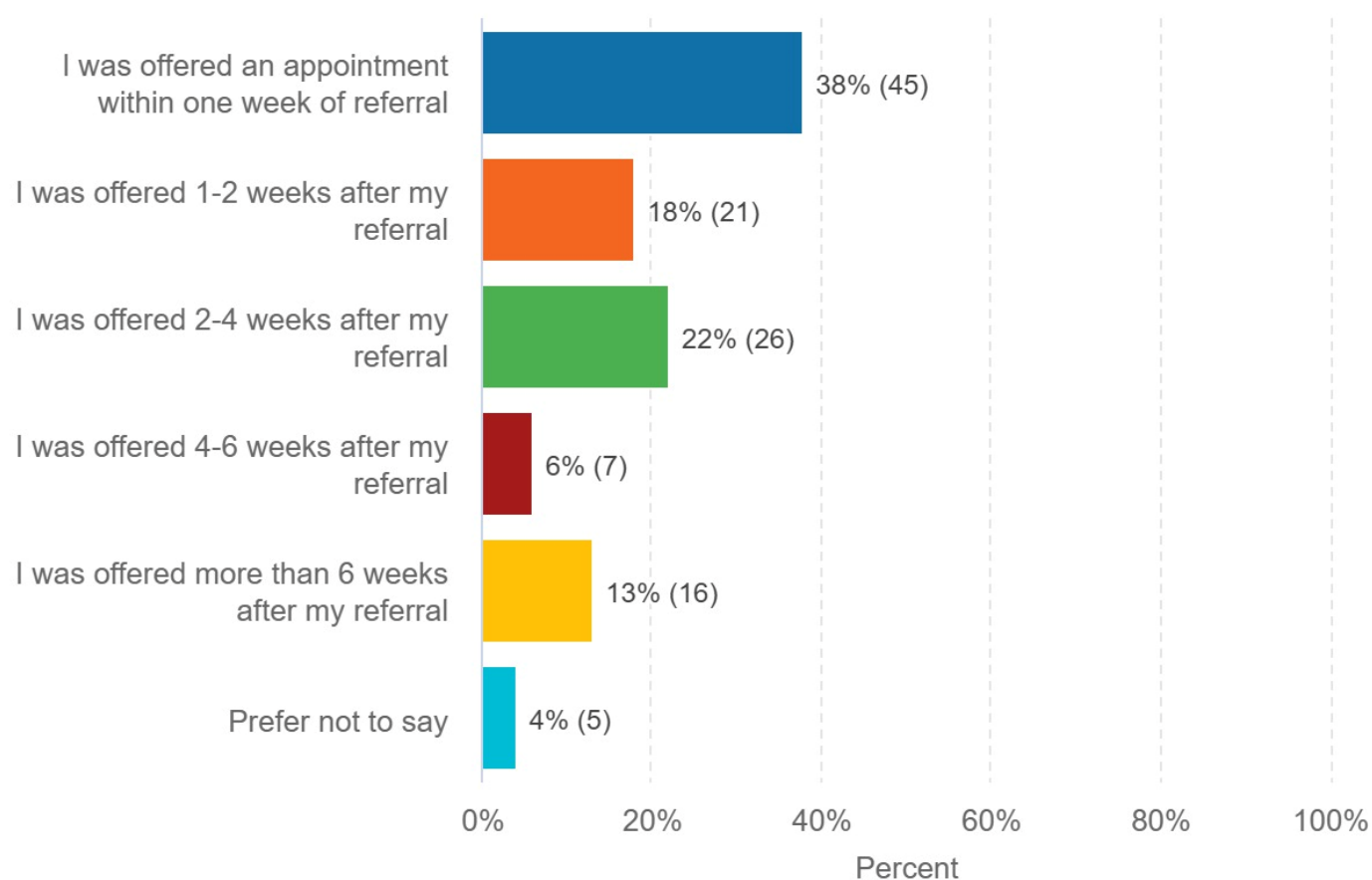
**1.7. When you were referred, did your doctor/clinician talk to you about the different locations you could have this diagnostic test and the various waiting times?**



- Most doctors and clinicians did not talk to patients about the different locations that patients could have this diagnostic test, suggesting a need for better communication.

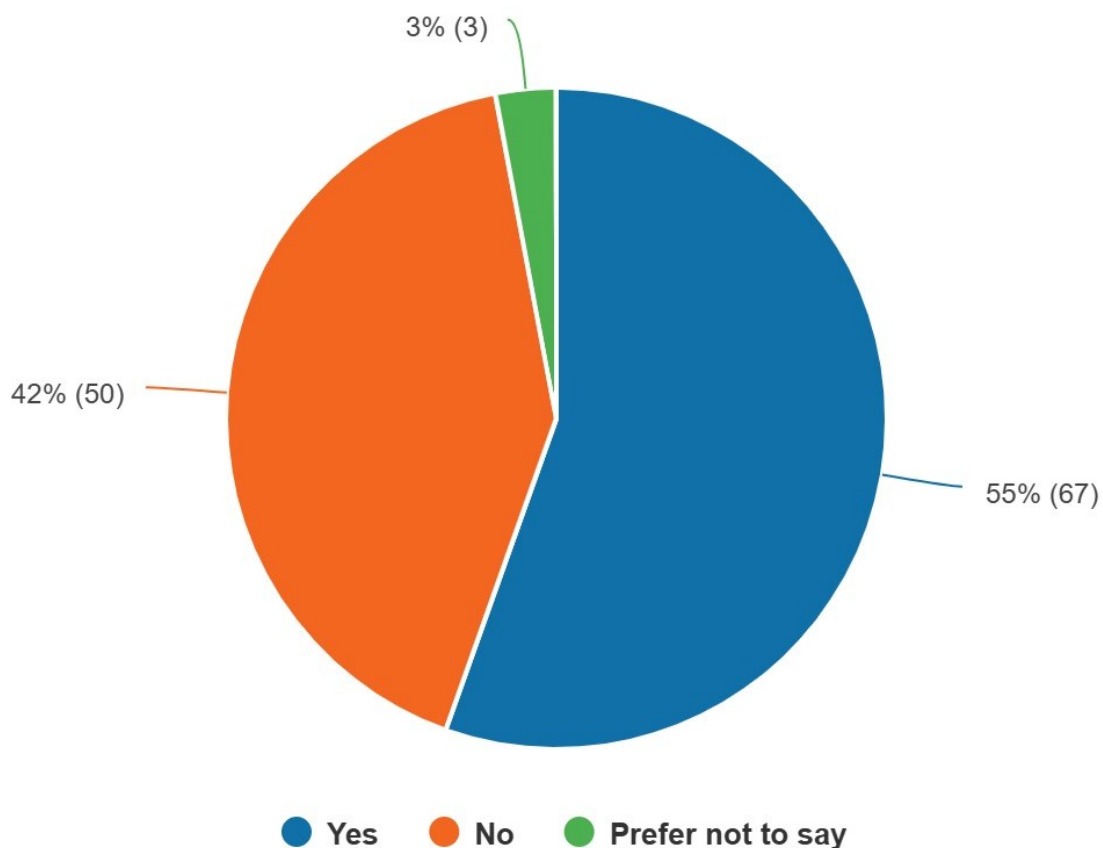


## 1.8 How long did you have to wait to get an appointment?



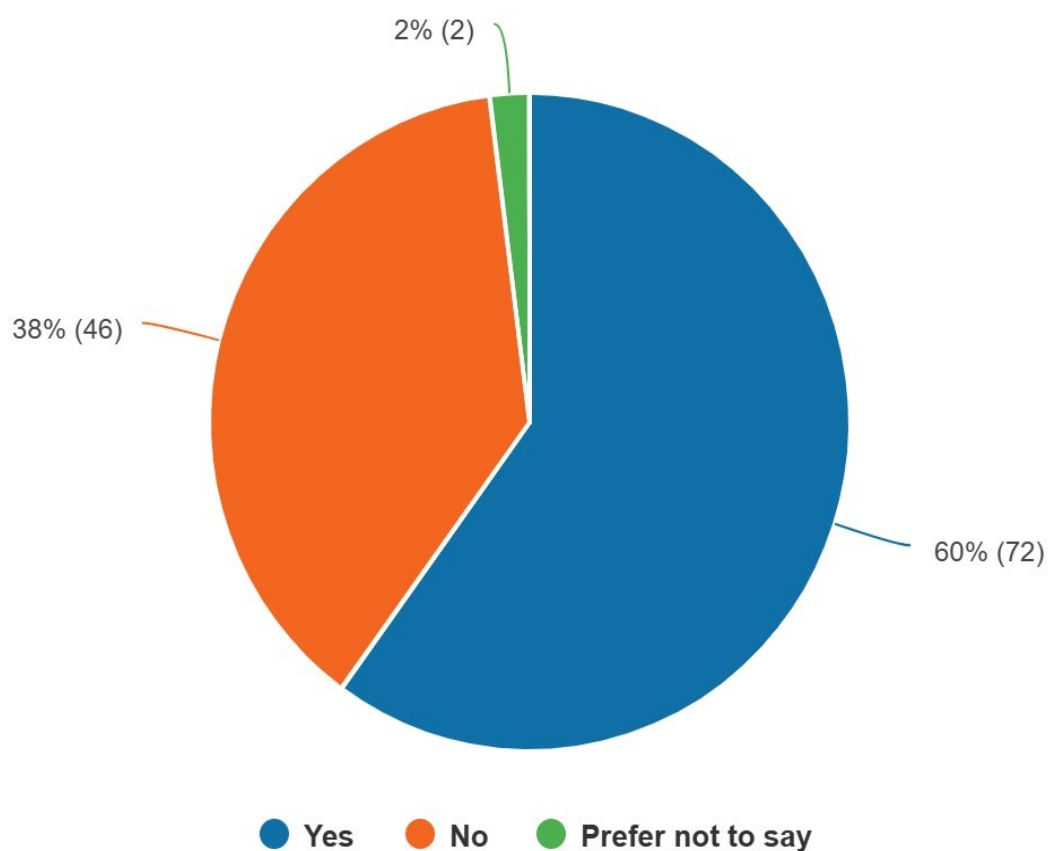
- Over a third were seen within a week of referral, with 18% seen within 1-2 weeks and 22% within 2-4 weeks.
- Nearly a fifth had to wait four weeks or more.

### 1.9. Would you have expected to have this test in a main hospital, for example, Croydon University Hospital?



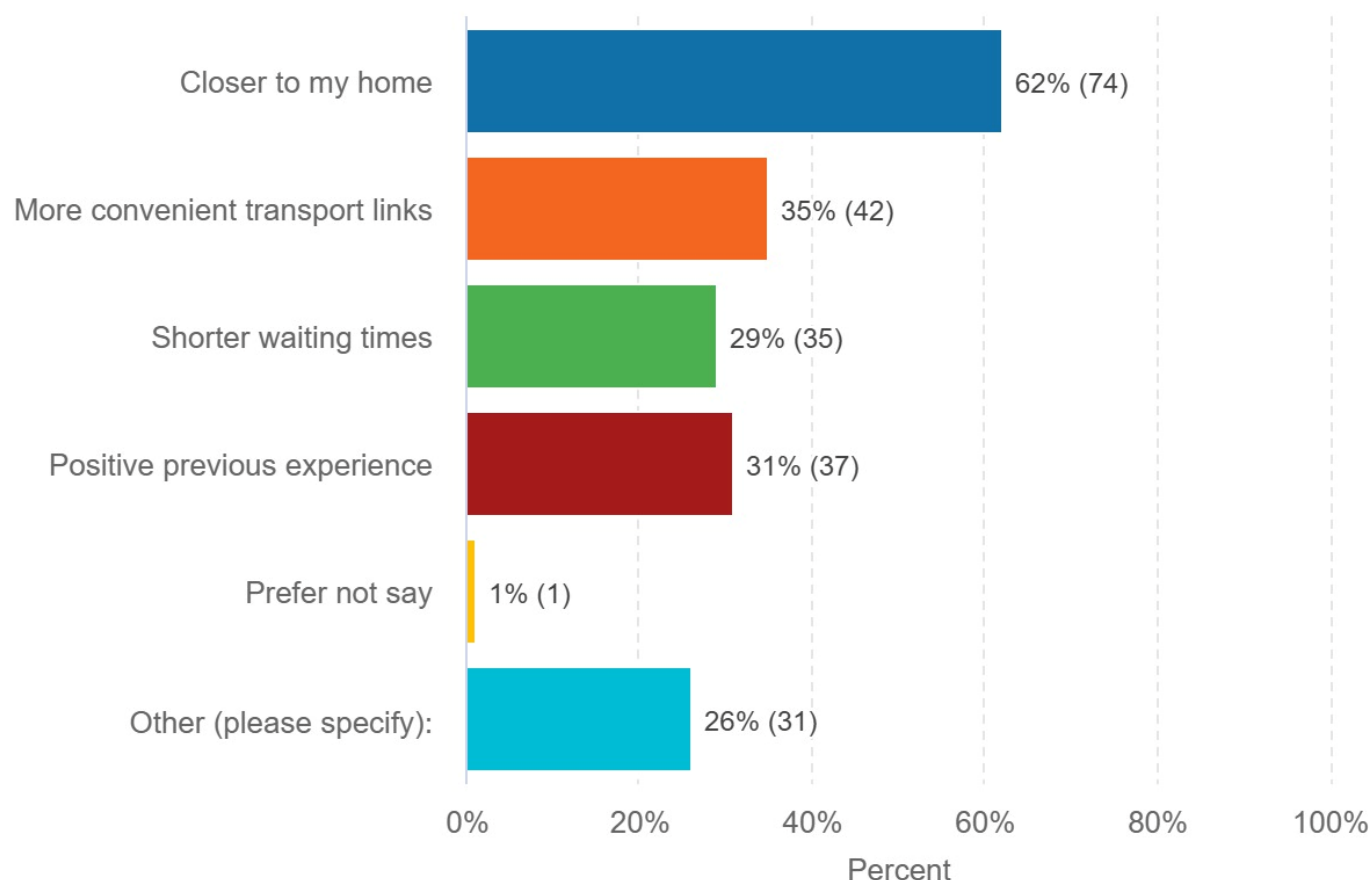
- Just over half would have expected to have this test at a main hospital suggesting the need to communicate community services more.

### 1.10. Were you aware that you could have received this test in another location other than a main hospital?



- Most respondents were aware that they could have received this test somewhere else.
- However, 38% were not aware that this could happen outside the main hospital.

## 1.11. If you had a choice of location – what was the main reasons for choosing Purley CDC?



- Most chose Purley CDC because it was closer to their home. Many also cited more convenient transport links, positive previous experiences and shorter waiting times.
- There were a mixed range of comments under Other with some giving other reasons to why they prefer Purley, some preferring Croydon University Hospital and some are not sure why they were sent to Purley.

### Other comments included

"I was given this location was quite happy with it."

"I prefer Croydon university because of distance."

"Croydon uni hospital is closer to where I live."

"There is a direct bus route."

"Not closer than CUH."

"Smaller and more friendly."

"Also, I can have blood test here today."

"Smaller clinic."

"Smaller units not daunting, everything is within an easy reach and well signposted."

"Closer to work."

"I stay quite far away but it's fine. It is still within Croydon."

"You're not supposed to drive after this scan so I can walk home at this location."

"It's better as it is quiet here and not many people, so just feel more good it's just very busy at Mayday."

"I prefer university hospital."

"I did not choose here would have probably gone Mayday closer."

"They have equipment, and I know where the hospital is."

"Mayday is bigger and more confusing."

"I like the man who does the scan."

"It's difficult to find my way around mayday hospital."

"Less busy."

"CDC is further away."

"Work here."

"Prefer main university hospital because it's closer to where I live."

"Actually, further away, less convenient, unsure why referred here, perhaps it's where the person needed is located."

"Further away."

"No knowledge of this, family member booked it."

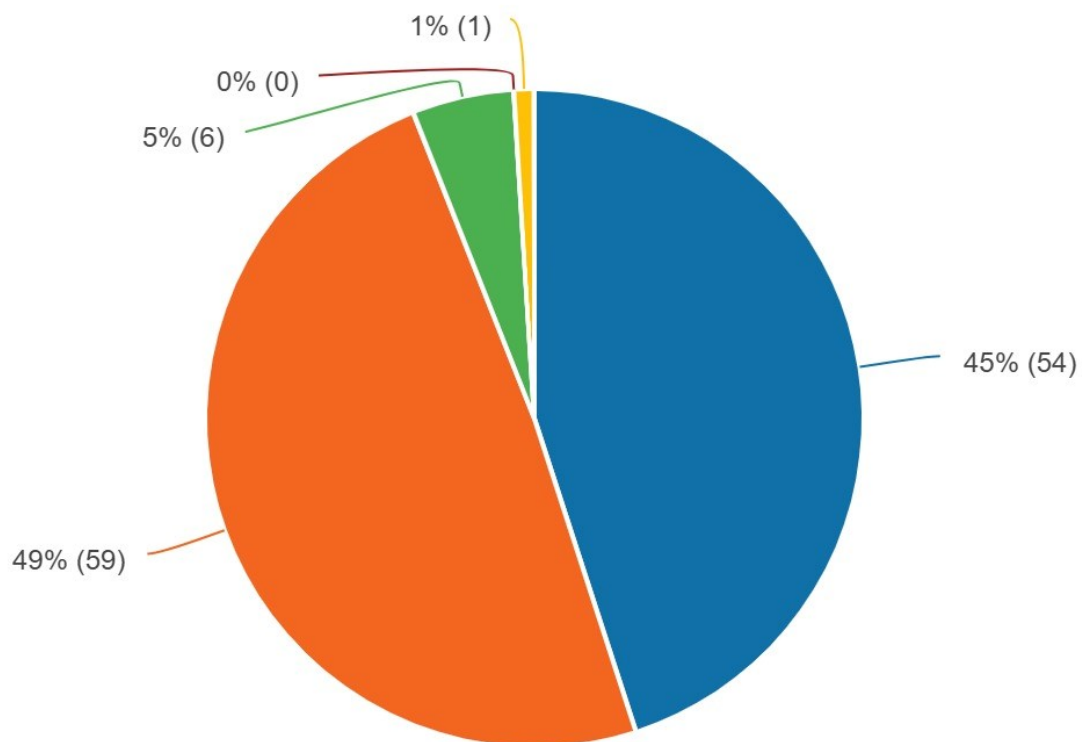
"But we prefer Mayday because there's more appointments."

"No wards here at CDC."

"Easier parking."

"Not easy."

## 1.12. How easy was it to travel to the Purley CDC?

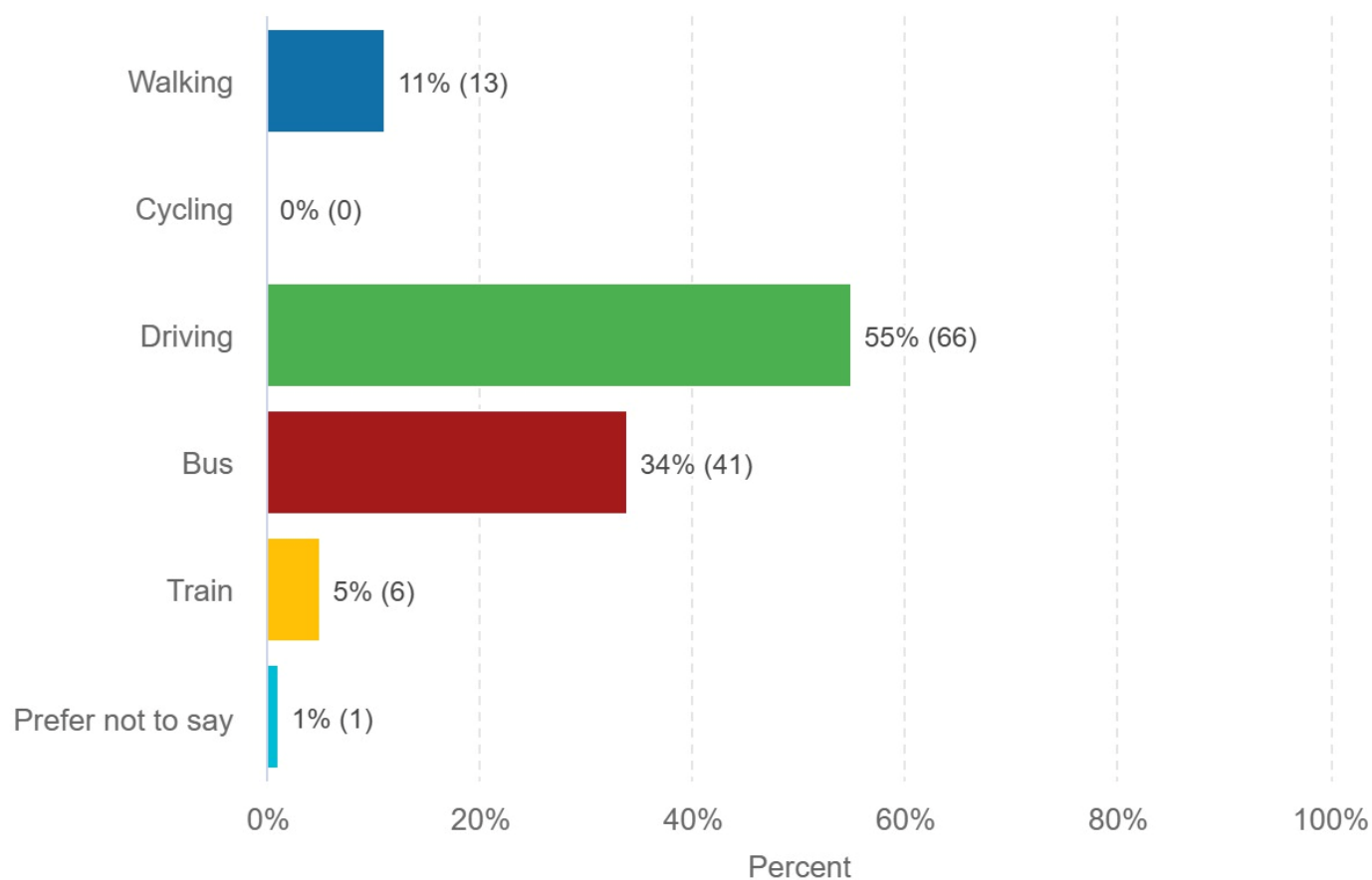


● Very easy ● Easy ● Not easy ● Not easy at all ● Prefer not to say

- 94% found it very easy or easy to travel to Purley CDC, with 46% finding it very easy.

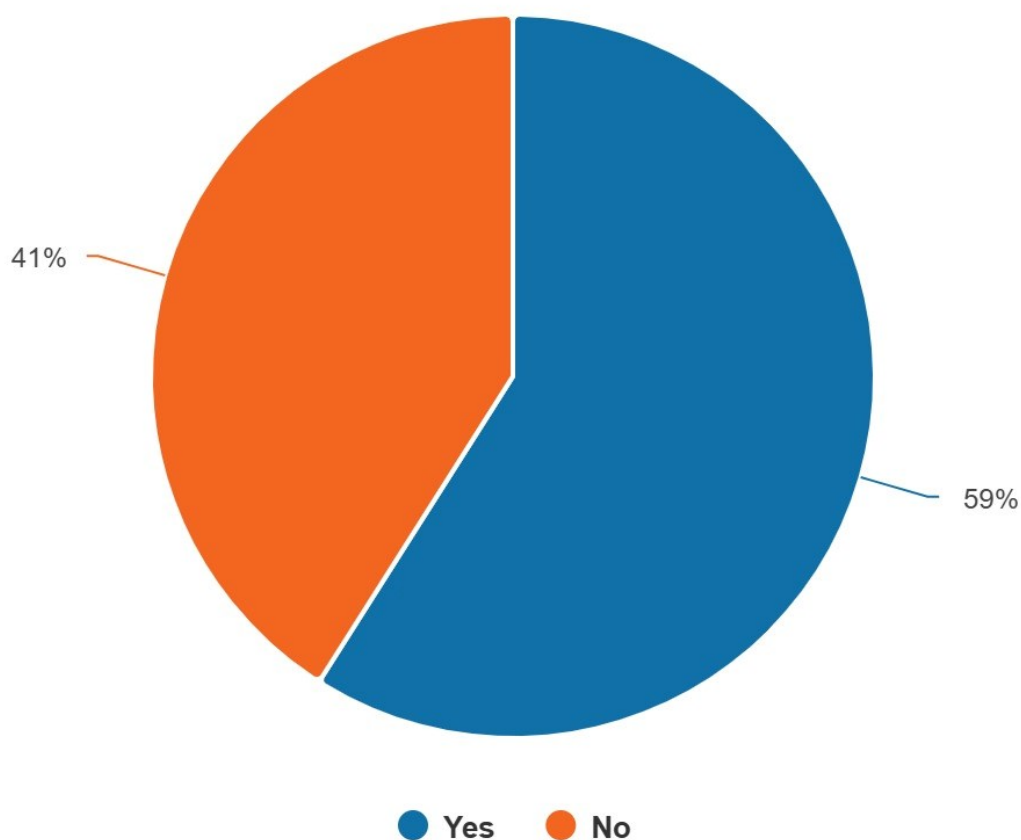


### 1.13 How did you travel to Purley CDC



- Most (55%) drove but over a third (34%) came by bus.

### 1.14 If you used the car, were there parking spaces available for you on site?



- Most who drove could find parking spaces on site, but 40% could not.

#### Yes

"The patient has a disability badge."

"Fine."

"Quite a lot of space."

"It's a bit expensive, not very many spots so a bit of anxiety."

"Easy parking – keep it like that."

"One or two spaces available."

"It was quite busy."

"Have to pay, was easy to park today but sometimes it is not easy. Ringo is available in the car park next door but unsure how to use that yet."

"Blue badge holders."

"I have disabled badge."

"We are blue badge holders."

"Car park was full, but I have a disabled badge and there was one spot."

"Waited 2 minutes for someone to free slot."

"NO. PARKED IN CAR PARK BEHIND PUB."

"There are but it is expensive. Park off site because it is cheaper."

"If I didn't, I'd have gone to Tesco."

"There are spaces, but it is expensive."

"A couple parking spaces on site."

"One parking spot was left and the client managed to get it."

"Only had to wait 5 minutes, which he stated was fine."

"But having to wait for parking for about 10 minutes and today was a good day, normally a bit more of a struggle to find parking."

"Managed to get a spot outside the facility."

"Had to pay despite being a blue badge holder."

"I had to wait for a car to pull out."

"Just dropped off by spouse."

"Friend dropped service user off."

"There were spaces usually me but sometimes there is a wait, and cost of parking is expensive – £3 minimum and sometimes only in the CDC for 20 mins."

## No

"I parked at Tesco."

"I got dropped off only."

"Was in a taxi. Came out the taxi at a traffic light."

"Locally parked."

"Parked locally."

"Around the back parking."

"I did not check parked out somewhere else."

"No parking spaces available on site."

"Parked at Tesco's nearby."

"My husband dropped me and is going to pick me up, so we didn't park."

"Took taxi"

"Got dropped off."

"Didn't park on site."

"Car park very limited on site but plenty of parking nearby in Purley high street/ main car park."

"No came with husband who is waiting outside in the car."

"Had to park down the road."

"Got a cab."

"Parked on main road."

"Got dropped off."

"Parked offsite."

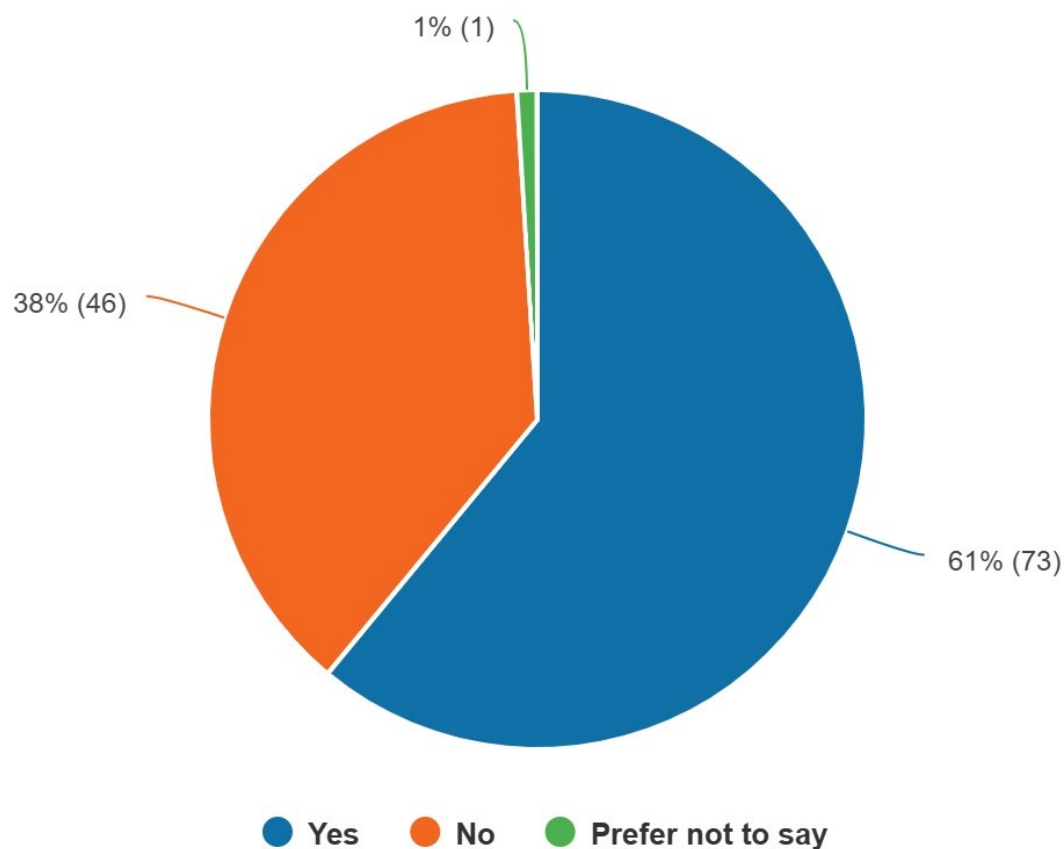
"Took cab."

"Parked in Tesco."

"Dropped off by cab."

"Parked at Tesco."

### 1.15 In advance of your appointment, were you provided with information about what to expect during your test/scan?



- Over 60% were provided with information.
- Many felt they had the information they need, and it was clear, usually by letter, leaflet or consultation with staff
- Some did not have enough information, expecting surgery when it did not happen, but many who come here routinely for tests did not expect to get information.

#### Yes

"I'm very happy with the service here they are very polite, don't have to stay here longer than I have to."

"I have had experience before with the test."

"Information related to the procedure."

"It was in an email, text messages it was quite comprehensive."

"The letter was very informative, how to prepare and what to expect from the appointment."

"I got a letter about procedure, how long to wait, what to expect, fasting details, dress comfortably."

"All the information, knew what to expect."

"Sent letter which included instructions surrounding the ultrasound "

"I had a letter of what would happen on the day. I received a reminder via text. Staff attitude was great, and they were very friendly. I was able to contact reception informing them I would be late, and I was given 10 min grace."

"I received a letter and also it's a drop-in session."

"Was aware of the procedure. Does not remember the advice GP gave."

"A thorough description."

"Gave information related to the form of scan."

"When they sent me the letter it told me about the CT scan."

"It came with the letter. Tells you to drink and not eat, it's quite comprehensive."

"Letter."

"Explained the procedure of the appointment. Not a thorough explanation."

"Was given a letter."



"It's a leaflet."

"It's a standard X-ray so you know what to expect "

"By letter."

"Basic brief description of what to expect."

"Didn't give information directly but gave information via letter."

"In post."

"The letter gave information based on clothing and procedures."

"They gave me a letter detailed the Information."

"Letter."

"Text message."

"Given a letter but cannot remember what the letter said."

"Yeah, when my daughter had an ultrasound, she did."

"They briefly told me what to expect and gave me printed materials."

"It's all on the letter I have got."

"Gave me time slot and that about it."

"The X ray technician."

"Letter explained the procedure."

"The procedure was given on a letter."

"They have sent me a letter with information."

"Dexa scan yes, by letter."

"Nurse phones her or she gets a letter."

"From a GP, verbal description."

"Go gave verbal description."

"Letter in post and leaflets."

"Not sure."

"Leaflet provided."

"Information about how it will be a routine checkup for her and her baby."

"Came via letter. Explained the procedure and there was a reminder via text."

"Letter in post."

"Sister explained all the tests to him."

"Via leaflet with an enclosed letter."

"Yes, I got a letter and an information pack of what to expect."

"Information leaflet was emailed to the service user."

"Verbal explanation at the meeting but not prior."

"In the post."

"Gave client a letter."

"The information was about what to expect."

"It was in the letter."

"A was given a letter and instructions on what to expect on the day."

"The consultant gave the procedure."

"Discussed with GP."

"Dr explained this."

"Dr explained this thoroughly to patient beforehand."

"Letter."

"Dr has discussed this previously, so they are aware."

## No

"Not about Purley but yes about the X-ray."

"I knew they were going to do a check-up."

"Not really they said I will hear from the GP."

"Not really."

"Had it done before so didn't have any concerns."

"I don't know if I'm honest I know that I must have got a letter, but I don't know now."

"I am here routinely."

"It's a blood test pretty obvious."

"Just an X-ray."

"But I knew what to expect as I have had it done before."

"Maybe they will when I have my X-ray."

"There's not much to explain."

"Not really."

"General information about ultrasound but no specifics."

"Just date and time."

"I just got a letter giving me an appointment. I thought the surgery would be today so I called this morning to ask if I had to prepare for the surgery but they said there was no surgery today so that was weird."

"Well as it is a follow up appointment, they guess that I know what I am coming for."

"Only said the method of scan."

"No one explained."

"I've been here."

"I come here every so often I am familiar."

"They just send me appointment letter date but no explanation just that it is diagnostic."

"Just fitted with monitor and given no information."

"It's a blood test."

"Already knew what to expect."

"Have had a previous DEXA scan, so not unfamiliar with the process."

"Nothing, I was just given the location."

"Didn't receive much information."

"Knew that they would have the test but was not aware of the procedure."

"Wasn't necessary."

"Given time and location."

"The appointment was arranged rapidly and no one gave me details other than its chest related diagnostic."

"The hospital sent me letter and instructions on what to expect on the day."

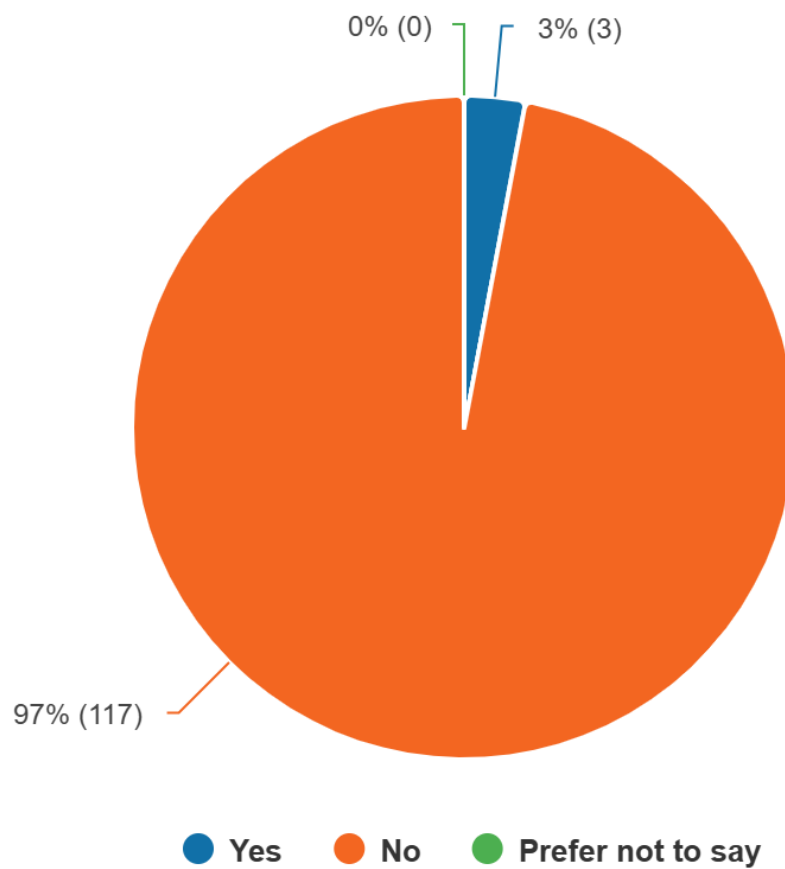
"I got here, and I was informed what to expect."

"No letter was given but I have done it before so knew what to expect."

"They knew what to expect already."

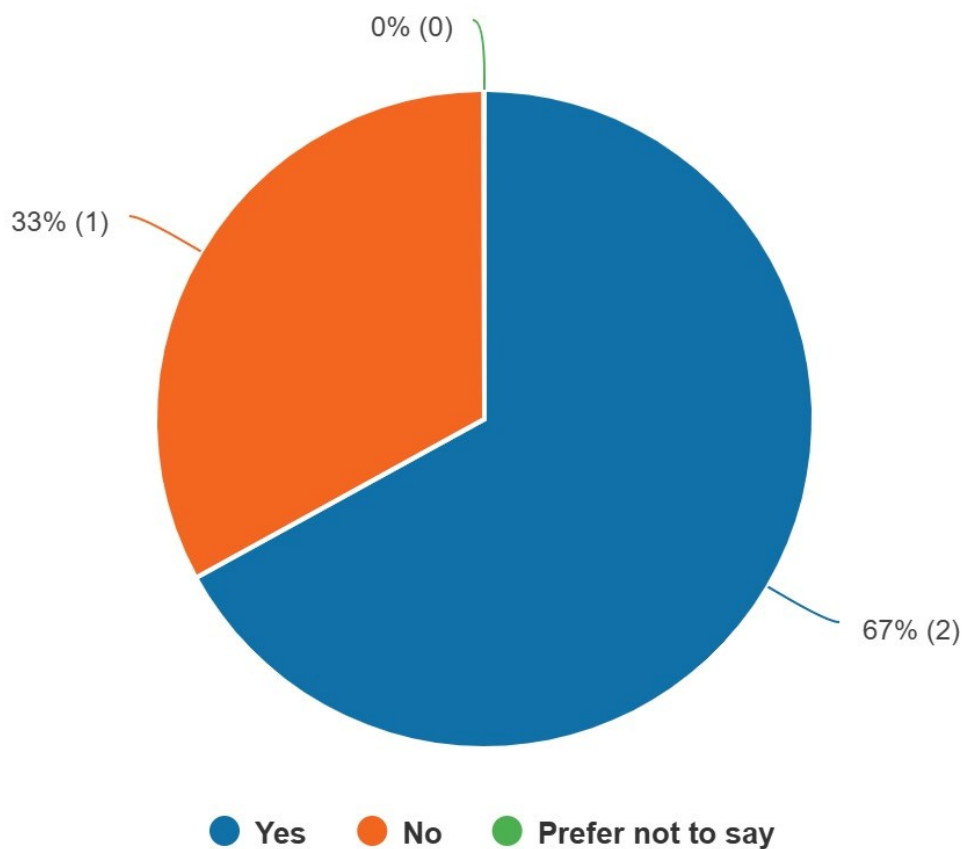
"Blood test."

### 1.16. Did you need translated materials or interpretations services as part of your appointment?



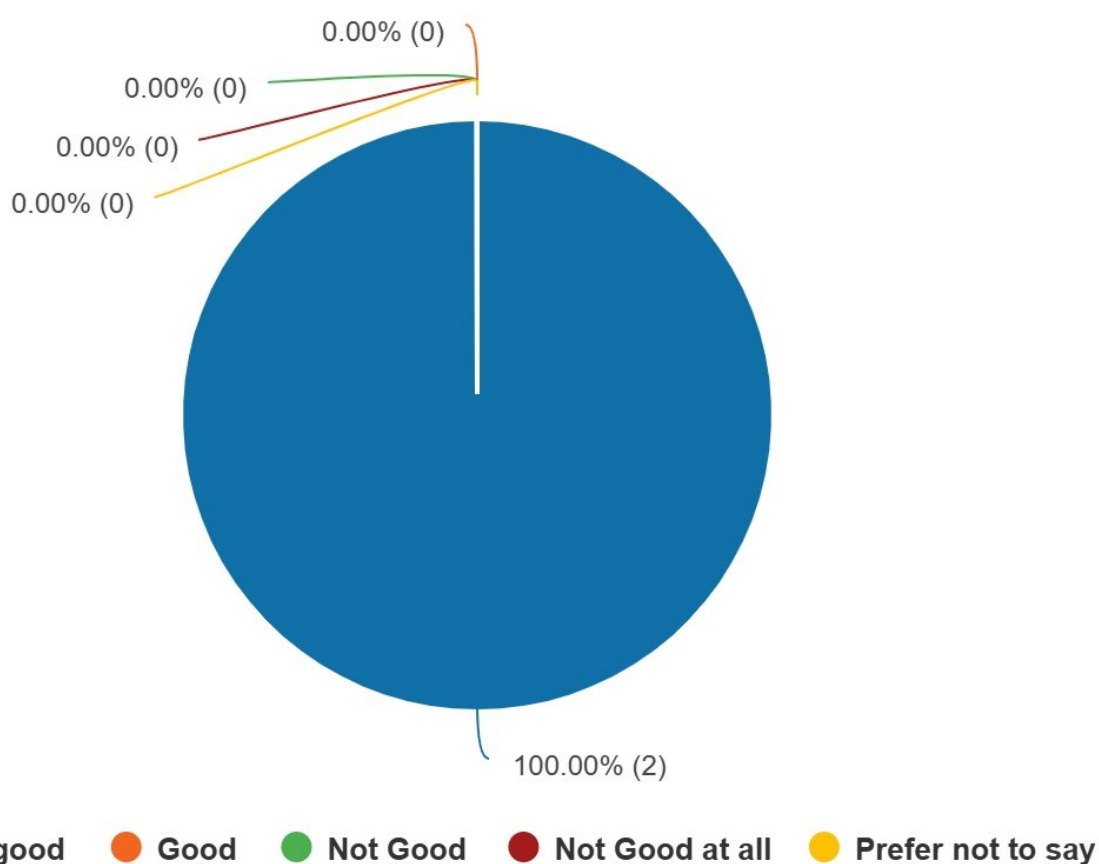
- Very few needed translated materials or interpretation services.

### 1.17 Were you offered translated materials or interpretation services?



Of those who needed it, two out of three were offered services.

## 1.18 How useful were the translation or interpretation services?



- Both of those who used them found them very good.

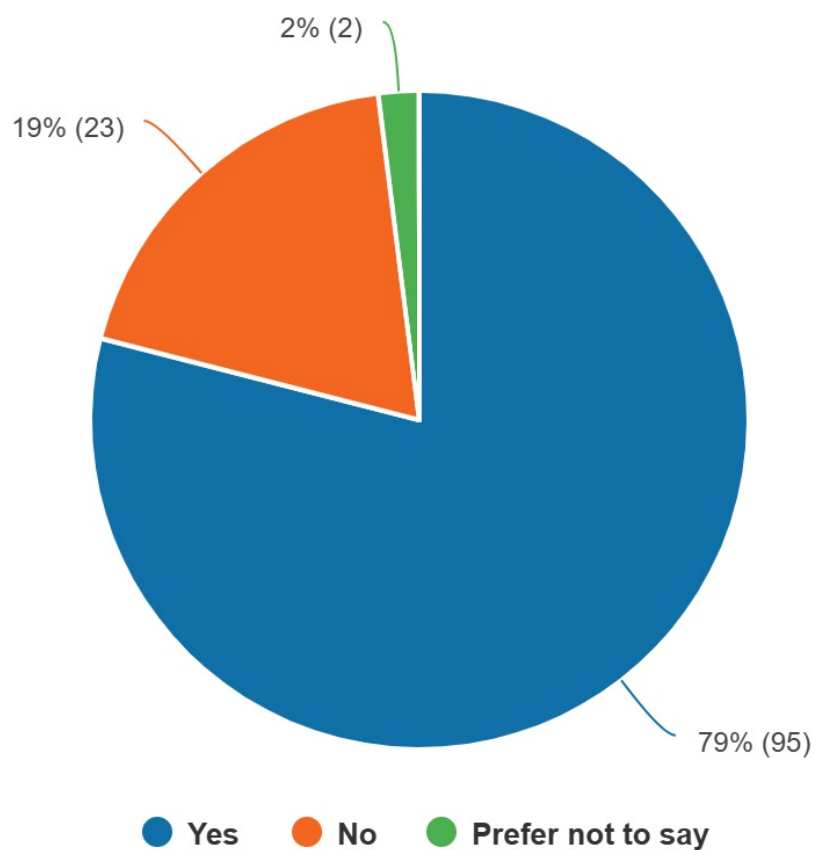
### Comments:

"Felt like he understood very well and was very helpful."

"The doctor and the translator were both good."

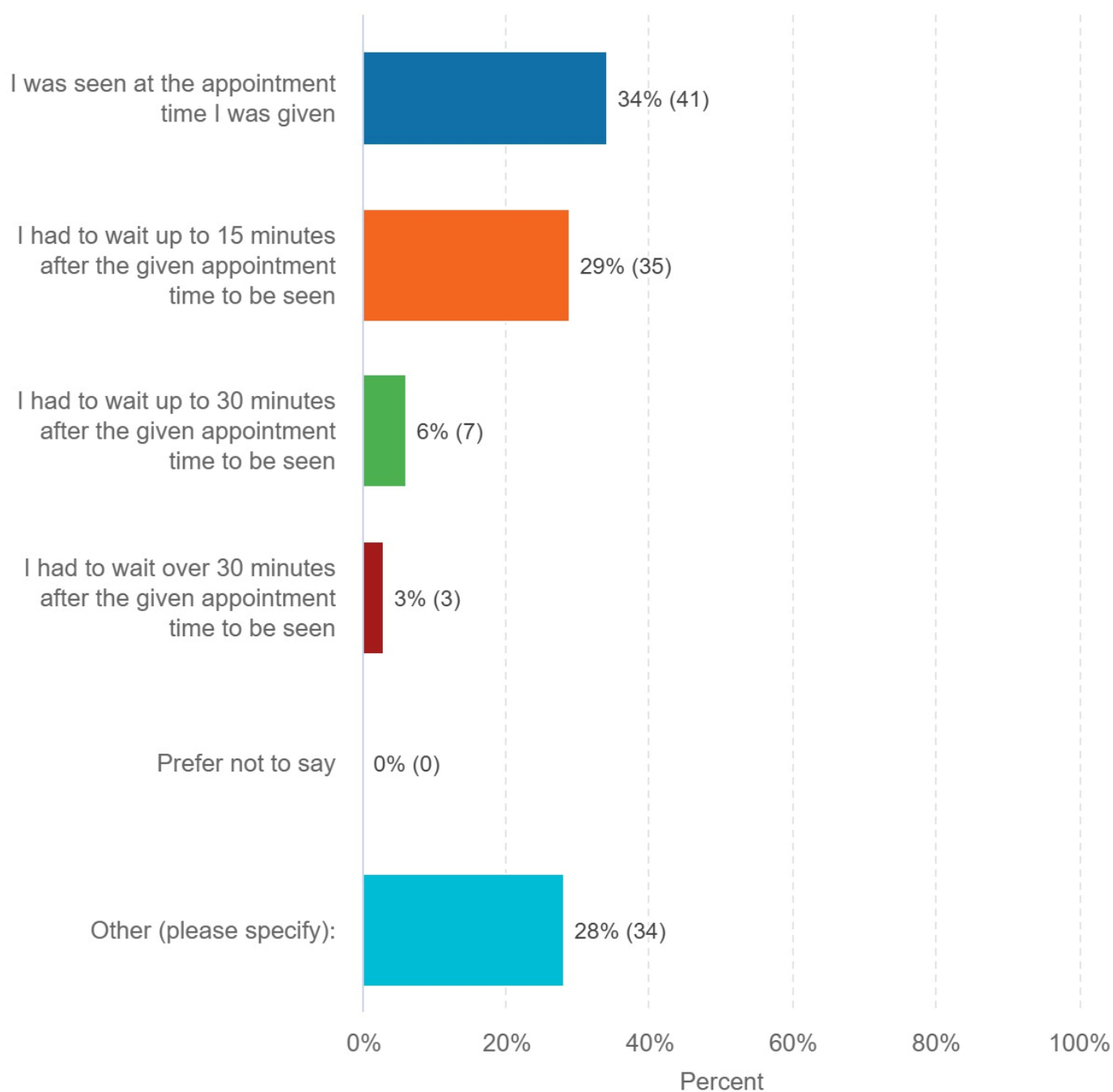


## 1.19 Were you greeted on arrival?



- Nearly 4 in 5 were greeted on arrival.

## 1.20 How long did you have to wait for your appointment?



- Over a third were seen at the time given, with just under 30% waiting 15 minutes

## Other

"I am early, but normally don't wait that long, they tell you not to be too early too, so they give you a lot of information."

"Doctors didn't refer me fully."

"Seen early because I arrived early."

"Arrived early."

"Actually, was called to see if I would like to be seen earlier."

"Appointment time not yet arrived."

"Walk in, time for blood test only."

"Not sure."

"Wait for about 5 minutes."

"Drop-in appointment."

"I arrived early and was called in about 20 mins early."

"Arrived early."

"Still waiting."

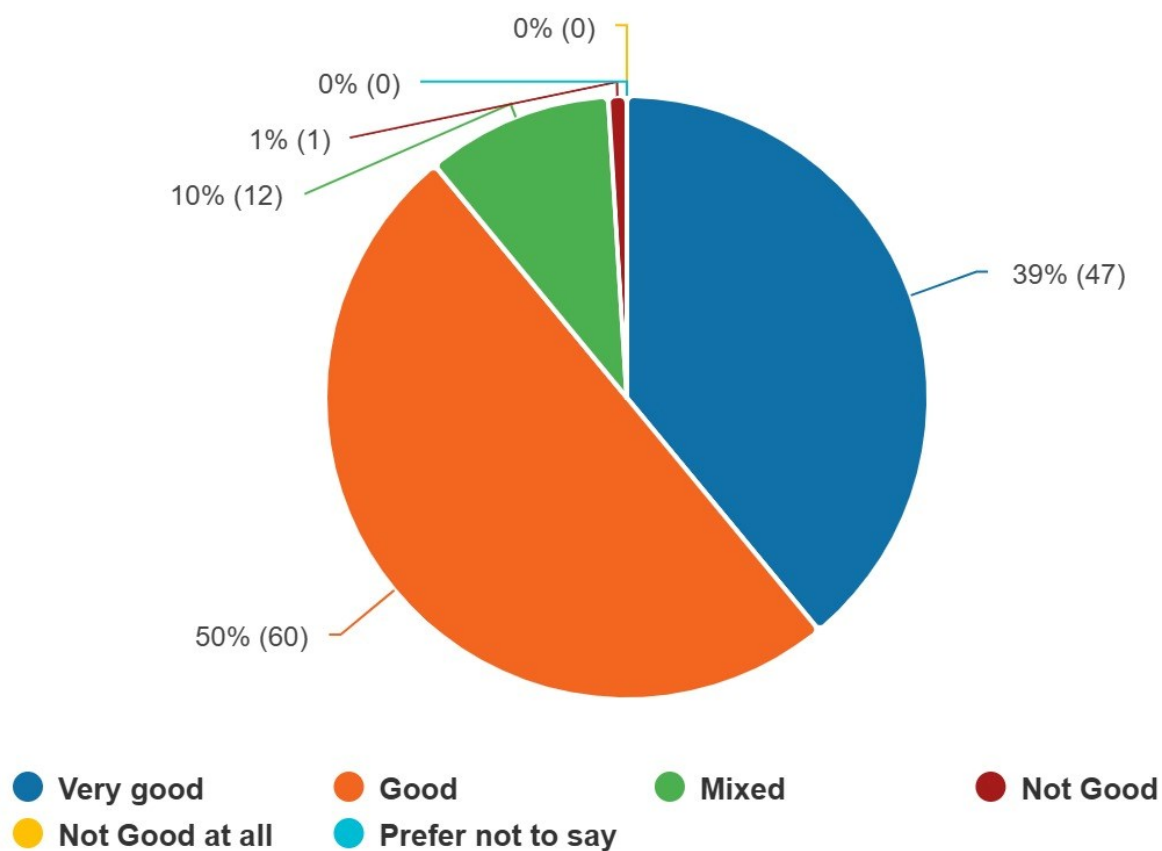
"I was early but still haven't been seen."

"Not a specific appointment time."

"10 minutes."

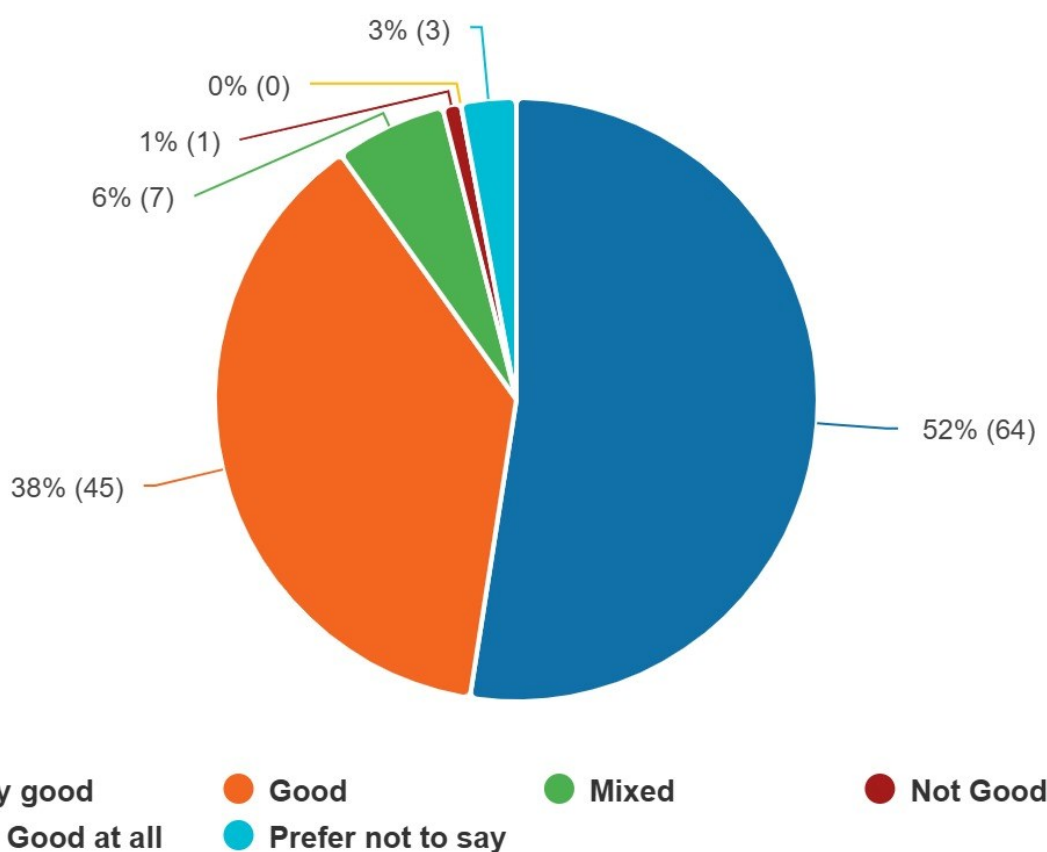
"Arrived early and seen straight away."

## 1.21 How would you rate the waiting area and facilities at Purley War Memorial Hospital?



- 89% rated the waiting area and facilities as good or very good, with 38% stating they were very good.

## 1.22 What was your experience of using the Purley CDC?



- Over half (52%) said their experience was very good, with a further 38% rating these as good.
- Only one respondent did not rate the CDC as good.

### Very good

"The staff are very welcoming and helping, particularly the reception and temp is always nice and warm."

"Quite happy with everything as it is."

"The staff have been very helpful."

"Very helpful and friendly staff particularly the reception lady."

"The staff were very helpful and nice. Staff were lovely."

"Never had to wait very long, everyone is very friendly, smells nice."

"Very friendly team, very approachable, providing excellent quality of care."

"Been here a few times, very clean and inviting, staff friendly and low waiting times."

"Welcoming, seen quickly."

"Very happy with the lady who did my scan."

"Very quick, convenient."

"Convenient and friendly staff."

"Location is within reach. They were easy to reach."

"Staff attire is great."

"Professionalism, good customer service very attentive, great lady at the exam."

"I went into the other reception to ask where to go and they were very kind. Here they are very nice as well."

"Promptness and friendliness."

"It's nice, clean no complaints."

"Good location and it's smaller, manageable easier to walk around."

"Little confusing because this diagnostic centre is fairly new."

"No wait and easy access."

"Came in, it's warm, didn't have to wait and only here a couple of minutes before taken in. No screaming or shouting, better than Mayday."

"Fast, efficient and do the job, as opposed to having to find the place and sit there with 30 or 40 other people waiting."

"The friendliness of the staff."

"Much better than going to mayday hospital where it takes longer."

"Good overall, it's a walking centre I have used today after I spoke to someone yesterday and it's near to my house."

"First time today."

"Very good you don't have to wait."

"I was literally in and out walk-in centre."

"Very nice, very clean. Easy to find."

"Facilities are all here, car parking, GP, emergency services and scans all here. I like the cleanliness. cleaners very good."

"Convenience and use of different services – they have all been good."

"It just does what it says on the tin. You come in, get your blood test done."

"Very friendly staff intimate and more space in waiting area."

"Service provider knew what to do."

"Very good and clear directions from the moment we were greeted."

"The staff are nice and it's quite quiet."

"I do like coming here."

"The services are normally very good."

"Self-sufficient and I don't have to wait long."

"There were no problems."

"Doesn't have anything to add- is happy with experience."

"Been consistently good."

"Very efficient for any appointment like orthopaedic, staff is helpful with directions and everything."

"First time so far so good."

"All the staff are nice and helpful."

"Clean, welcoming and fast service." "

"It's lovely here, overall."

"Everybody is very professional, nice and helpful. The environment is clean."

"Excellent."

"Well attended to, greeted properly."

"Great service all around."

"Quick timing efficient and polite."

"As soon as the client came in, the reception asked if the client needed help. The staff are friendly, and they gave the client information straight away."

"Nice and clean, good service short waiting times."



"No wards, I am a cancer patient so it's important that I don't have the engagement with possibly I'll patients and my chance of getting an infection of any sort is reduced. Also, every diagnostic I have had here was very smooth and quick. The staff are lovely, particularly Jenifer at front desk in CT."

"It's comfortable and easy to walk in."

"It's very nice and the staff are polite."

"Seems very pleasant here and running smoothly."

"The staff are, and doctors are very helpful."

"Short waiting time, plenty of room in waiting room."

"Staff are really good."

"Friendly doctor who she's had for a few years now. Services are clean and the CDC is easy to get to."

## **Good**

"They did not have the right equipment for measuring the curve of your spine (scoliosis).

"People are friendly – quite."

"Directed to CUH still go today."

"Peaceful."

"Nice and warm, comfort seats and toilet if you need it."

"Easy to find."

"Everything was hassle free."

"Peaceful quiet."

"It's convenient and it is close to home."

"Generally, always had a good experience. Staff are friendly and always willing to help. Waiting times are good."

"It's alright."

"Today I waited long but overall, it's been good."

"It's not chaotic."

"Everything ran smoothly."

"Shorter waiting times and there are few people waiting here."

"So far."

"Easy to get to, clean and warm."

"It's OK."

"It's clean, very local convenient."

"Apart from running late which is annoying. I arrived early."

"Been here several times surroundings are good staff are helpful, responsive."

"It's convenient it's always fast, does not feel like a drama."

"No previous issues."

"Very convenient."

"So far so good."

"Just peaceful and joyful and you don't feel like you are in hospital."

"No waiting and friendly staff."

"Everyone is pleasant, friendly and helpful."

"The X-ray department waiting area is far too small and cramped. But the service and staff interaction are very helpful indeed in the X-ray department and for X-rays I was seen on the day I walked in. very quick service much better overall than Croydon University Hospital as fewer patient numbers."

"Staff knew what was happening."

"Easy to get to, smooth experience."

"So far my first time here but it's been good so far, been to main hospital before it was decent experience."

"Easy to see where things are and where to go."

"Clear signs and layout."

"It's not as busy, not chaotic. Calm."

"Just good."

"Staff attitude was great."

"The staff attended to me, and I was seen immediately after I arrived>"

"My general experience was good because I was seen on time."

"The staff are nice, treat the client well and explained the procedure to service user."

"Everyone was polite."

"Service was prompt."

"I am quite pleased. It is difficult to book an appointment, you can wait 25 mins to an hour."

### **Mixed**

"Tend to have not the best outcomes with the consultation."

"The experience is pretty fast. It is easy to get to".

"Not enough information provided."

"Because sometimes it's good very fast, sometimes its late. Then you see different doctors and they don't give enough time."

"Receptionist was not helpful with where to go; she could have showed me where it was. Bit of an attitude too. It's my first time here and she kept repeating the same thing, wasn't helpful."

"Finding this place is a joke. Signs are confusing. There is one sign on the floor saying turn right, but nothing is there. I actually went to CT and was told to come here. The sign for the elective centre is with signs for gynaecology."

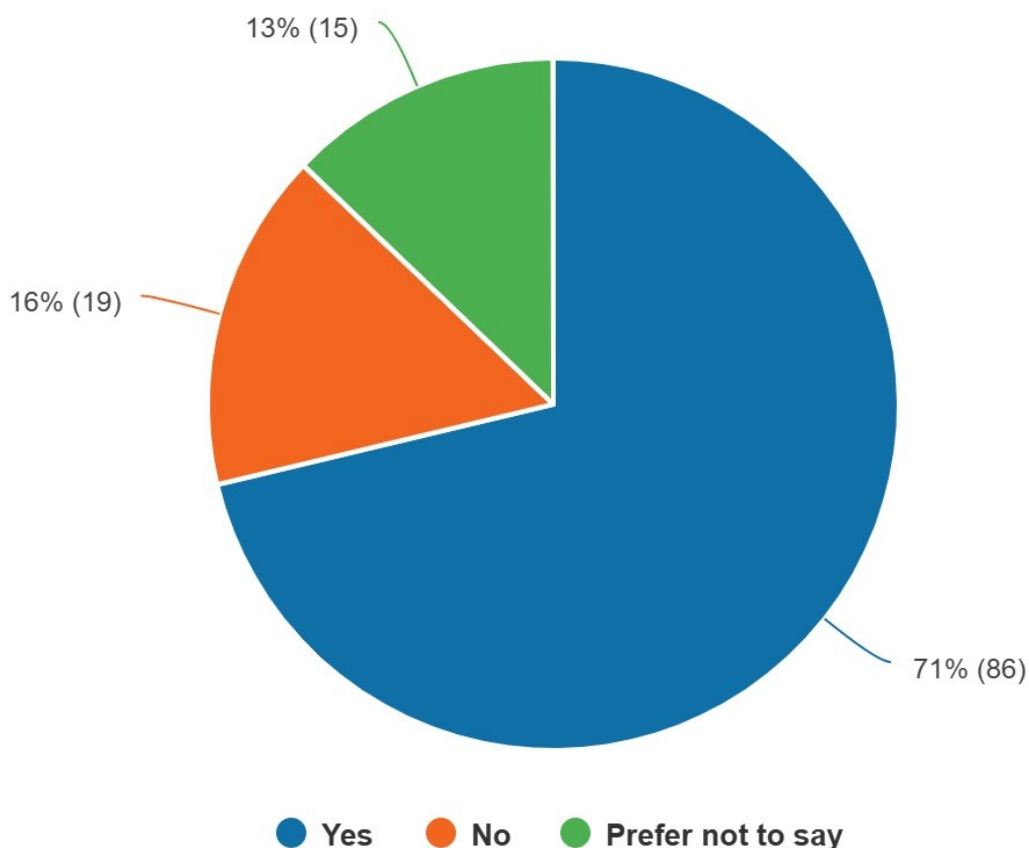
"Just used the blood facility- very simple experience and no complaints."

"A little cramped in the waiting area, but it's the quality of services that matter."

## Not good

"The signs are not very good and clear for elderly."

### 1.23. Do you feel that the location of services at Purley CDC has helped you maintain or improve your health?



- Over 70% said that having services at Purley has helped maintain or improve their health.
- Reasons focused on convenience, easier access, a more relaxed atmosphere, and shorter waiting times.
- Those who did not think it had helped had more complex long-term conditions or lived further away from Purley or could not see the link between location and improvement in health.

#### Yes

"Fantastic to finally have all this services here in Purley"

"Very easy access so yes doesn't find it different at all."

"It's closer to home and very convenient."

"Very good at scanning and checking everything."

"More local."

"I am able to see the healthcare professional whenever I can for ankylosing spondylitis (autoimmune). More local community care. having previously gone to Croydon University Hospital even rheumatology is now in Purley – about three years. Much more convenient to come here. One appointment here one in in Croydon – sharing appointment."

"Easy to access, not waiting long for referrals."

"Easier to get in not complicated to get in."

"More relaxed."

"I don't have to wait long for appointments which is good for my health."

"Very much the service keeps me on point with my health."

"It was a check-up. Recommend and referred by the doctor which was convenient."

"It's good conscience to our house."

"Of course, because I don't have to stress going up to CUH."

"It is the first time coming so was not able to give an answer."

"Had two choices of hospital, Purley War Memorial Hospital and Croydon University Hospital."

"It's okay."

"Easier to get to."

"It's close to my home so yes."

"Everything was easy."

"Because it's such easy access."

"Convenient and not the main hospital with A&E services."

"I've got confidence on them."

"A lot easier and convenient and time frames, easier to juggle for me as a carrier for my mom."

"Have had the scans earlier than scheduled appointment."

"Very handy near to where I live."

"Because of convenience to my home."

"Definitely."

"Because it's faster to reach Mayday is further away."

"More local then CUH."

"Because of the facilities its local."

"It has maintained my health."

"Close to home."

"Because of the location and convenience."

"Because it's close to where I live."

"It's very good and I use it for other things."

"It's convenience to have a clinic that offers GP hospital and CDC diagnostics so close to my address."



"First time coming here in 74 years."

"The services are close to where the client lives, and the services are in the same building."

"If it was in Mayday I would change the appointment."

"Convenience."

"Less stressful because it is more convenient."

"Closer to my house."

"It's easy to get to and local."

"It's going to improve my health as quick access to services, avoid doing overcrowding at CUH."

"Close to home."

"Being able to get here easily means there's no barriers to getting care."

"I am being attended to well."

"Gave good reading on what needed to be done."

"Close to my home and didn't have to wait long for appointment."

"The services here are very good."

"Because it's so close it's easy to keep up with tests needing to be done."

"Very accessible which is helpful, don't have to go too far."

"It's easy to see and access the services here."

"Near my house."

"Close proximity."

"Just good."

"It's closer to where I live, and I was seen immediately."

"Close to home."

"Quicker, test done and the timing was great"

"I don't have to travel that far."

"Appointments are quick, and the staff are efficient."

"Yes, because it's closer to my home and I have convenient short and good service."

"Because it's closer to my home."

"Treated well. Have had several emergencies and was attended to by the staff."

"Good service and fast and my health are better maintained due to the small and intimate surroundings of waiting area at the CDC."

"Yes, because it's saved me time."

"Can be contacted by the GP and seen within 2 - 3 weeks of referral."

"Less stress, much easier to come here closer to me."

"Better communication."

"Pretty much the same as anywhere."

"Close to home."

"Close to home so easy to go to appointments."

"It's as good as anywhere else. I am 87 years old and have problems getting up and down the stairs, parking is very good."

"It's been convenient to attend appointments and referrals."

## No

"I am sick all the time have chronic diseases, arthritis spine problems and been on steroids past year so there is a lot to handle, but the clinic keeps watching over my conditions, so they won't get worse."

"Had to travel quite far, without my husband I may have got lost!"

"I would have preferred an earlier slot than 5pm when fasting for six hours."

"Previous health conditions."

"Not sure yet."

"Does not make a difference it's a hospital at the end of the day."

"I prefer hospital in Croydon due to my health, there is better facilities for me and parking."

"Haven't had a good outcome for a year. Therefore, the client comes every 3 months."

"No as it's not closer to home."

"I don't really see how that is relevant."

"The location itself does not determine the improvement or maintenance of health."

"Not sure how to answer."

"I have a heart murmur, and I have a tablet for that, so I don't see how much the location is improving."

"Not sure because the waiting times are short but then the location is such a hassle, takes me about 35,45 minutes to drive here."

"It hasn't impacted health in any way."

"CUH is much easier because it's closer to where I live."

## 1.23. How could the services provided at Purley CDC be improved?

• Theme	• Number
• Parking	• 14
• Appointment	• 12
• Waiting times	• 7
• Facilities	• 5
• Staff	• 2
• Signage	• 1
• None/No need to improve / Very good	• 53

### Parking

"No, not really just the price of parking."

"In terms of car parking spaces, I think they could expand a bit to accommodate patients."

"Parking is terrible."

"Maybe some extra parking as once it's gets busy it's full."

"Paying for parking."

"Difficult to say. Possibly more parking but easy to get here by bus. Retinal eye testing they said where to park but you can't see after that test."

"Cheaper parking – more spaces of which there are facilities. Seven days parking restrictions and extortionate – £3 an hour."

"Free parking but then other people use it. Registered free parking."

"Parking could be rearranged that would be great."

"Payment of parking is annoying, lack of spaces but that's it."

"Parking."

"I would say free parking."

"Have working parking machines, had to download a parking app which was quite inconvenient."

"Nothing in addition to parking issues."

## **Appointments**

"Contact clients to book slots that work for them – rather than just allocated. Options to choose a time."

"The consultation feels rushed so the consultants need to take their time. More care taken."

"Making sure the appointments are accurate, sometimes they are not accurate, we would be going back and forth between hospital in Croydon and CDC."

"Keep the waiting area clean. Be greeted on arrival. Being informed about the number of patients before you. Being informed about the surveys being given beforehand."

"I wish it was better, maybe more appointments and I don't want to explain why I want a blood test."

"No waiting for appointments or drop in."

"Improve the time keeping I guess."

"I don't know. Maybe giving patient, the choice of where to go to."

"If you could blood tests online, booked appointment via phone."

"The appointment system does not work at all."

"Extra staff otherwise the appointment slots get slower. These can also cause longer waiting times Booking an appointment to start with is hard."

## **Waiting times**

"I am waiting for pain management plan that I hope the clinic can prompt the university hospital in Croydon to get for me

"Waiting times could be shorter."

"Nothing to improve with CDC. All Rheumatology appointments could be in Purley."

"The service I'm getting is not really waiting for a doctor as it's a group of us so I can say that it's fine."

"The length of waiting to be referred for appointments."

"Midwife didn't have everything she needed to take her blood, so the wait was longer. In theory should be priority, but she was asked to get the coupon to wait with everyone else and is now waiting for over an hour."

"Need to adjust the waiting list and see the people who have severe problems first."

## Facilities

"Wider spaces in the waiting area as we are in a corridor, might be accessibility issues for wheelchair users."

"Keep the waiting area clean. Be greeted on arrival. Being informed about the number of patients before you."

"Being informed about the surveys being given beforehand."

"Increase in space for waiting areas."

"Waiting area space."

## Staff/ communication/signage

"People could be more helpful if they are there to guide us where we go. But yet to see doctor. At least a smile would be good – people are coming with issues and problems, must be kind."

"Better communication."

"Better directions maybe within the clinic. "



## 1.24 Signage observations at Purley CDC

This section presents a series of photographs of signage at Purley CDC which leads past some scanning services but finally leads to the Gynaecology department.

This photo journey suggests the need for better signage and a clearer understanding of what is included within the remit of a CDC. It may be that appointment letters tell patients where to go, but to visitors following the signs, particularly for the first time, it is confusing.



These are clear at the entrance to the site.

The main entrance has two signs with different information.



The one on the left of the entrance, mentions the CDC but does not specify where it is -making the Outpatient reception more prominent.



However, the sign on the right suggests the CDC is towards the right, leading the visitor to not enter the main entrance





Following the outside of the building to the entrance of the GP Hub, a new sign shows both CDC and a new sign for Diagnostic Imaging, while Breast screening (a new sign) is now shown in the direction that visitors have just come.



At the end of the front of the building signs show Diagnostic Imaging including the CT scanner place together, which as there are no arrows suggests that this is in this building but makes no mention of the CDC.





On the opposite fence is a sign that shows both the CDC as a separate place to Diagnostic Imaging



The next sign suggest that Diagnostic Imaging and CT scanners are together in this building as there are now arrows.





Walking down to the left, the visitor comes across an entrance that makes mention of Diagnostic imaging but not CDC. There is no mention of the CT scanner, bearing in mind it appeared on the previous sign.



A small sign at the end of the building points to the CDC but does not suggest which services are there. Another small sign is on the floor pointing to the CDC. Another sign points to the CT scanner





By now the visitor has walked to the back of the building where another CDC points straight ahead. A small sign in the distance references the CT scanner.

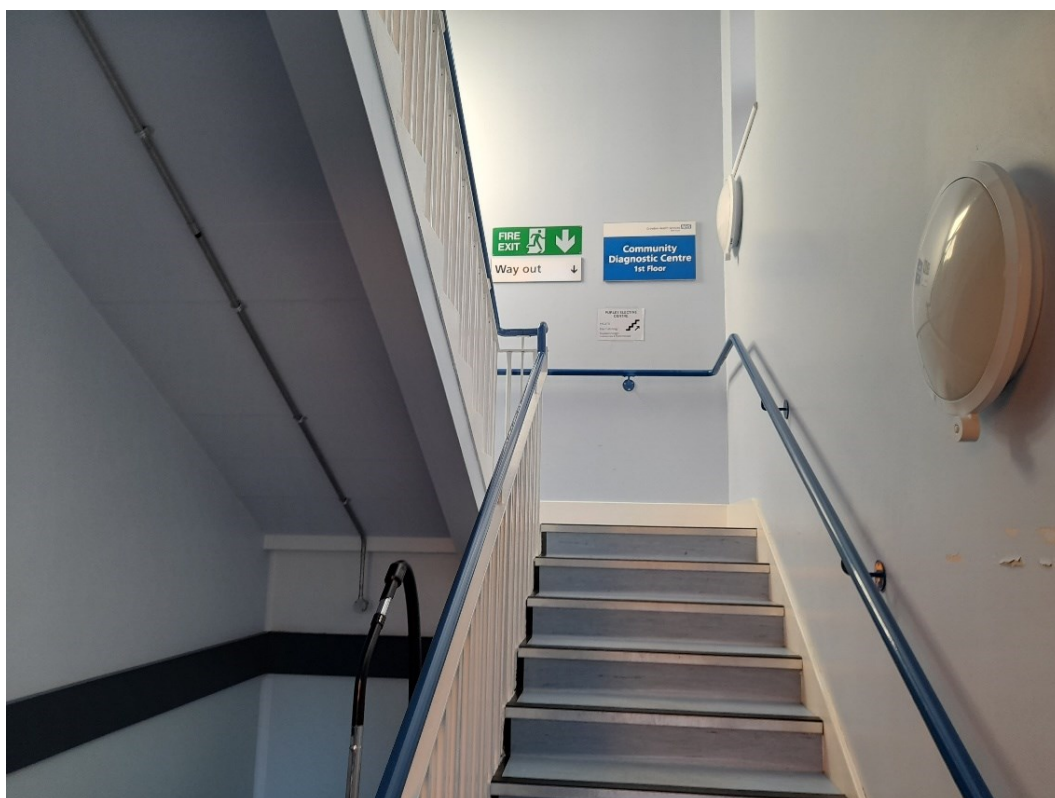




On reaching this sign another sign on the door suggest the CDC is there.



This sign states it is on the first floor, once you walk through the door.



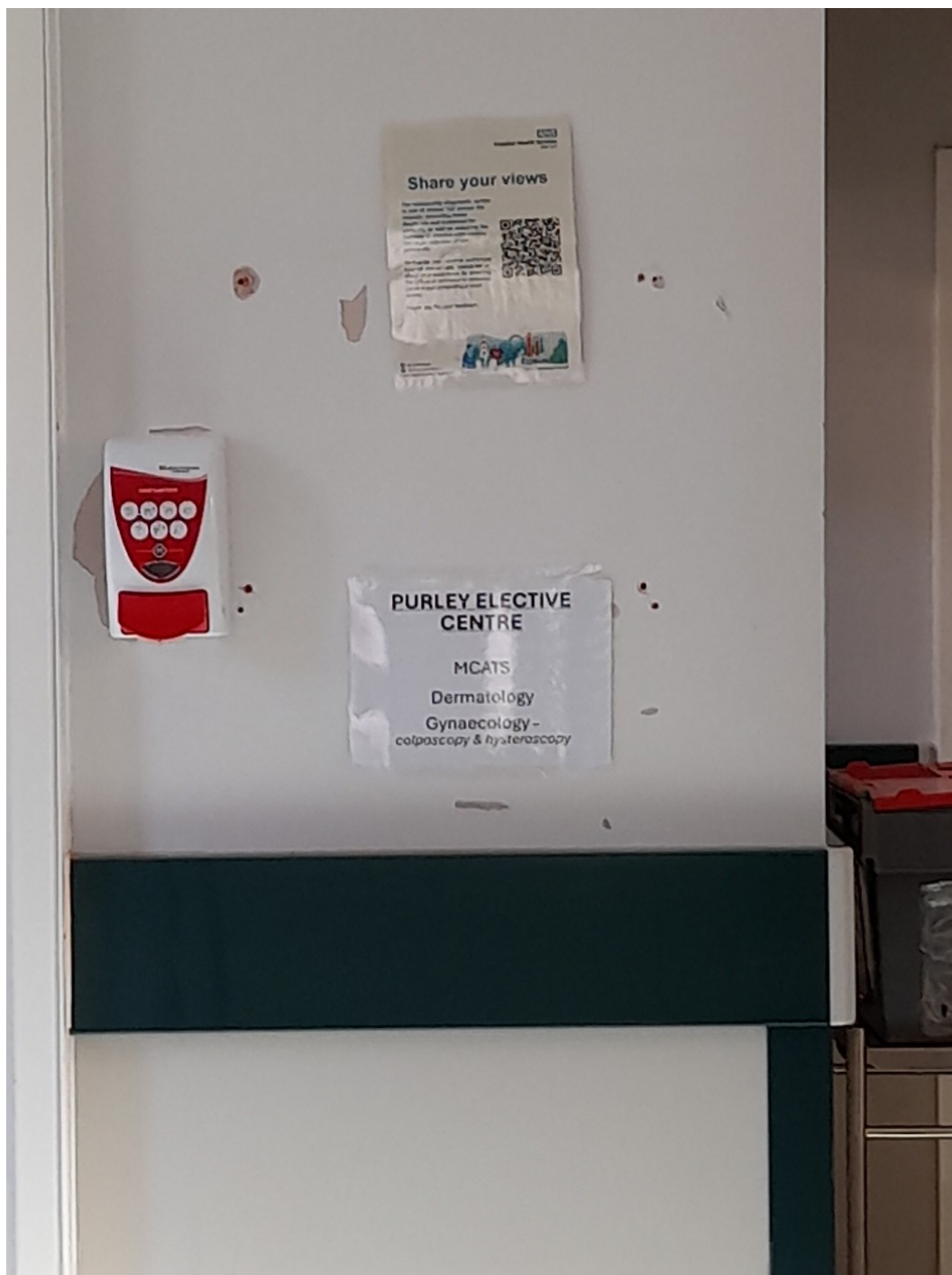


A sign half way up the stairs suggests the CDC is on the first floor.



At the top of the stairs there is a sign suggesting the CDC is on the first floor, but this is the first floor.





The visitor then takes a walk up a ramped corridor and arrives here. There is not further CDC signage and other than Gynaecology no other CDC services seem to be taking place here.

# New Addington insight

## Focus Group

New Addington Community Diagnostic Centre Focus Group took place on 11 March 2025 at New Addington Pathfinders with 10 participants.

The sample demographics are shown in the Appendix.

## Initial thoughts and priorities

### 2.1 What are your initial thoughts on what you have heard?

- The CDC plans are missing blood tests and children's services (patients experienced GPs not undertaking children's blood tests) – perhaps CAMHS, as it's further to travel to Croydon. The CDC would be closer and feels more familiar for children. X-rays for children are sent elsewhere.
- 6-hour wait for X-rays – new services would help this.
- Minor injuries unit (MIU) would be good, rather than waiting for an ambulance.
- Would the planned GP practice involve Parkway GP closing? Trouble with getting appointments at Parkway – one resident said they still waiting for result from a scan on a worrying issue.
- Walk-in MIU is needed.
- Services should be integrated as we are travelling across the borough for different services.
- Local pharmacies all close after 1pm on a Saturday and do not reopen until Monday. We used to have a Boots chemist with longer opening hours, but it closed. Selsdon has a collection box to pick up prescriptions with a code.
- One family member is sent to St George's Hospital, and they don't have a car, so we must leave two to three hours each way for travel.
- Open MRI scans suggested for patients with physical and psychological issues concerning small spaces.
- How much of Croydon would the CDC serve?
- Will there be MRI scans? Parking at Croydon University Hospital cost me £9.
- Parking may be an issue as the area is shared with the gym. Will we have to pay for parking?

"Like Purley. Yeah. You can have a scan there, but they won't diagnose it. Then it has to go back to your GP. So, if you've got a youngster and it's got a walk in X-ray system. It seems daft if you cannot walk in. You get an X-ray, find they've broken their leg, but then have to take them Mayday or Farnborough, because they've got no facilities to do anything on site. That just seems crazy to me."

"A good minor injuries unit is needed .Because there's lots of people, both children and grown up people, elderly people, they try to do some gardening or fall down and things like that, and then it's quite a hassle for them to wait for an ambulance to come. So that would be helpful."

"What's important is having an X-ray there rather than having to go to somewhere else like Mayday or Farnborough hospital to get it fixed. Say I've got a little fracture at arm. Put a sling on it. Job done. Away you go instead having hours waiting. The Beacon in Beckenham has a walk-in service. You can go there and get seen in one place even though it's more time to get there? 'I'll be there for two hours but will get seen."

If you go on a Sunday, get diagnosed with an illness and you need antibiotics, we haven't got a chemist that's open on a Sunday in New Addington. So, it's kind of it's a waste of time. So, in your head, you're like, well, I might as well go to Mayday where it's all open."

"My husband's very claustrophobic as well, so if he's not been able to have MRI scans because Croydon hasn't got one. We really need an open scanners. People need these services and can't use the ordinary scans."

## 2.2 What services are most important to you?

- Open scanners
- Youth/adolescent services
- Minor injuries unit
- Pharmacies
- MRI
- Diabetic clinic (offering ongoing support rather than initial diagnosis)

“So, youth adolescence services, for me, it feels that seems Croydon seems to be really let down by their services. And if you think about it, someone has an appointment at CAMHS, that you have to take a day out of school to go to. That's like a whole day of school. Then, if you have something there in New Addington, you could pick them up from school, take them back within the hour and you know they'll still be getting them seen.”

“You're waiting 18 months for a CAMHS appointment. Yeah, three years. actually, in my case for my daughter. And then to go into that initial appointment, the kid's now scared it's going to somewhere. That's completely unsettling. Whereas if you can have that initial appointment here in New Addington it is more familiar.”

“The other thing that I was saying about the fasting blood tests in New Addington and things, because if you have to travel all that way, fasting and stuff, it's not good.

## 2.3 What services do you think you would use the most?

- Minor injuries unit
- CT scans
- ECG
- Ultrasound

## 2.4 What services do you think are missing from the list?

- Blood tests, children's blood tests, fasting blood tests for diabetes (travel is more difficult when fasting)
- Early pregnancy/antenatal services (travel may be more difficult)
- Social prescribing
- Early diagnosis centre

"See if you're under 18, you can't go to the GP for blood tests. You have to go to Mayday, as 16- to 18-year-olds still can't be done at the GPs, but they are grown-ups pretty much. At 16, they've become an adult with the medical notes, but they won't do a blood test for them until they're 18."

"I think a diabetes diagnosis centre would be amazing. Nobody wants to travel for two hours or whatever on an empty stomach. No food, no drink."

"Maternity. OK, yeah. Well, yeah, early pregnancy type stuff. Oh, yes, antenatal. So, the scans? Yes. Rather than having to go up to the hospital."

"Yeah, because if you got bleeding, whatever you go up there and you're having a miscarriage or every you're in the same area as those that are happy having scans or and it's a long way to traipse if you're scared or worried, and if they've got an ultrasound there, it kind of makes sense that it's here."

"Maybe like some kind of social prescribing type service, maybe that relinked him. Things like diabetes. That might be quite good where groups can get together and talk about."

"When it's a whole holistic approach, isn't it? Because there are different definite areas of the population in New Addington that are too scared to go to a GP or aren't getting the screening, aren't getting the testing."

## Location

### 2.5. What do you think are the benefits of having these services in New Addington?

- Convenience
- Familiarity
- Safe space, centre of community
- Timesaving
- Community space for community groups – e.g. funding for breastfeeding group was cut around 5 years ago

“When, as long as it's for the people, if there're anything, then it's just convenient, isn't it?”

“It becomes the centre point of the community as well. That's what you want. It's a safe space that people can become part of the community, isn't it?”

“And you see familiar faces.”

“That's why I think a community room availability in the space would be fantastic, and then it could be used by like to groups like you. It could be used by a health visitor to run a health visitor drop in.”.

“It also draws people in as a community space and not the place I go to. It's a place and then they might learn about all the other services and know the access to services. And residents who are maybe a bit like, oh, there's gonna be people coming into this diagnostic space; if they know that there's something there for them, then they're more likely to appreciate it.”

“I used to run an NHS breast feeding group for 10 years. I was volunteer and that helped all mums sort of while they were pregnant and then after they were pregnant home visits, and I run a group. And the funding got cut

and we got closed. So now there is no support for new young mums who are wanting to breast feed. If I was able to help mums, then there would be less admittance to A&E. There'd be less illness."

## 2.6. Can think of any concerns that there may be about having these services here?

- Parking
- Quick turnaround if it is opening in the summer – will staff be recruited from other services? Will that impact other services in the area?
- How to complain.

“An influx of people from outside of New Addington on transport links. Parking. Then it ends up in side roads and when you've got your own free parking and they've block you in or they're like and it sort of spreads out, doesn't it?”

“Obviously if it's open in July, when he, when he when are the staff being employed? Like how many staff are working there? It's not a very long time between now and July. Where they're going to advertise for work, because there should be people locally. Yeah, but they're going to need cleaning and staff reception staff should there not be a recruitment drive in the local area?”

“But if the staff are going to be ineffective or unsympathetic, there should be some sort of a robust grievance. Where we can address these issues. Lack of complaints process.”



## 2.7. Can you think of any challenges that need to be addressed?

- There is a need for openness and transparency rather than rumours. Official meeting should take place to introduce the plans to residents, with photos, etc. Possibly tours before opening.

“What can we take away? Not we don't want to. What could we add to the services? What do people want by? Why are people still being sent further away when we've got the facility?”

“Yeah, but making sure that the community is invited to all meetings to do with this building and that we're told about it in advance.”

Could they do something like the Council did, similar for the new leisure Centre, where they actually did, A proposal that shows all the plans? Say you have an open forum and open time for people to come and see.”

“Yeah, plans and the photos and what was going on and people could just go in and find out because as much as you all know about it, we all found out through non official ways. There was no official. This is what we're doing in your community. And that what's been missing in this whole process. There's been no official openness.”

## Communication

### 2.8 How do you feel these services can be best communicated so that New Addington residents are aware that they exist?

- Official social media posts – e.g. through Pathfinders.
- Signs in shops.
- Put a board up at the site with plans.
- A website was suggested.
- Promotion plan that communicates with community.
- Digital screens with the information on.
- Information in GP surgeries and local community centres (e.g. Poppin for older people, Family Centre, foodbank, CALAT centre), local churches, schools, pharmacies, on the Patient Access app.
- Staple information to prescription packets.
- Information in the council's Open Doors leaflet.
- A stand at the Addington Carnival, which is in June, close to planned CDC opening in July.

"Pathfinders have 24,000 in Facebook."

"Use the hoardings to put up a double picture of the plans."

"It would be good to have this information on those digital screens."

"We have the talk bus on the estate. Yeah, so why not actually start communicating with them? Have the talk bus pull up in the car park to that. That's another facility that allows it to all link together."

## 2.9 What role do you feel the GP have in making New Addington residents aware of these services?

- GPs need to be aware of patient choice in location – they need to be able to weigh up different waiting times at various locations. Some patients may wish to travel for a shorter waiting time if an issue is urgent, while for others it is too difficult, and they would rather wait an extra few weeks to avoid a tiring and time-consuming journey.
- GPs need to be aware/more informed of where patients can be referred to and for what.

“We want the GPs to know what they can refer here.”

“Yeah. And I don't think that's their responsibility. That comes out to the NHS, the NHS and whoever's running this project needs to make sure that local community groups are well informed, so they have the ability to get the information out in the way that suits them.”

## 2.10 What role does the New Addington community organisations have in making you aware of these services?

- Multi-faith groups, information provided in different languages, ensuring information is worded simply (technical terms may be difficult for some to understand).

"Making sure leaflets are simply worded. Simple terms, because keeping it simple because. A lot of people on the estate may not know what half of these things mean. They look at it and go 'Nope'

"Which is across all abilities."

*"Do you think there's a role for the local community to help coproduce those leaflets?"*

"I think that possibly it could be those ladies (from Pathfinders) would be great.

"What about even getting children to help? Competition for design that could be used.

# Final thought and reflections

## 2.11. What final thoughts and reflections?

- Open communication is very important to avoid rumour mill starting.
- Let community know if recommendations are taken on board.
- Community engagement is very important – there could be a sense of co-production in the plans, along with more information and less mystery around them.
- Glad that the new centre is opening in New Addington, but will these plans be what we end up with? Will they take our concerns on board?
- Is there someone we can contact our suggestions? Importance of having different means of contact, as not everyone is online.
- There are still many unanswered questions around the new centre, and it is only four months away from planned opening.
- Council has historically offered New Addington many things, but they do not always come about.
- We needed complete information before this focus group – too many unanswered questions.
- There is a need to offer work experience placements for healthcare students. A student paramedic couldn't find a healthcare-related placement when she was at college in New Addington – need for training/education opportunities to be considered in future.

“Thoughts on it? I think from the beginning; I think open communication needs to be one of the things. It's all good and well starting building something. But so nowadays when you've got hoarding or anything, put a plan up so that people know what's being built rather than the rumour meal starting and everything else, I think.”

“On this group, I think it's been quite good. I think it's been quite a good safe space to have a conversation.”

"Would be very important for this whole thing, so that like even in the future, if you develop like a new facility that you're going to add on, let the community know that you're now taken in new services."

"From the perspective that someone is coming and is just doing something for us, it should be kind of a project like it's ours and being a part of it is that sense should be created and for me the first thing to happen after this meeting."

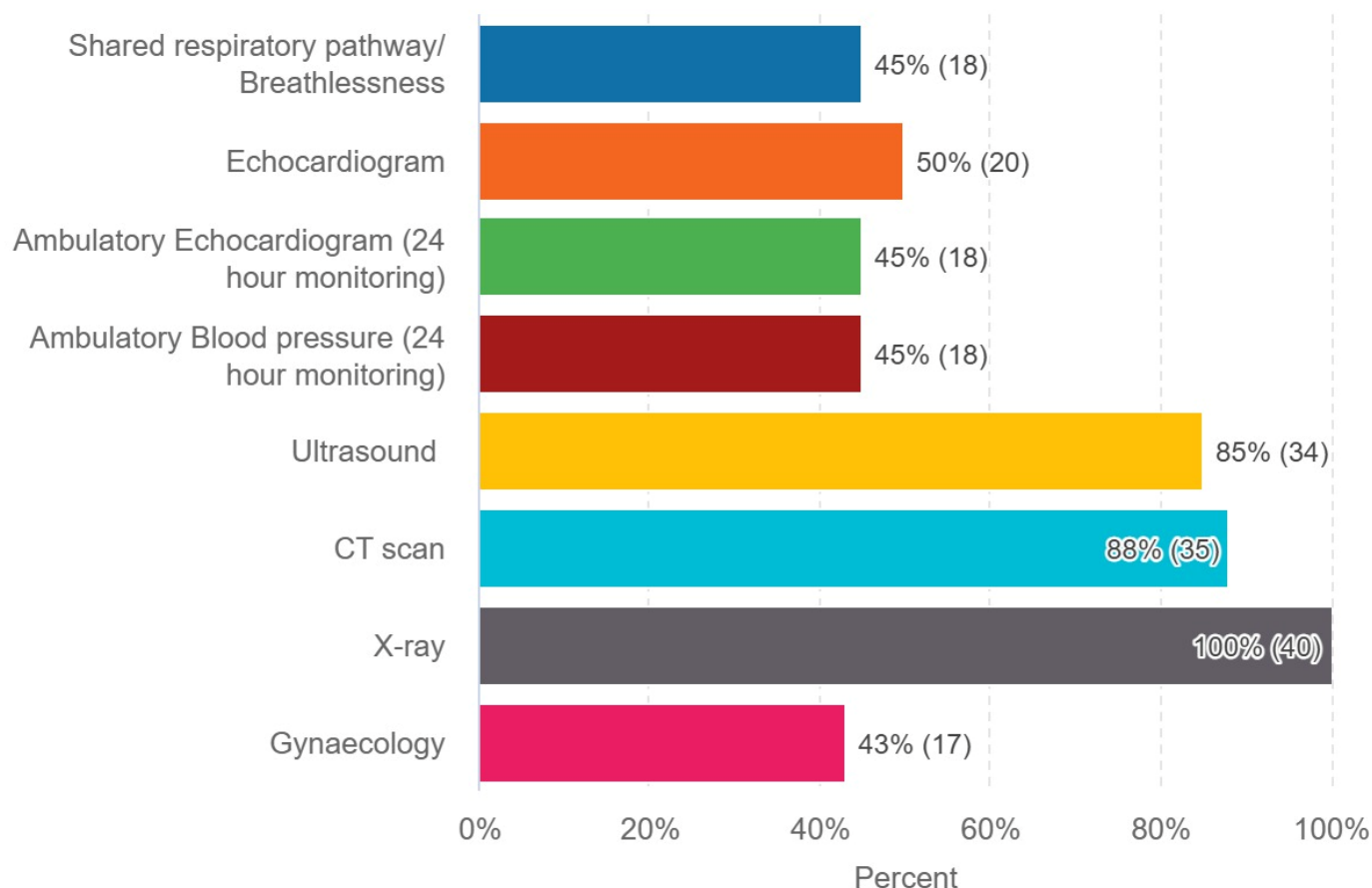
"On this because there's a lot of questions and I feel like there's only four months, I mean four months is really not that long to, you know, sort it out what's going to be there, have staff in there and make sure everyone knows it's there."

"And what you've got also remember building in all of this, is this is New Addington and we've been promised so much by the council and we've always been let down, so people have that thought. Oh yeah, they promised this, but we won't get anything."

"That's hope over experience."

# New Addington Residents Survey

## 3.1 What services are most important to you?



- Scanning services were most important, with everyone wanting X-ray and over 85% wanting CT scan and ultrasound, half saw ECG as important and nearly half saw the other services as important

### Reasons for making these choices:

- Most said it would be quicker to get results, and more convenient.

### Quicker to get results

"Will establish results far quicker."

"The wait at Mayday is so bloody long it would be easier to get X-rays done here or any scans to be honest."

"Because it would help cut down the wait in hospitals."

"I feel these services have the longest wait time in Croydon."

"I feel if these services were available in New Addington, it would save a lot of people from going to hospital so therefore taking a bit of pressure off the hospital."

"As it will save having to wait for an appointment at the hospital."

"To get these services we wait months for."

### **More convenient**

"It will be very convenient and would release pressure at Croydon University Hospital."

"It would save travelling to Croydon."

"As a cancer patient in remission I frequently have CT scans at hospital so would be great if this service was more local."

"These are the things that we would usually need to attend Croydon university hospital for, so it would be useful to have them closer to home."

"I feel if these services were available in New Addington, it would save a lot of people from going to hospital so therefore taking a bit of pressure off the hospital."

"My mother has COPD so it will be useful to know that she could receive care closer to home. Ultrasounds, X-rays and CT scans are important to have closer to home instead of travelling to a hospital. Gynaecology services are not great at Croydon University hospital so hopefully that it would be better with an extra service closer to home."

"Conditions needing these services are the ones where those who suffered most are least able to travel further."



"Having to travel out to Mayday, Purley, princess royal, for these scan can be very time consuming for a 2 minute X-ray I have to take over an hour off work and the parking situations at these hospitals is ridiculous a least with these being available in New Addington I could walk to the centre or catch the bus. The elderly would also have a much happier experience being able to stay close to home instead of the long travel."

"It would really take the pressure off Mayday Hospital, and it will make new Addington feel like it matters."

"A lot of people I no suffer with COPD and also a lot don't drive to get X-rays and scans it will be easier and so much better in a place where there is a lot of young children."

"These are things that I need to have most often."

"My family has long covid and other issues and we currently have to travel to CUH or Purley. Travel exacerbates my son's symptoms. And women can't get a coil fitted without going to the clinic at CUH hospital as the GP no longer does it. This would be on the doorstep."

"Because travelling to hospital for most things is difficult at times, especially the elderly and disabled. Mayday and purely are difficult journeys."

"Will be handier that going to Croydon or Purley to have blood pressure monitoring, and it is raising whilst stuck in traffic and finding place to park."

"We have nothing local for these services and would be very helpful for people especially those who can't get around."

"Cancer follows up - always need to travel to hospital."

## Other

"Problems with arthritis & all age-related issues."

"For children and me."

"Diagnostic imaging is vital to an early diagnosis to many conditions that would go undetected in most cases by GP's. Early Diagnosis means can get faster results & subsequent treatments."

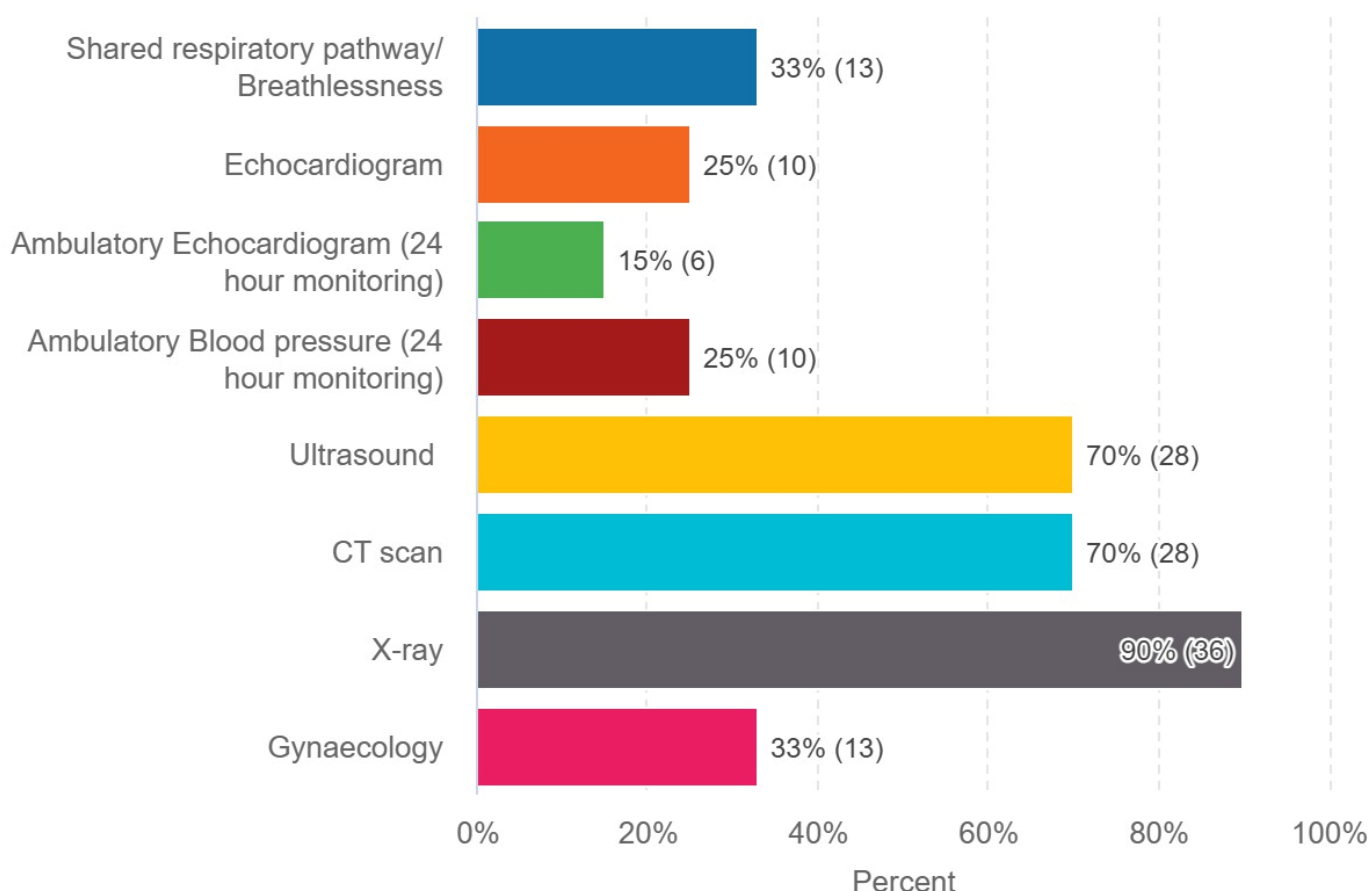
"Health issues that relate."

"They are ones my family need more and 20 pounds by cab every time is expensive when you don't have a lot of money plus it would be better for the disabled and wheelchair users."

"All are important to me as an o.a.p. whose mobility is not good either."

"Would save going to hospitals and travelling."

## 3.2 What services are you most likely to use?



- Most (90%) would use X-ray and Ultrasound and CT (70%) each. The use of other services was a third for gynaecology and respiratory, with other services being used by 25% or less.

### Reasons for use

- Convenience and easy access were reasons, as well as getting speedier results.

“Because this facility will hopefully answer the reasons for pain, etc far quicker and will result in perhaps less medication needed or perhaps further hospital treatment before it's too late.”

“As not have to wait for an appointment at the at the hospital.” I have scans etc., and this would be very convenient and suffer from COPD.”

“Because I have two young kids one who has a chronic condition and has had to wait in mayday got X-ray or ultrasounds.”

"Would save me waiting for hours with my sons to find out if they have broken a bone or not."

"Easier to access than the hospital in Croydon."

"All of them."

"It's closer, quicker, easier to travel to."

"Will be easier to get to rather than travelling to Croydon or Purley especially when taking elderly relatives."

"X-rays are often needed and locally would make life so much easier."

"All services are important, as they may need to be used at any time."

"Not really for myself, but my grandchildren if they have an accident."

"Over the past few yrs GP's have been reluctant to send you for these types of diagnostic tests & I have wasted many months with physio who haven't a clue about treating the underlying issues."

"Due to ongoing health issues."

"I'm disabled."

"I have some health issues that may need these services in the future."

"Keep check on my liver and kidneys."

"Illnesses in family."

"Multiple problems in the family and have used all of these services and one point or another."

### 3.3 Are there any services missing that would like to see at this new centre?

Theme	Number
Blood tests	10
Cancer screening	4
Mental Health	4
Minor injuries / walk in	3
Diabetes	3
CAMHS/ Paediatrics	2
Public Health	2
Physio	2
Other	4

- Blood tests were mentioned the most, followed by cancer screening, mental health support and minor injuries, and diabetes support.

“A Warfarin clinic.”

“Maybe blood tests and physio or possibly community mental health services.”

“Maybe people could have blood tests done there, also saving a trip to hospital.”

“Blood testing.”

“Blood test.”

“Sexual health clinic Inc contraception; Phlebotomy; Physiotherapy.”

"Blood test as have to go all the way to purely or mayday hospital."

"Blood test may be able to get one quicker than waiting to get at doctors waiting for appointment."

"Definitely mental health."

"Maybe Prostate and Mammogram testing."

"Blood tests mammogram."

"Breast screen."

"Breast screening."

"Mental health."

"Children's and adults mental health."

"Definitely mental health."

"The area having so many kids would be great to see something kids related maybe paed's or sen diagnostics seem my son has been on the cahms waitlist 2 years."

"Mental health support."

"Treatment for minor injuries."

"Adult and children mental health service. A minor injuries unit such as needs stitches etc. Physiotherapy department."

"Walk in urgent care with X-ray facilities like what's available at the Beacon Beckenham."

"Diabetes clinic."

"Diabetic eye screening."

"Drug and alcohol."

Sexual health and contraception."

"Sexual health clinic Inc contraception; Phlebotomy; Physiotherapy." "

"Physiotherapy would be a good addition."

"MRI."

"Knowing how stretched the NHS is it's just amazing we are getting these services but I would say a small out patients with consultants from different areas so we could get results from scans and tests here also would be super useful."

"Consultants from St George's once a week travelling there is a pain to get to."

"Arthritis care."

### 3.4 What are the benefits of having services here?

- Many benefits were stated from putting less pressure on hospitals, to long travels to minor injury units. More accessible, easier to get to and being there to serve a dedicated community that feel isolated from services.

"Maybe it will put less pressure on the Hospitals."

"Huge benefits, being local and releasing pressure on the extremely busy CUH."

"We previously expected most of these in the minor injury unit or GP surgery. This provides a service that I expected to be present in a density populated local area."

"Not having to travel to Croydon and could save lives."

"It would be easier as mayday is so far to travel and a lot of us regular folk don't drive so it is long to get to mayday."

"As an area with high levels of deprivation, it's hard for some people to be able to afford to get to a hospital so they self medicate or self treat their illness/ wound etc, which in the long run causes a higher cost for the NHS to rectify some of the things people do to themselves. CAMHS are leaving children for over 3 years and through personal experience I know this is having a detrimental effect on teens."

"Support young people and families."

"The benefits would be to take pressure off hospitals."

"Easier access to services for local residents."

"Easily accessible for local residents, particularly our older residents."

"It is more accessible for the residents of New Addington and will lessen the load on Croydon and Purley hospitals."



"A lot of people struggle to get to hospital on public transport, also if you drive the parking at hospitals is horrendous, so somewhere nice and local would be a great help."

"Don't have to go to Croydon."

"Easier to travel to."

"It will take the strain off outpatient appointments at hospitals and will be more convenient for Local residents to receive medical attention quicker and without having to travel to hospital which is difficult for vulnerable people. It will take the pressure off the NHS by helping to lower waiting times."

"Easier to access so therefore more likely to attend reducing missed appt."

"Save NHS money on patient transport."

"Open more apps in other areas ( Croydon University especially but also the Princess Royal St Georges etc)."

"To avoid traveling a long bus journey to Mayday; the benefit of not having to travel to Croydon University Hospital or Purley and being within walking distance."

"Being disabled & I have great difficulty with mobility & pain going to Croydon hospitals. And to drive & park in the hospital has become incredibly expensive & impossible to get a disability bay to park in."

"Not having to travel off the estate to go to a hospital for these quick services, travel costs and parking costs would be a lot less."

"Especially for the frequent flyers than need regular scans and tests."

"Much better for the elderly and less able to be able to travel to without having to rely on hospital transport services."

"It would be the best thing to happen to New Addington having these facilities built."

"The next nearest hospital is mayday and that is not easy to get to , especially if you don't have transport. If we have a ""mini hospital "" we can feel pride in our community as it means that Croydon Council think New Addington is worth it. New Addington is a wonderful place to live, with many wonderful people."

"Easy to get to by bus , tram etc."

"None."

"I think it will greatly improve the a@e wait times if there was X-rays and scans."

"Good save traveling to Croydon and waiting."

"Not far to travel when you are exhausted and disabled and in pain."

"Easier for people to get to if they have no way of transport."

"Not having to travel and pay high car parking fees."

"It depends will NA residents be pushed to the back or will we get priority as it's in our neighborhood."

"Great use of the old swimming pool site and reducing travel costs and waiting times for local residents."

"It would help the elderly of the community not to have to travel to get this service as most appointments are early morning and its a nightmare to travel on public transport at these times cos most people can't afford the 12.50 ulz so this could be a better option as it is local."

"Not having to travel to Croydon, Purley or Orpington."

“Walk in urgent care would help ease A and E overcrowding. Breast screening locally would possibly make more people attend and be convenient for people like the old mobile units did.”

“Hopefully that you can get a quicker appointment and problem sorted out quicker.

“Ease of movement less stress on other hospitals and would help patients as well.”

“New Addington is a big community, so it will be nice to have somewhere local without having to travel. It also has good links to transport, for the rest of Croydon & further.”

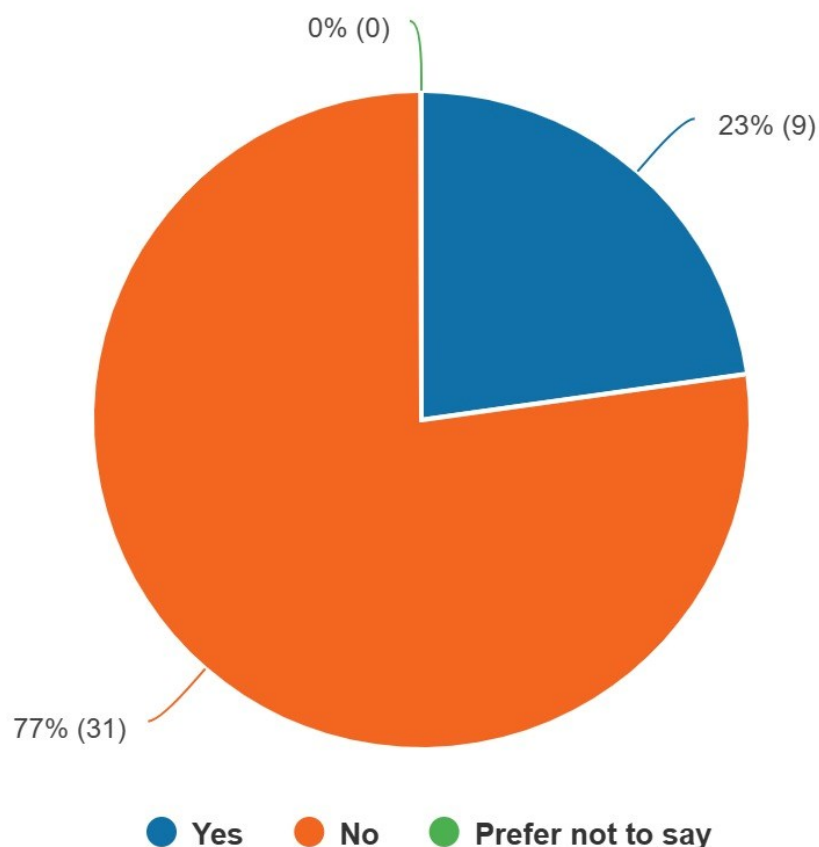
“Hopefully less chance of catching illnesses like flu like you would if you was visiting mayday hospital.”

“If we had access to ultrasound and X-rays in New Addington it would take pressure off of our local hospitals.”

“It’s local and far more convenient.”

“Having practitioners available to speak with people going through mental health crisis and to support those who need help before reaching crisis point.”

### 3.5 Do you have any concerns about having these services here?



- Most do not see any concerns, but for those who do a big concern is parking, particularly if it become popular who live near New Addington, but not in it, and so will drive there and increase traffic and affect parking capacity.

#### Yes

"Parking. Will there be a big enough car park? The car parks in this area would not be sufficient for this centre. Market days are especially busy so additional parking is needed. Also, will this be for local residents only? The area could not cope if people from all over Croydon are using this service."

"Lots of people from other areas coming to use the facility causing more traffic, more problems with parking and longer wait times."

"The cost of parking & available blue badge bays,"

"Parking."

"My only concern is parking, will there be a dedicated car park if so how many spaces, parking can be difficult particularly on a Tuesday and Friday."

"More footfall in New Addington."

"The car park at the front is already crowded for leisure centre users, this may make it difficult to use the leisure centre."

"Parking costs may also rise in future. "

"Residents not being able to park in there drive for being blocked by vehicles, but the diagnostic centre should have been here a long time ago."

"Waste of money."

## No

"This is one of the best thing to happen for New Addington and I've lived here since birth."

"No concerns."

"Because it's what new Addington needs for the residents here."

"I welcome them."

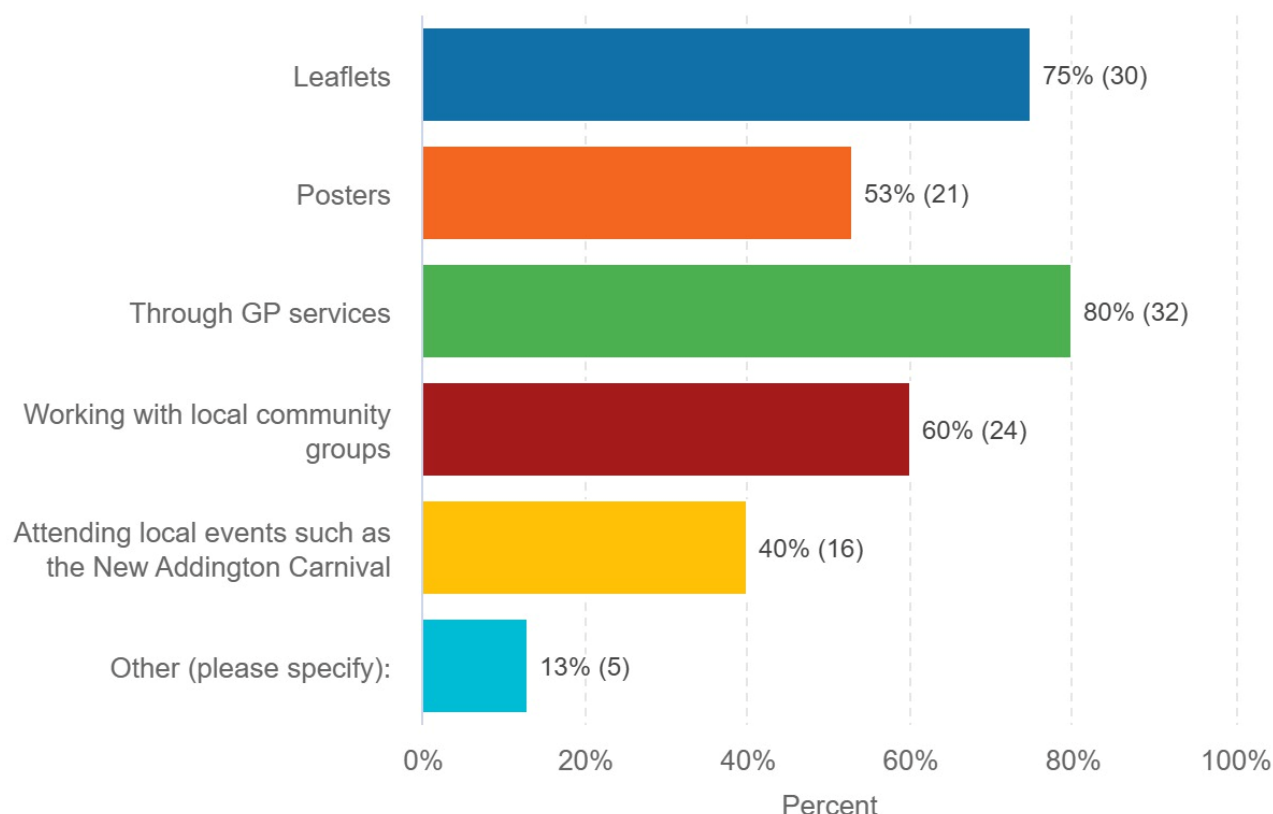
"Connivence is important."

"Make life easier around for everyone."

"This facility can only be a benefit to local and surrounding areas."

"I think its fantastic new Addington is gaining this centre."

### 3.6 How do you feel these services can be best communicated so that New Addington residents are aware that they exist?



- Most suggest that GPs lead the way in communicating these services, but also see a role for leaflets, working with community groups and posters in key locations. Some also suggest attending key local events such as the New Addington Carnival.

#### Other suggestions:

"Visit local charities, schools, organisations, produce a simple flyer with details and information."

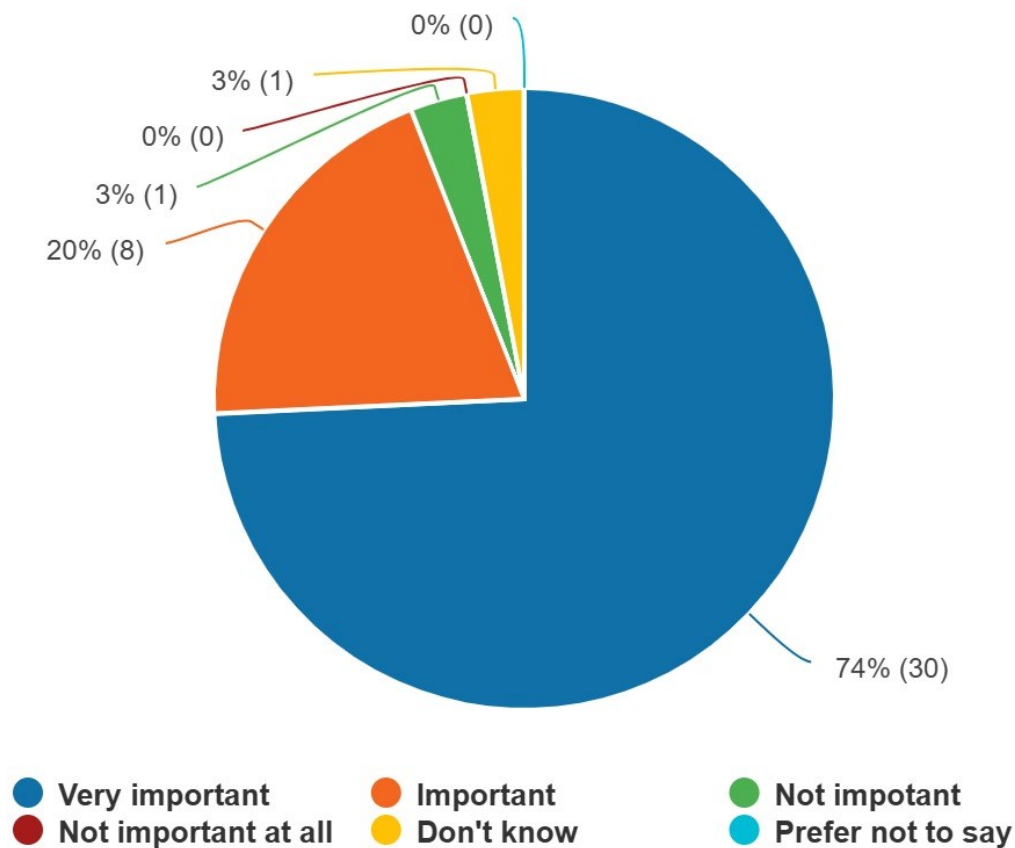
"Text messages through GP."

"Leaflets to schools and early years providers in the area to give to parents."

"Social media."

"All the above."

### 3.7. How important is the role of the GP in communicating the new services at this centre?



- The role of the GP in communicating these service is seen as important by 94%, with 70% seeing it as very important.

#### Comments:

"As scans etc., are started at doctors' surgery."

"GPs don't know everything and everything, sometimes u don't need a GP but a different service, and chemists are not cut out for some of the things people need to speak about"

"The more communication given the more people in the community will know what services are on offer meaning the facility will be accessed more."

"To be able to refer you to the service."

"You're lucky if you can even get to see your GP nowadays, so can't see how they would communicate to most people."

"It would be good if the GPs could inform all their patients via text or letter."

"Because it will help both GPs and patients to take the pressure off workloads and so people can have efficient treatment."

"I assume the GP would be making referrals."

"Making sure that all GP get their patients to use these services."

"New Addington is full of many elderly residents who don't have social media or access to the Internet, so by the GPs informing them of this would make a big impact."

"Ensure they refer you to the services being supplied."

"The GP should be across the residence health through GP and hospital consultants."

"Not everyone attends there GP regularly, so it has to be one of the ways and not the main way."

"These services will help G.P, s diagnoses and treat or refer more quickly."

"There needs to be ways other than GPs."

"Not everyone regularly attends GPs and GPs services are already very stretched. "

"You have to wait a couple of weeks to get doctor's appointment and hopefully the speed up getting the results."

"If you can get an appointment with dr they can tell you more about the service."



“Some people are house bound.”

“The GP should know all results whether it for GP or hospital.”

“In our community there is vulnerable people such as the elderly who may not have Internet access to gain this knowledge and rely on GP information and guidance.”

# Statement and action plan

## Statement from Croydon Health Services NHS Trust

“As a Trust, we are committed to delivering accessible, high-quality care for our communities. The feedback shared by Healthwatch Croydon is both welcomed and invaluable in helping us continuously improve. The positive experiences shared about the Purley CDC reaffirm the importance of investing in community based diagnostic services, while the insights from New Addington residents will be essential in shaping a centre that truly meets their needs.

“We recognise the clear message from our communities; that engagement and communication need to continue to grow if we are to deliver services that are not only clinically effective but trusted and easily accessed by those who need them most.

“We are already acting on this feedback to ensure that the New Addington CDC opens with the support and enthusiasm of the local community, and we will continue working with residents, GPs, and local organisations ensure CDCs play a key role in the delivery of joined up care.”

**Matthew Kershaw, Chief Executive at Croydon Health Services NHS Trust and the borough’s Place-Based Leader for Health**

## Action plan in response to recommendations

In addition, a review of Healthwatch Croydon findings prompted the drafting of a strategic action plan led by **Rachel Gibbons, Associate Director of Improvement.**

Location	Issue	Action
Purley	GP and patient communications about services and location choice	Developed a communications and engagement plan. Messaging shared with GPs and Practice Managers through forums and stakeholder updates. Will continue regular messaging to primary care and add public-facing messages/visuals for practices and the website.
	Managing patient expectations	Developing “What to Expect” videos for new diagnostic procedures, including visuals for wayfinding. Translated versions will also be available.

<b>New Addington</b>	Parking and transport	Limited on-site parking. Purley is served by public transport and a nearby multistorey car park (Whytecliffe Road South, 5-minute walk).
	Customer service	Positive feedback about warm welcomes and quick service will be shared with staff.
	Signage and wayfinding	Reviewing and improving signage and wayfinding at PWMH. Will also share “What to Expect” videos more widely.
	Phlebotomy services	Not currently available but will be considered in future service planning. Liaison with primary care teams planned.
	Minor injuries / CYP	Not currently available at New Addington.
	MRI services	Not feasible at current site due to size/space limitations.
	Tailored pathways / primary care support (e.g. diabetes)	Will be considered in future service planning. Liaison with primary care teams planned.
	Clear communications and resident engagement	Communications plan in place. Will enhance efforts and continue working with local stakeholders to inform residents of changes.

# Appendix

## Original surveys

View the original surveys here:

**Purley CDC experience survey:**

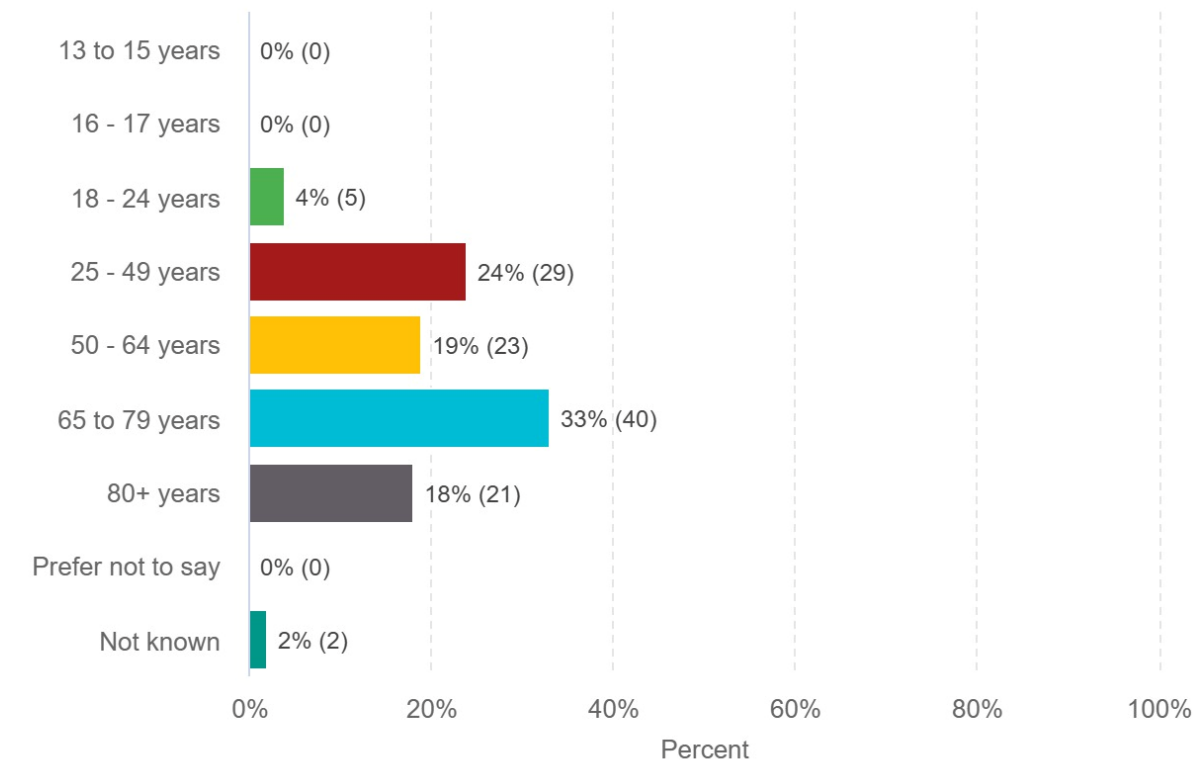
<https://www.smartsurvey.co.uk/s/preview/PURLEYCDC2025/FD79155C7EBD978812966ACBADFC0C>

**New Addington CDC survey:**

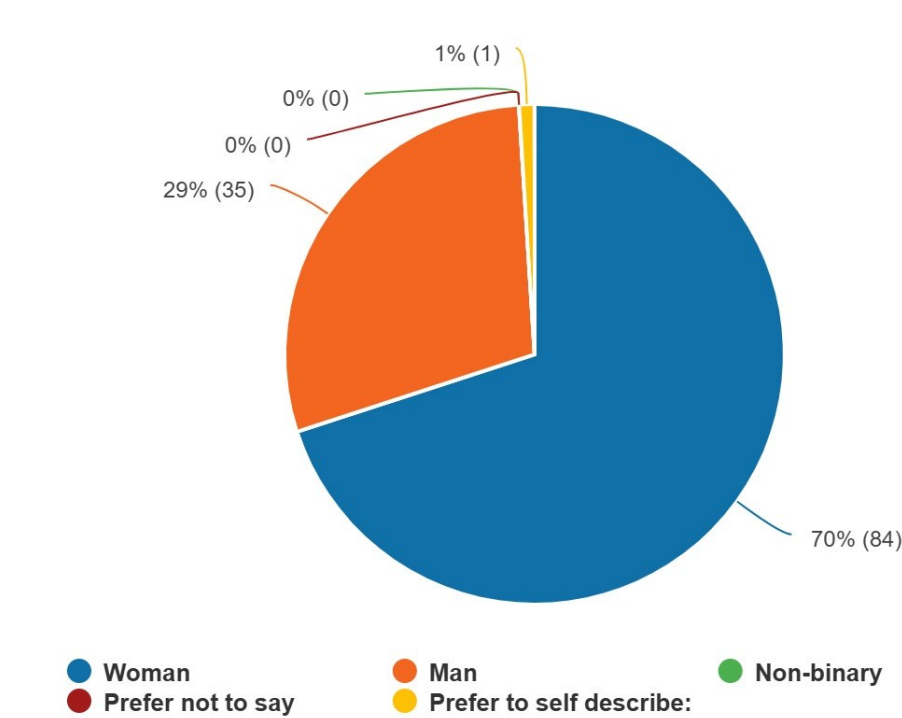
<https://www.smartsurvey.co.uk/s/preview/NewAddingtonCDC2025/9D77D23B7C65EBDB2F523FC895CD65>

# Purley CDC Survey Demographics

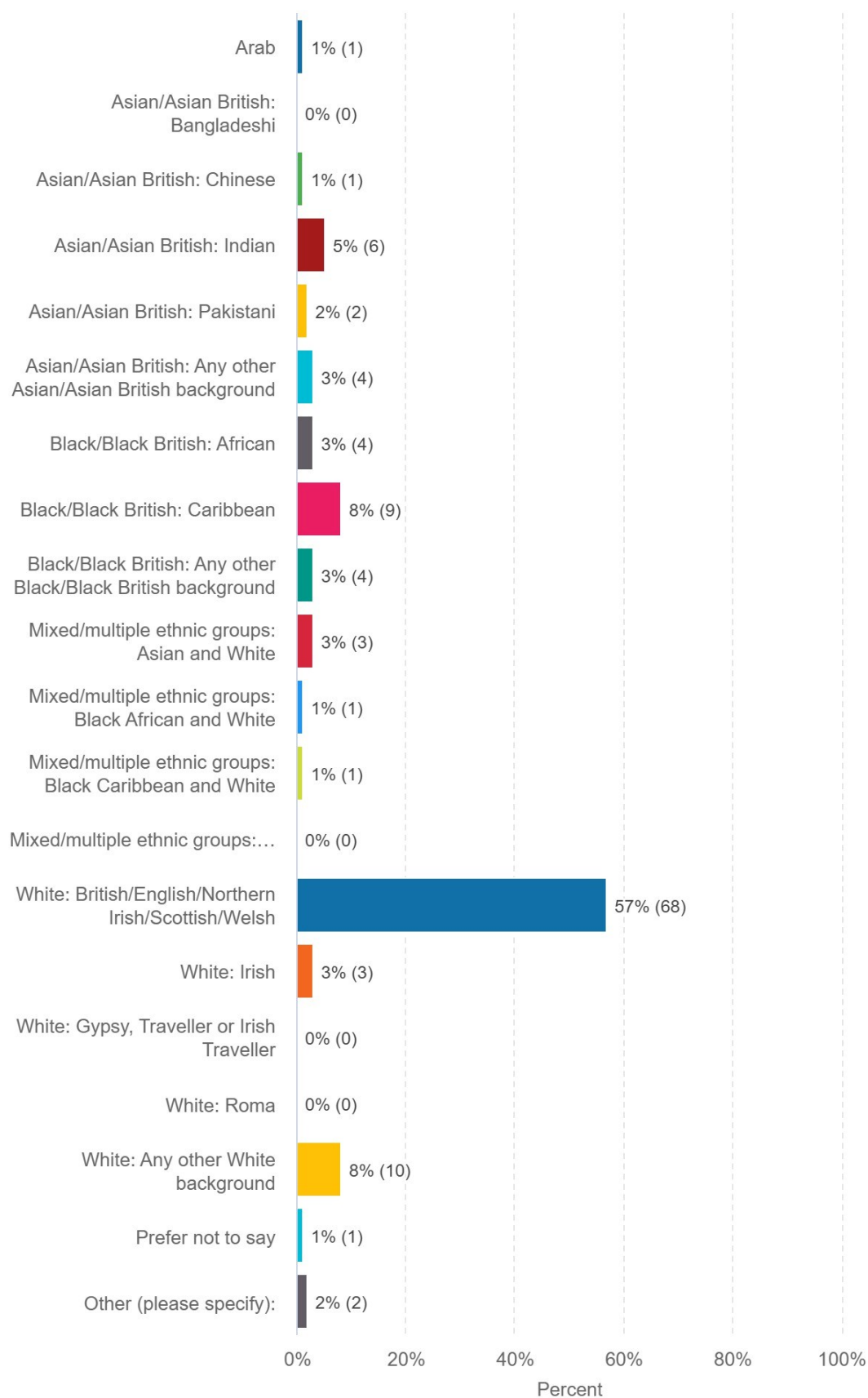
## Age



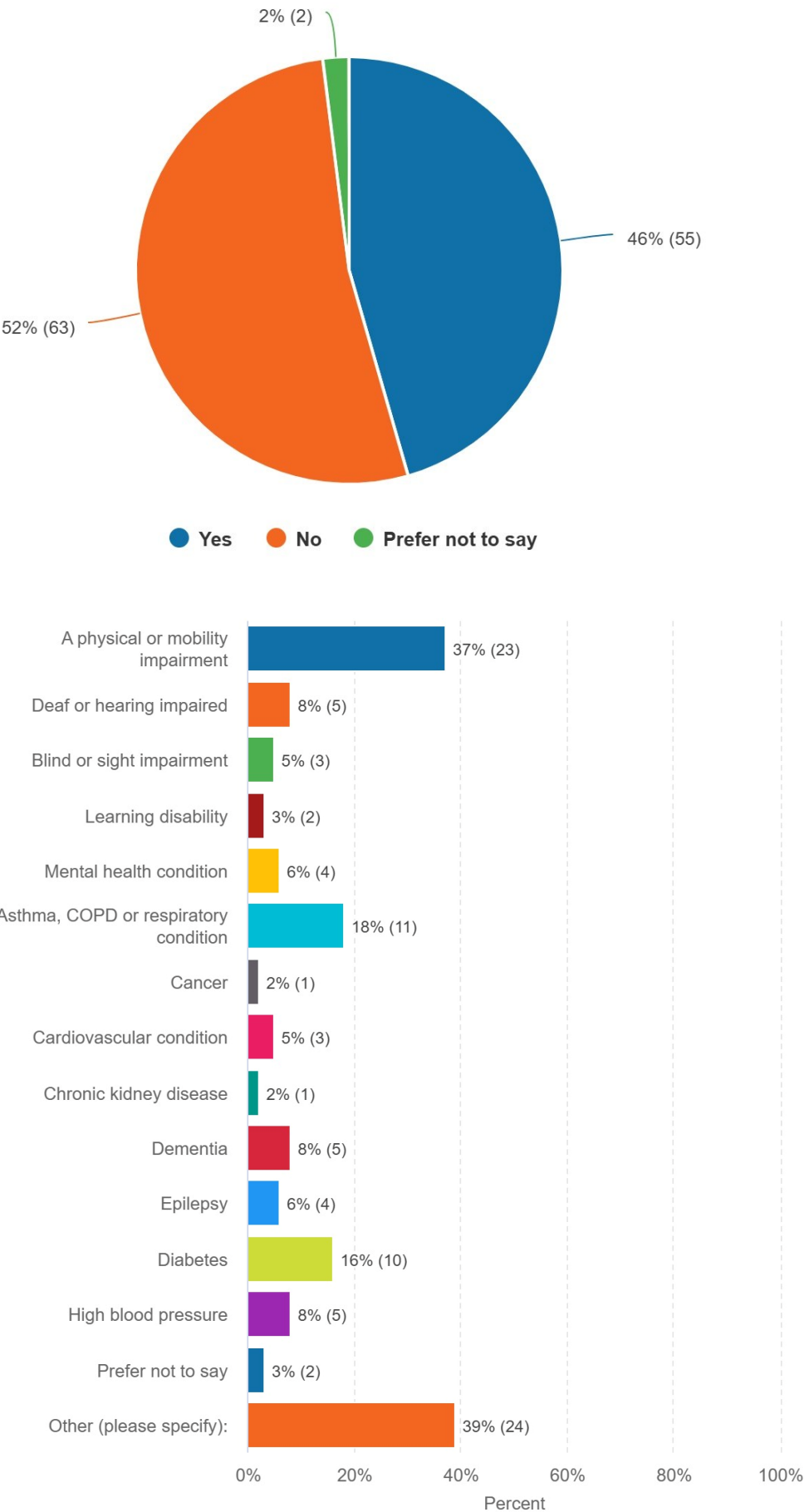
## Gender



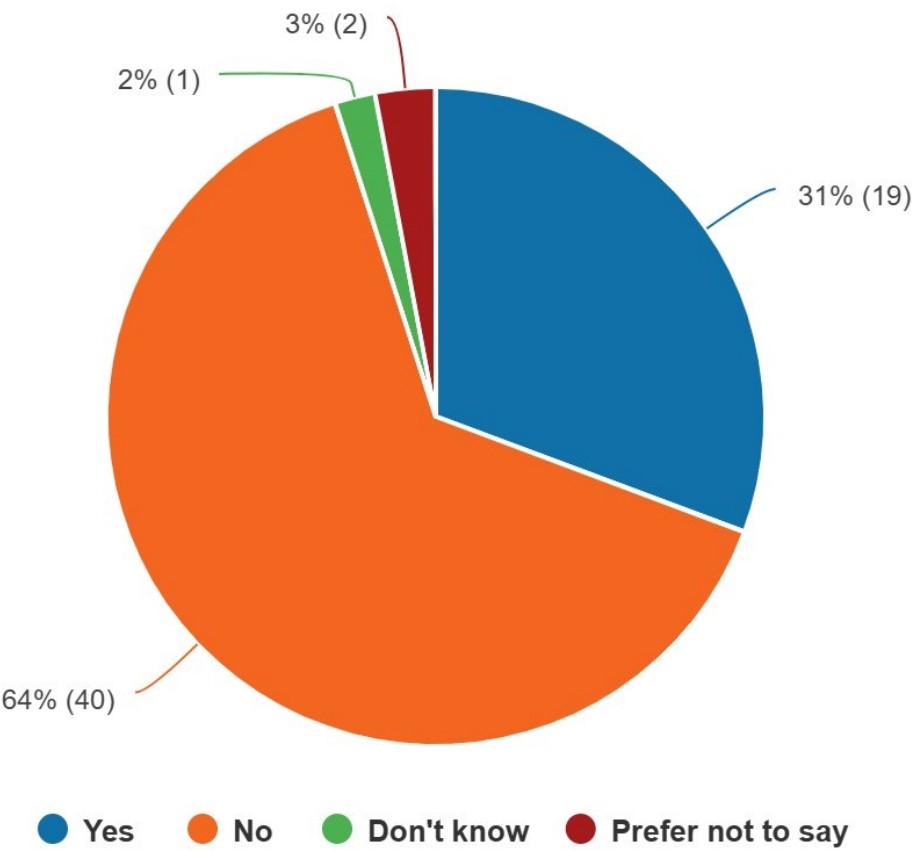
## Ethnicity



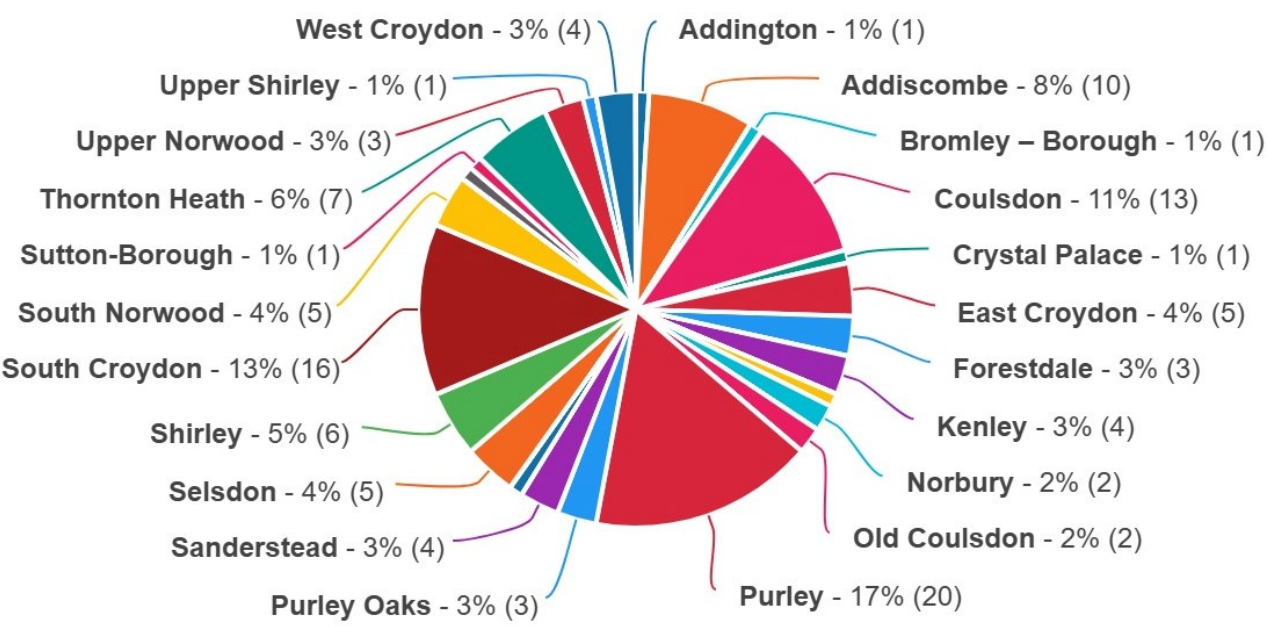
Disability



Access to information due to disability

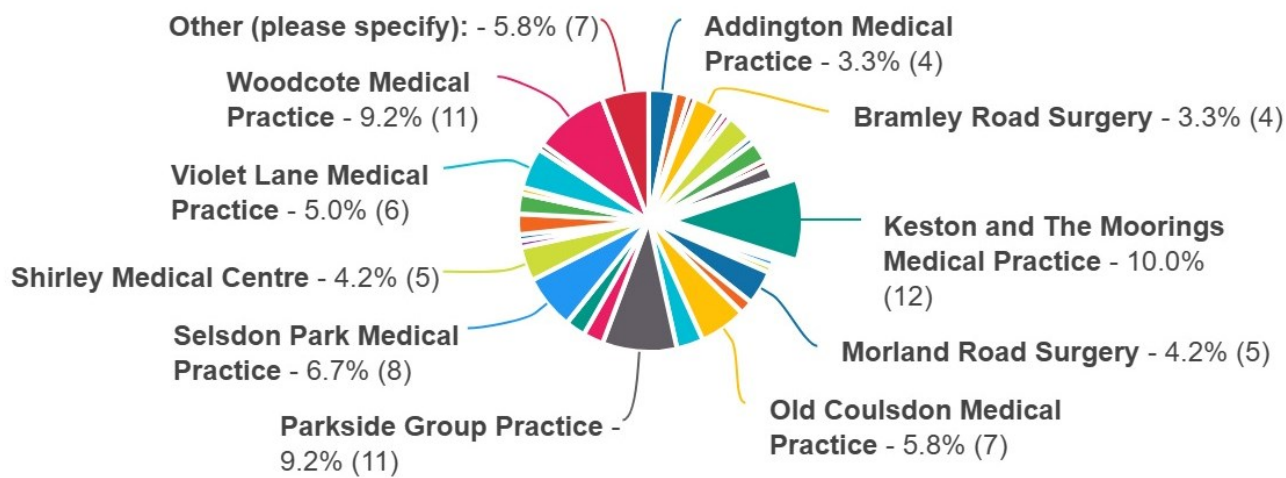


Location





GP surgery



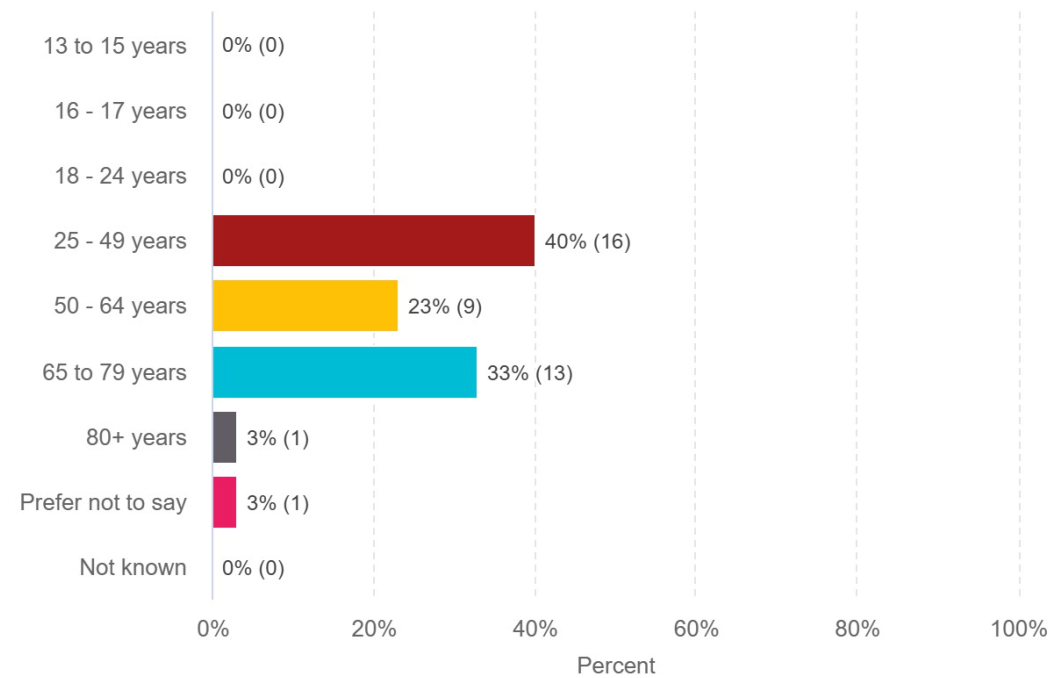
# New Addington Residents Focus Group Demographics

## Sample

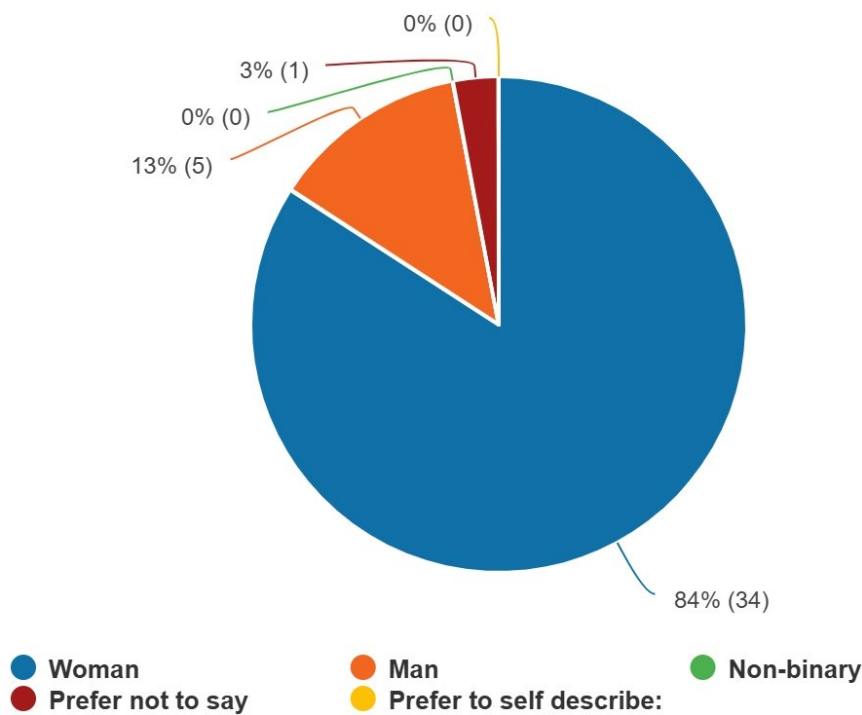
Participant	Gender	Age	Ethnicity	Disability	Carer
A	Female	25-49	White British	None	Parent
B	Male	18-24	White British	Osteogenesis imperfecta	None
C	Female	25-49	White British	None	Parent
D	Male	50-64	White British	None	Parent
E	Female	75+	White British	Diabetes	Parent
F	Female	25-49	White British	POTS syndrome; PPPD; Mental Health	Parent
G	Male	50-64	Black British	None	Parent
H	Male	50-64	Indian	Diabetes	None
I	Female	75	White British	Kidney problems	None
J	Female	75+	White British	Urinary problems	None

# New Addington Survey Demographics

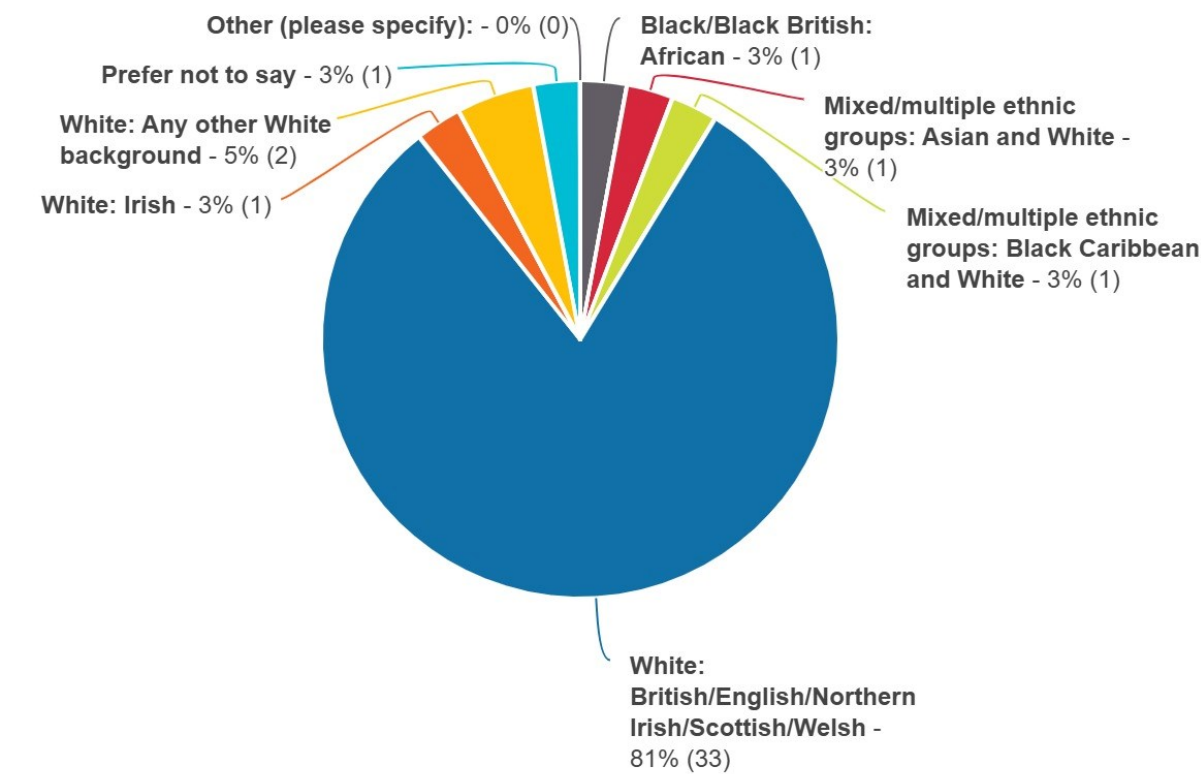
## Age



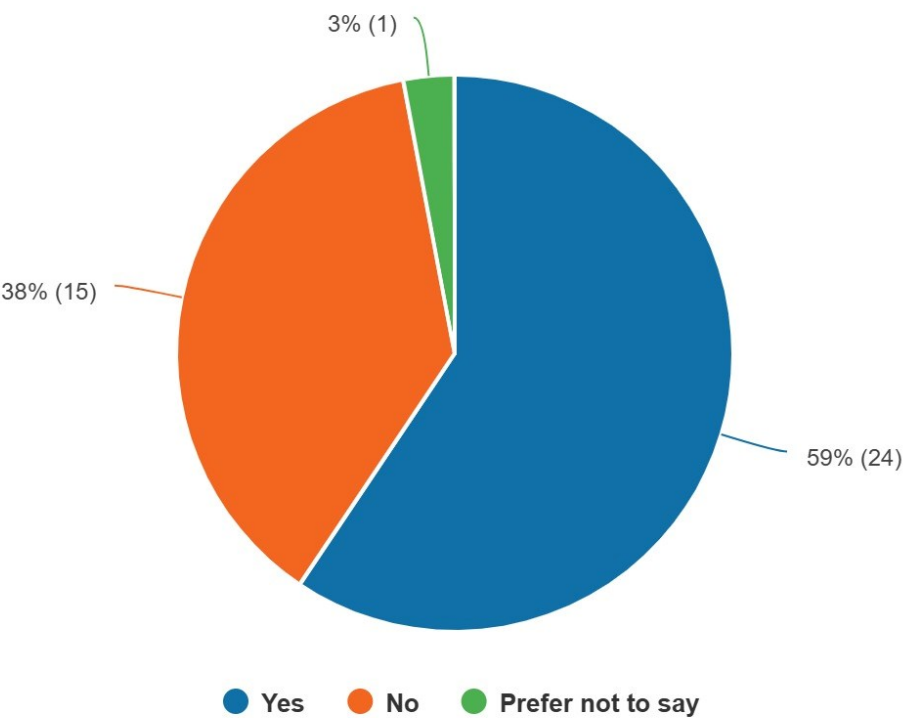
## Gender

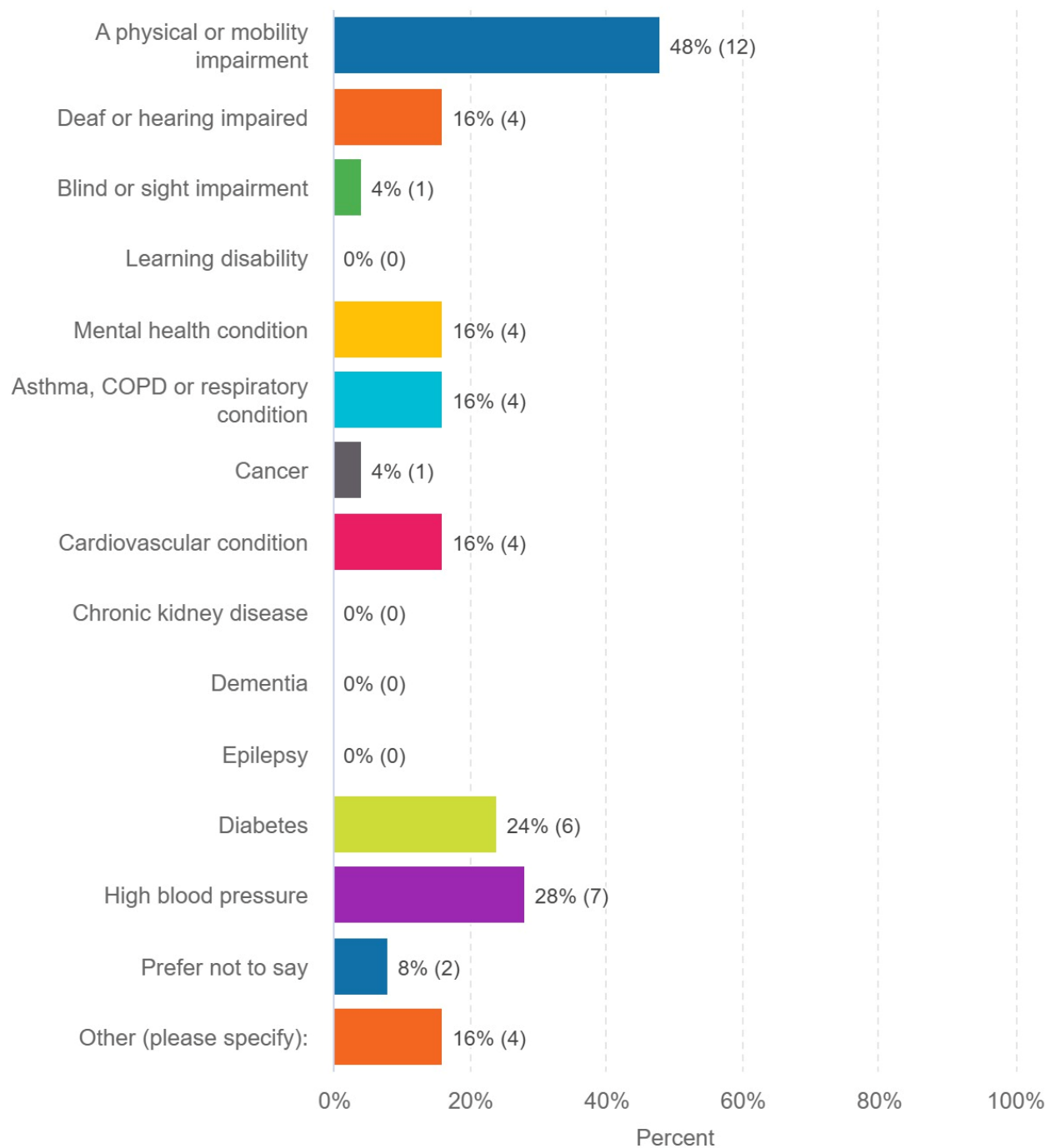


Ethnicity



Long-term health condition/ Disability





## Other

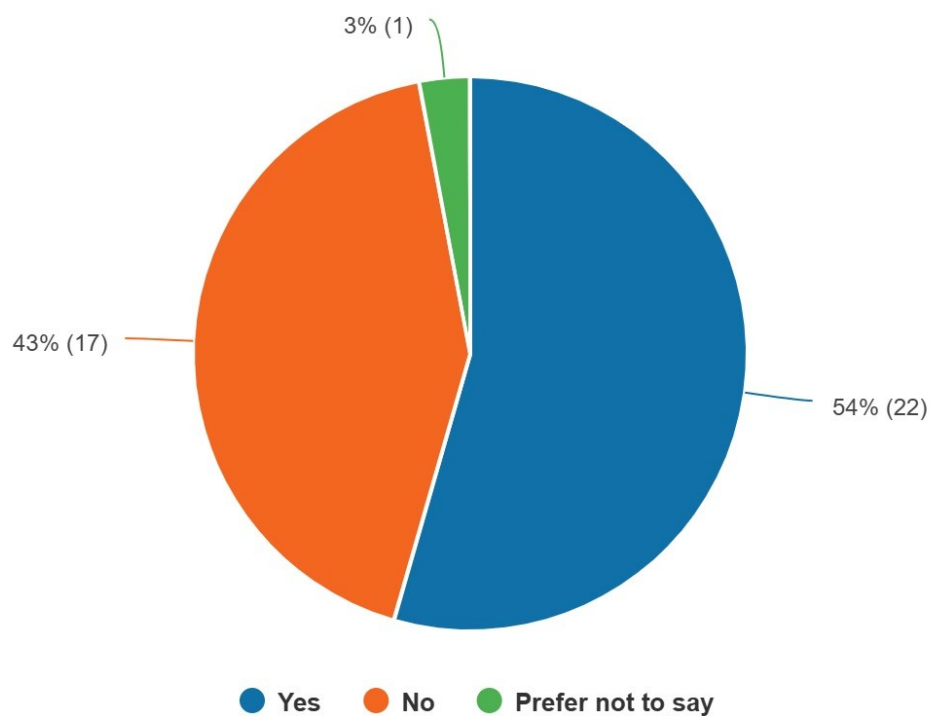
"Vitamin and minerals deficiency."

"Need to list all members of family health issues not just my own."

"Long covid."

"Doctors keeping eye on liver and kidney's complaints."

## Carer



### Who they care for

"A friend who has Alzheimer's."

"I have two children I care for one with asd and one with chronic eczema, asthma and allergies."

"Husband and son."

"My son."

"My brother-in-law."

"2 Autistic children."

"I receive carers allowance because I care for my son who has complex mental health needs."

"Sometimes granddaughter who is in a wheel chair and I can't get her on a bus so this facility will be fantastic."

"Mum."

"Husband and elderly aunt."

"Family members."

"My son."

"Adult son."

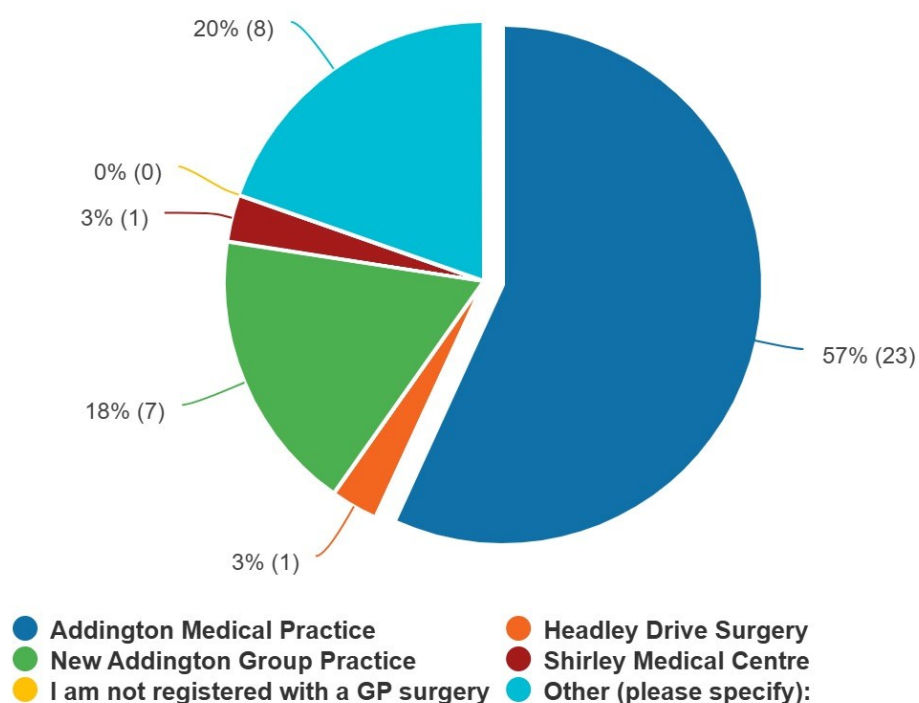
"My husband."

"Foster Children."

"Husband daughter and myself."

"My disabled son."

#### GP practice



Other respondents included Castle Hill Surgery (30) Broughton Corner Family Practice, Farley Road, Greenside Medical Practice Selsdon Park Medical Practice and Fieldway (1 each)– Fieldway is part of New Addington Group Practice.



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