

## Community Diagnostic Centre Improvement Vignette

### Site name:

Crawley Community Diagnostic Centre, Crawley Hospital, Surrey and Sussex Healthcare NHS Trust

### Core components/principles

The Experience Based Design (EBD) approach guided the work at Crawley Community Diagnostic Centre (CDC). Emotional mapping and staff feedback helped inform interventions focused on enhancing identity, staff wellbeing, and the overall patient experience.

Key principles included:

- **Emotional mapping of staff wellbeing at work:** Staff identified a lack of identity and rest areas, which affected morale, particularly for those rotating between sites.
- **Co-production with patients and staff:** Improvements were informed by direct staff and patient feedback, including from the Women's Health Centre.

This method has been instrumental in enabling us to tailor changes that bring emotional and practical benefit to both staff and patients.

### Our challenge

Crawley Hospital is an ageing estate owned by NHS Property Services and leased by various services, with the CDC historically lacking a distinct presence. Services were dispersed across departments, making the CDC feel fragmented. Feedback highlighted that patients did not recognise they were in a CDC, and staff had limited access to meaningful break areas.

The new capital build for the CDC, intended to unify services and give the CDC a clear identity, was delayed due to high-rise building regulations introduced following Grenfell. The planning, risk aversion, and compliance processes (e.g. Building Safety Regulator (BSR) approval and infrastructure readiness) caused significant hold-ups, limiting visible progress. This is an on-going challenge for the CDC building project as we cannot start any building work without this permission. Delays in the BSR process is being experienced across many NHS building projects nationally.

### What we did (the process)

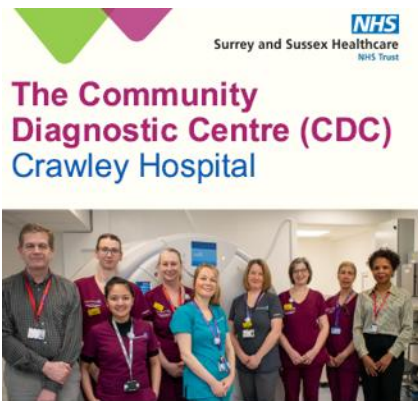
In the absence of a completed capital build, we implemented a range of targeted, staff and patient informed improvements:

#### Engagement efforts:

- Staff feedback from rotating and permanent staff.
- Patient insights from the Women's Health Centre and imaging services.
- Staff emotional feedback on their rest environments.

#### Actions taken:

- Purchased sofas for staff rest areas, replacing tatty chairs, making spaces feel homely and inviting.
- Bought Surface tablets for health, wellness and mindfulness apps, to support mental health during breaks.
- Secured a kettle and coffee machine for shared staff use, making refreshments more accessible.



Since April 2023, diagnostic services at Crawley Hospital have been delivered as part of a national **NHS Community Diagnostics Centres Programme**. The **Crawley CDC** is one of over 165 centres currently open across England, aiming to improve population health and address health inequalities in local areas, by providing faster diagnosis and treatment for patients through efficient services, improved patient care, and reducing waiting times for vital tests and checks.



Installed portable induction loops in departments including imaging, supporting patients with hearing impairment.

- Purchased 8 CDC branded banners now placed across respiratory, cardiology, and imaging to strengthen CDC visibility.
- Provided new seating in Women's Health Centre: larger, modern, wipe-clean chairs enhancing hygiene and emotional comfort.

#### Delays and context:

- Tablet implementation has been delayed by finance and information governance approvals, these are finally in place and we are now waiting for our IT teams to install the Wellbeing applications into the tablets. IT staff shortages is delaying completion of this installation.
- The build project is still delayed due to the long wait time for building safety regulations (BSR) reviews. The BSR is application is under the responsibility of NHS Property Services and GB Partners, who are managing the building programme on behalf of SASH.



### What we achieved (the outcomes/data)

- Staff rest area in one section of the CDC now feel welcoming and more comfortable, increasing satisfaction and encouraging real breaks.
- Banners have made it easier for patients and staff to identify CDC spaces.
- Hearing-impaired patients benefit from clear communication through portable induction loops.
- Women's Health Centre staff report greater pride in their environment, with waiting areas now more modern and inclusive.

Some initiatives (e.g. tablets and digital feedback tools) are still being implemented.

### Testimonials

#### **The voice of the patient**

*"Banners are interesting, we didn't know much about the CDC here at Crawley."*

*"It's nice to have something to read while waiting to be seen."*

*"I like the smiling faces in the banner – are they the staff here at Crawley?"*

*"I didn't know Crawley is a CDC, until I read the banner."*

*"it's good to know there's help here for people with hard of hearing, it's not available everywhere."*



#### **The voice of the CDC**

*"They've [sofas] made the small room feel bigger and more comfortable."*

*"We move site and it's just nice to have comfortable seats to relax on."*

*"It's made us feel a bit more valued to have our comfort considered."*

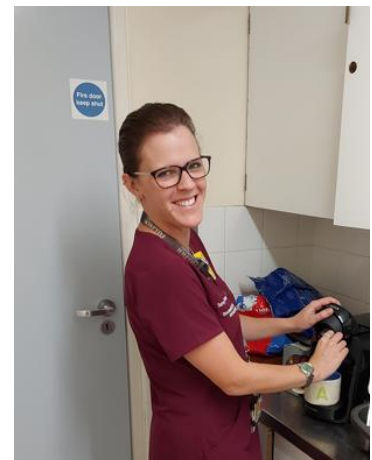
*"They [sofas] are so much nicer than what was there before, would be nice if we could also have some cushions."*

*"Just fantastic to be able to offer this additional support [portable induction loop] for our patients."*

*"Nice to finally have the CDC finally have some presence at Crawley!"*

*"The chairs are great and brighten up the waiting room. Staff from other areas have commented on how nice they look and asked how we managed to get them, they are very jealous! They make the waiting area look much more modern." Verity Cox, Reporting Sonographer.*

*"it's nice to have another option to having coffee rather than buying a more expensive one from the canteen."*



### Key contacts

Marilyn Aviles – CDC Programme Manager, Cancer and Diagnostics Division