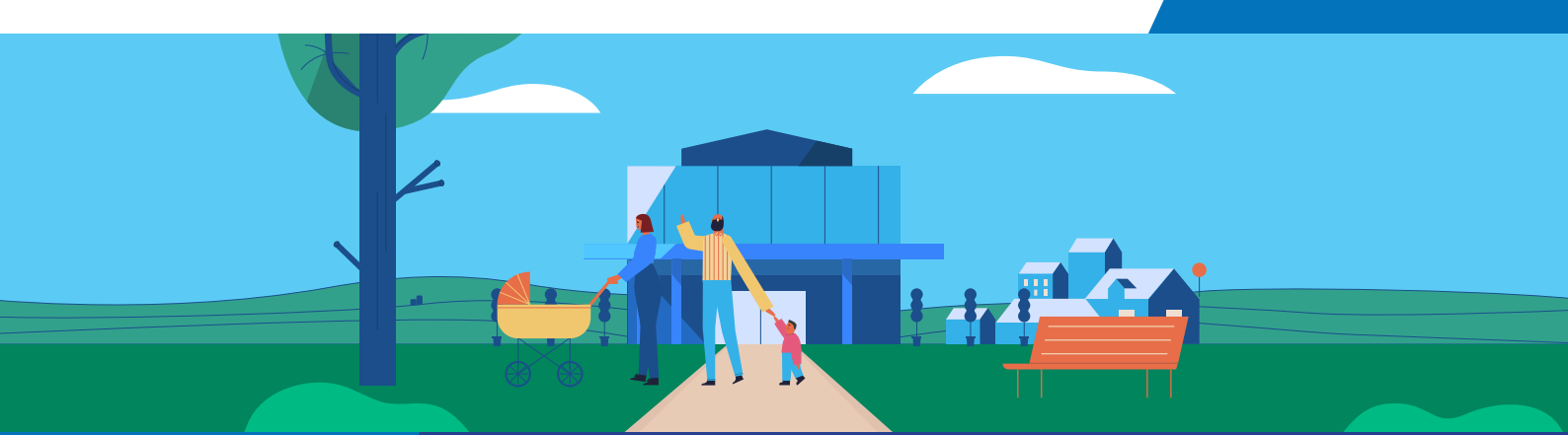


Community engagement summary report

This report provides a summary of the feedback received during the community consultative committee meetings for the period November - December 2020.



Cranbourne Community Hospital Community Consultative Committee meeting

Online via Microsoft Teams | Monday 14 December 2020

Engagement purpose

Community consultative committees provide a forum for members of the local community to participate in the planning and development of the Community Hospitals Program through open dialogue and consultation.

The meetings provide a mechanism through which views of the community are heard, emerging issues are monitored, and concerns and priorities of the community are voiced.

Session summary

At this meeting VHHSBA provided a project update and presented the committee with some landscape concepts and concept designs from the initial feasibility work done to date. The committee had the opportunity to provide feedback on these concepts. Monash Health also spoke to the committee about proposed model of care for public dental services to be offered at Cranbourne Community Hospital.

The meeting was held virtually using the Microsoft Teams video conferencing platform, and feedback was recorded using Mentimeter, an interactive presentation tool.

Who was there

Chair: Pauline Richards MP

Foundation members: Representatives from Monash Health and City of Casey

Community members: Two community members from the Cranbourne area

Staff: Representatives from VHHSBA Planning and Development, DHHS System Design, VHHSBA Communications and Engagement.

You said

Talking about providing culturally appropriate food options.. when I heard that it just excites me!

I only see two lifts. Will this be sufficient? Lifts need to be large enough for bed movers.

I'm picturing signage that's a little friendlier, perhaps similar to what you'd see at a library.

I wasn't expecting every single thing we called out to be here, but I think these are the key things that I was hoping to see included.

If there is any way we can integrate some of the designs and plants used at the Cranbourne Gardens, that would be great. It's an incredible asset that not enough locals use.

Community feedback, concerns and sentiment



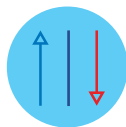
Interest in physically **visiting the hospital site once a decision is made** and land is acquired to enable better comprehension of size and scope of the hospital.



Questions raised about **accuracy of population data used in modelling dental services** and if they accurately reflect the multicultural nature of the Cranbourne community.



Agreement that **staff and patient safety** should be considered as part of the design.



Desire to **apply lessons learned from the COVID-19 pandemic** when planning for the hospital, particularly in terms of waiting areas, separate entrances and sufficient ventilation.



Need to **ensure lifts are large enough** to cater for bed moving equipment and that the number included on site is appropriate for projected patient levels.

What we heard

Do the design principles presented accurately reflect your feedback so far?

- I'm happy to see the most important things we've discussed have been included. I understand we can't include everything.
- Yes, looks good to me.
- Will there be expansion of palliative care services?
- I really like it and one of the things I don't remember being discussed but talking about providing culturally appropriate food options... when I heard that it just excites me.
- I wasn't expecting every single thing we called out to be here, but I think these are the key things that I was hoping to see included.
- No
- Yes

What do you think of the landscape concept for the Cranbourne Community Hospital?

- It's best approach.
- If there is any way we can integrate some of the designs and plants used at the Cranbourne Gardens, that would be great. It's an incredible asset that not enough locals use.
- Anything that attracts birds would be nice.
- Somewhere that parents can feel quite relaxed and that their children are safe. Some of the surrounding roads can be quite busy, so if there just something to create a separation between the road and play spaces so parents can just relax slightly.

What do you think of the concept floor plans?

- Does this include an OHS plan?
- I only see two lifts. Will this be sufficient? Lifts need to be large enough for bed movers.
- Need commercial lifts for large equipment installation. X-ray machines ect
- Negative pressure areas for theatres?
- Has consideration been given for Code Grey/Code Black emergencies with personnel security? Perhaps a security station?
- Separate staff entrance?
- Floor plan includes all essential criteria.

What are your first impressions of the early design concepts?

- It is exciting.

How can we make your hospital feel less clinical through good design?

- I'm picturing signage that's a little friendlier, perhaps similar to what you'd see at a library.
- Friendly volunteers such as at Frankston Emergency Department
- A design that's culturally safe and appropriate.
- Acknowledgement of the traditional owners.
- Design needs to look more like a house.

What features make you feel most welcome when you attend a medical facility?

Accessible to all ages and groups of people.

