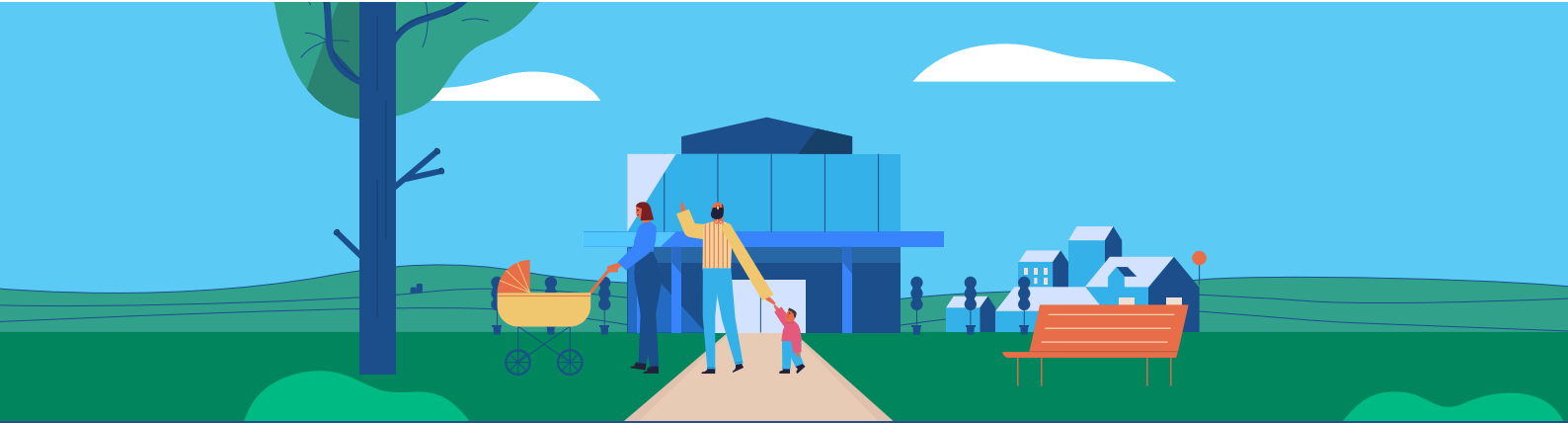


# Community engagement summary report

This report provides a summary of the feedback received during the community consultative committee meetings for the period August – September 2020



## Phillip Island Community Hospital Community Consultative Committee meeting

### Meeting details

Online via Microsoft Teams | Tuesday 25 August 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

This meeting presented the committee with the progress of the service plan and collected feedback on the design principles and draft master plan for the Phillip Island Community Hospital. Committee members also received an update on the progress of the project and had the opportunity to ask questions throughout the session.

The session provided an opportunity for the committee to reconnect after some months of being unable to meet due to the social distancing requirements associated with COVID-19. 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:** Jordan Crugnale MP

**Foundation members:** Representatives from Bass Coast Health

**Community members:** 11 community members from the Phillip Island area

**Staff:** Representatives from VHHSBA Planning and Development, DHHS System Design, VHHSBA Communications and Engagement, Billard Leece Partnership (principal consultant)

## Community feedback, concerns and sentiment



Strong desire to **ensure hospital supports staff wellbeing**



Support for **multiple site access points and a large car park** as committee indicated area is quite car dependant



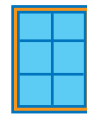
Support for a **'green heart' for the hospital**. It was noted that green space can have a restorative effect on patients and visitors alike



Committee suggested that **breast screening services and enhanced family safety and crisis support services** would benefit the community



Desire to ensure **the building becomes a community hub** – ideas included child play spaces or a café to make this a place to go rather than a place to get treatment



A need to consider how to make this space **welcoming for CALD communities** and ensuring they have access to things which improve their experience



Members **were pleasantly surprised about the breadth of services that will be available** at the Phillip Island Community Hospital



**Disappointment regarding lack of overnight beds**, however an agreement that this could not be delivered safely and that patient safety is the priority



Members noted that **Telehealth has been a welcome addition to service delivery options during COVID-19**, finding it easy and convenient to access services from home in this manner



Committee noted the local community **highly values the friendly and welcoming nature of service at the Phillip Island Health Hub**, although some said this may not be the experience of all visitors



Support for the suggested masterplan which aims to **retain some significant trees at the current site**



Desire to **use water and green space as a theme/focus** for the hospital given the cleansing and healing connotations



Desire for hospital to have **adequate cultural and accessibility supports** in place

## What we heard

### What are your initial thoughts about the breadth of services to be provided at Phillip Island Community Hospital?

- The services proposed seem to offer a bigger breadth of services than originally discussed.
- Very pleasantly surprised about the breadth of services.
- Very pleased. It's a far wider range of services than we had before.
- There are a lot of great services that will help limit travel outside the shire for the community.
- What will be provided will allay the community's concerns about the hospital not having overnight beds
- Disappointed that there are no overnight beds, but service variety is good apart from that.
- Not sure about our allegiance with the Phillip Island Community and Learning Centre, given they are a neighbourhood house, not a welfare organisation.
- Will the allied health staff be shared with Wonthaggi Hospital, or will we get a dedicated full-time service across all disciplines?

### During COVID-19, health service delivery has changed (e.g. telehealth). What are your personal experiences?

- Being pregnant during this period, it was good to be able to access care from home.
- Telehealth works well, unless you need services such as physiotherapy or podiatry which are of necessity hands on
- I've found Telehealth fantastic. I hope it stays available forever. Faster, more comfortable with my broken ankle, family member picked up my X-ray script, able to heal at home with less painful trips, less stress all round for my family and myself.
- Telehealth has been great for my partner's post-operative care, which was done in the city. He didn't have to catch three buses to get there. He had an X-ray locally and telehealth with his GP in the city.
- For working people, telehealth is great for specialist and psych appointments. It means not travelling and having to take half a day off work.

### Thinking about the existing Phillip Island Health Hub, what is working well?

- Provides a very welcoming environment
- Having access to helpful staff 24 hours is really valuable.
- Having a separate entries for COVID testing works well.
- Great to know we have a 24 hour service and access to a variety of specialists, which prevents long journeys.

### What could be improved at the Phillip Island Health Hub?

- Parking could be improved.
- Separate entrances for COVID/pandemic patients, or those experiencing family safety issues.
- I have heard from other Aboriginal people on Phillip Island that they did not feel accepted and helped at the Hub. One Uncle had a very traumatic experience and left being told nothing could be done to help him. What cultural supports will be put in place?

### Please share your thoughts on the proposed masterplan design. What do you like? What could be improved?

- Like the retention of the beautiful trees.
- Great use of space to combine nature and the buildings.
- More than one entry will be required to meet social distancing restrictions.
- Concerned about the walkway at back of building for security and safety reasons.
- Allow room on site for mobile breast screen, blood bank etc. Replace the rear walkway with space for these types of services?
- It would be really great to have a way to honour and recognise the Aboriginal history, community and relationship through these outdoor and building designs. Such messages, monuments, features, enviro-images communicate significance, safety and welcome.
- Ensure cultural inclusion is meaningful and not tokenistic. Genuine recognition of the history of the land.
- Need to make sure the difference in heights of the buildings is managed well so new building does not stick out but is integrated into the site.
- Provide accessible play equipment for children with different access needs.

### **What are the most important exterior design elements we should consider for this site?**

- retention of trees
- accessible play spaces
- cultural recognition
- more parking
- link services with nearby projects
- flowing water
- natural materials and 'living' spaces
- cleansing and healing environment
- honouring of old hospital
- safety
- accessible carpark
- multiple entries
- maximised for solar (roof and power bank)
- murals
- spaces that encourage walking
- a nice destination to go.

### **What are the most important interior design elements we should consider for patient, staff and visitor spaces?**

- sensory spaces
- social enterprise cafe
- quiet space
- prayer room
- natural materials
- children's play space
- spaces that are light and airy
- toilets
- inclusive signage (e.g. Braille signage)
- inside water feature / plants
- artwork / exhibition space
- eco therapy
- Welcome to Country plaque
- Aboriginal and Torres Strait Islander flag

### **Thinking about the patient, staff and visitor experience, what other facilities, features, or amenities would you like to see?**

- prayer room
- clear separation for doffing and donning PPE
- access to tea and coffee and refreshment station that is open for longer hours.

### **Are there any specific local issues we should consider in the design for the Phillip Island Community Hospital?**

- history of the old hospital should be acknowledged in the new
- reflect local aboriginal culture
- recognise the nature park and Grand Prix and other things the island is known for
- sea life / marine environment should be incorporated
- multi-lingual welcome signs.