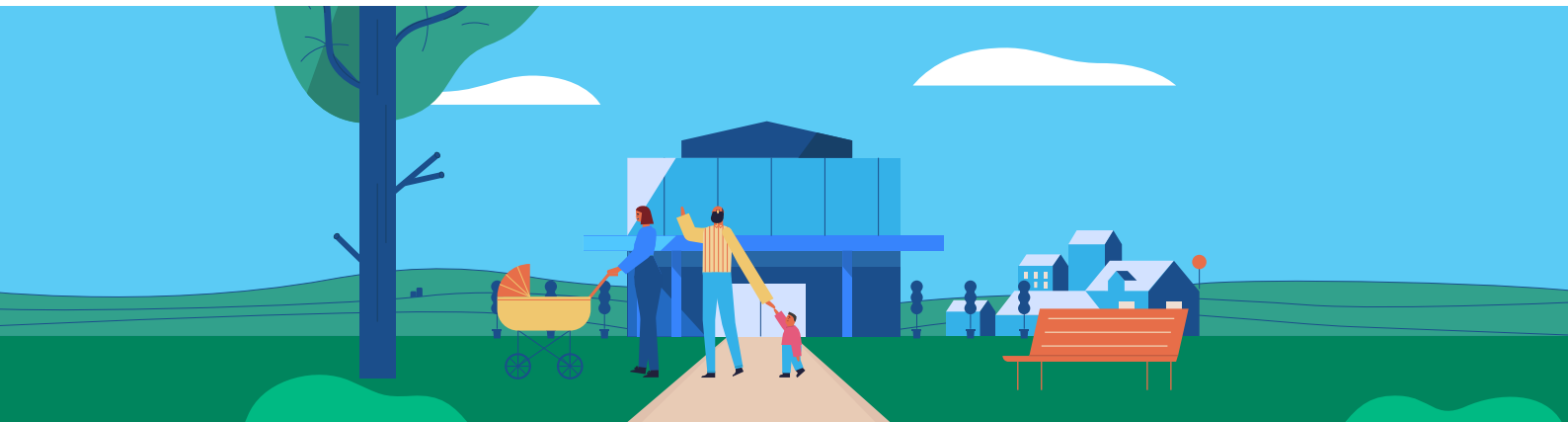


# Community engagement summary report

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



## Sunbury Community Hospital Community Consultative Committee meeting

### Meeting details

Online via Microsoft Teams | Tuesday 11 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 outcomes of the service plan and collected feedback on the design principles and draft master plan for the Sunbury 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:** Josh Bull MP

**Foundation members:** Representatives from Western Health and Sunbury Community Health Centre

**Community members:** Two community members from the Sunbury area, Billie Harris and Melissa Davis

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

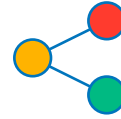
## Community feedback, concerns and sentiment



Identified **lack of community awareness** of the services available at Sunbury Day Hospital despite its central location – need for greater promotion of services and community relationship building



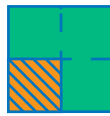
Support for **light open spaces** and a green heart for the hospital



Concern that busy **Macedon Street prevents good connection** between the hospital and Sunbury Community Health Centre, the town centre and other amenities



A need to consider how to make the community hospital **welcoming for CALD communities and connect with growing population** and new demographics in Sunbury



Desire to ensure design is **respectful of land, culture and history**



Support for the **use of a heritage listed building for the Urgent Care Centre** – with some concern that the space will not be large enough



Committee noted that there will be a need to **educate locals about what conditions are appropriate to go to Urgent Care** vs. which should be taken to an emergency department



Current day treatment patients value the views and outlook of the current ward – **desire to preserve these views in any new development**



Desire to **open up hospital grounds for community use** and make the front hedge more permeable if possible – concern it closes off the site



Support for **moving hospital car park to back of site and improving lighting and wayfinding signs** to make first impressions more welcoming



Pride that **Sunbury project will be the first to be completed**

## What we heard

### What services could be improved at the existing Sunbury Day Hospital?

- Provide more information to Sunbury locals about what services are currently on offer at the day hospital
- Investigate other potential services that could be delivered at Sunbury Community Hospital without overtaking services that are already offered in Sunbury
- Educate the community about what urgent care means, and when you should go there rather than the emergency department at a major hospital
- Build community awareness of all services available locally. Highlight the newly available services in the area
- Sunbury Hospital is in a great location, we just need to tell people it's there!

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

- Consider wayfinding and more external signage
- Entrances to urgent care and moving carpark (to the back) are good. Hedge closes off the space.

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

- open space
- retaining outlooks to the outside
- entrance to the urgent care centre and carpark at the back
- culturally appropriate and respectful use of land and its history
- during and after hours use of site
- accessibility and appropriate protection from weather.

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

- a less clinical feel
- a community feel
- a fun environment for kids
- a space that is safe and calm with a green heart
- paying homage to the rock festival of the past
- a staff area and separate undercover area with staff access only
- visible camera security and an after-hours pharmacy

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

- lighting in the car park
- visible cameras for security
- good lines of sight in undercover areas
- friendly, sensory spaces
- multiple parent rooms
- access to an after-hours pharmacy
- a pathology collection point
- preserving the heritage building

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

- Preserve and maintain the focus on the heritage building at front of sight.
- We need to serve our CALD communities. Investigate their everyday routines to ensure facilities consider these.
- Sunbury's demographics are changing rapidly and substantially.
- Major road creates poor connections between community health and the hospital. Need to strengthen these connections both physically and referral-based.