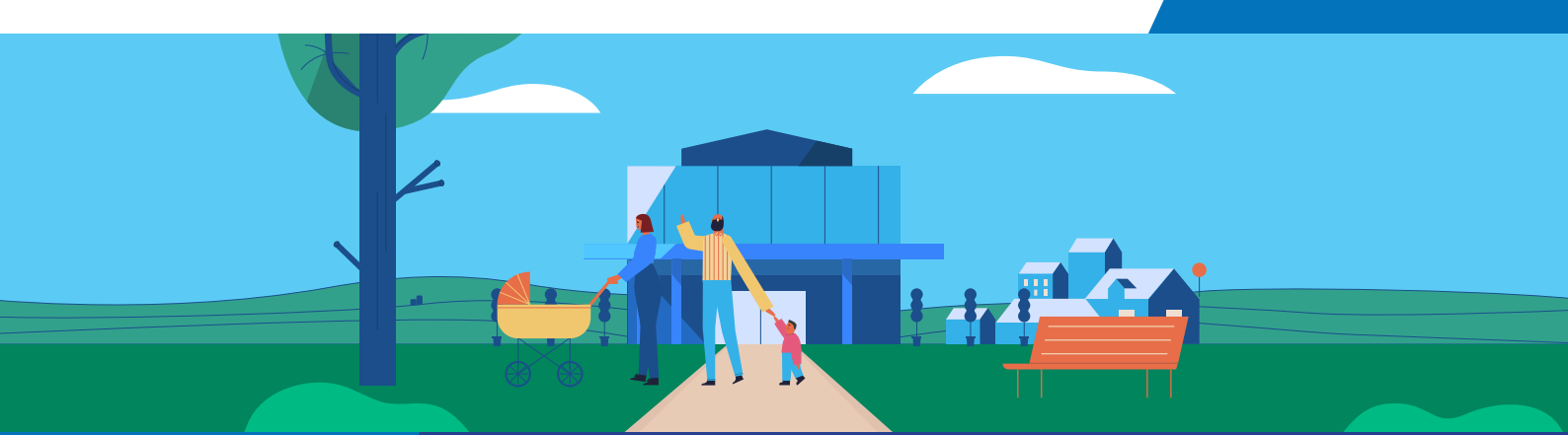# Community engagement summary report

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

Sunbury Community Hospital Community Consultative Committee meeting

Online via Microsoft Teams | Wednesday 5 November 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 presented the committee with updated design principles which incorporate feedback received through the CCC, an overview of the ICT strategy for the community hospital, and some of the feasibility work completed so far. The committee also had the opportunity to provide feedback on the feasibility and design work underway for the Sunbury Community Hospital including concept floor plans and landscape designs.

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

Community members: Two community members from the Sunbury area

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

You said

> System integration is important. It would be great if we could have all these technologies in place, but they don't change anything if they don't talk to each other.

> Safety as a design principle is missing. Hospitals are potentially quite dangerous places... there is a lot to consider for staff and client safety in designing health spaces.

> Don't underestimate the connection between the community and the play area. People will travel from one side of Sunbury to the other for a decent play area.

> Being wheeled out of a hospital on a trolley is one of the most vulnerable times of your life. If we can avoid having that happen through the waiting room.

> It's good to see the inclusion of the urgent care facility, if you asked people around Sunbury - 99% would say that's what they are looking forward to most.
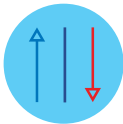
Community feedback, concerns and sentiment

Agreement that the design principles reflect committee feedback to date. Suggestions to add a principle of safety to underpin all design.

Support for using technology to provide patients and visitors with choice of how they interact with the health service.

Excitement that the landscape design concepts include play elements and would potentially open up hospital grounds for broader community use.

Strong interest in how the floor plan will work in practice – where are the lines of sight from reception, which areas would be accessible after hours, how will patients be transferred to ambulance?

Concern the urgent care centre treatment spaces may not be large enough to house staff, equipment, patient and support person.

Discussion on how to balance desire for design to protect patient privacy while also ensuring staff and patient safety.

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What we heard

What do you think of the types of technologies proposed in the ICT strategy?

- The use of mobile to access different areas and bits of information, I felt I would be completely comfortable with even as a relatively elderly person.

- I visit the Royal Melbourne Hospital frequently and the systems there for keeping patients up to date and booking in are so antiquated. Having something like this would be great. Keeping people up to date with waiting times.

- The more information you can give to people to let them know what is happening, would be excellent.

- I love using online booking systems.

- The key to this is that there is choice. You can talk to someone or book remotely. It's about giving patients the choice of what makes sense for them.

- System integration is important. It would be great if we could have all these technologies in place, but they don't change anything if they don't talk to each other.

- They are wonderful uses of technology. I'm not sure of the cost vs necessity for the "way finding beacons" given many using the facility will be frequent users.

- Electronic check in.

Do the design principles accurately reflect your feedback so far?

- I think that was in line with what we heard and spoke about last meeting.

- Safety as a design principle is missing. Hospitals are potentially quite dangerous places. Goes for staff, aggression, people who might be agitated at your front desk. There is a lot to consider for staff and client safety in designing health spaces.

- The design principles reflect exactly what is at the heart of the Sunbury community and (will go a long way towards ensuring) a safe space for all.

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

- Great so see you are thinking about this as a publicly usable space in front of the building, instead of just a hospital space.

- Don't underestimate the connection between the community and the play area. People will travel from one side of Sunbury to the other for a decent play area.

- It is a good balance of fresh air, green space and practical space.

What do you think of the concept floor plans?

- Improving the physical look of it and making people aware it is there is very important. As someone who has lived here for 26 years, I have very little knowledge of what is at the day hospital here.

- It's good to see the inclusion of the urgent care facility, if you asked people around Sunbury – 99% would say that's what they are looking forward to most. Being able to tell them you are providing that service.

- Safe access after-hours is important, especially because it is a little away from the town centre.

- Glad you said that about the sight lines from reception. When I looked at it, I thought you couldn't see the waiting room.

- I'm also interested in the ambulance pick-up and drop-off access. Where are you seeing patient pick-up for an ambulance?

- Being wheeled out of a hospital on a trolley is one of the most vulnerable times of your life. If we can avoid having that happen through the waiting room - some consideration for better privacy than that.

- I want to pre-empt that some will say you cannot have two ambulance drop-off zones, as drivers will get confused. We will need to work on how to best balance patient privacy with the most practical ambulance bay location.

- There appears to be very little treatment bay space in the Urgent Care Centre. What is the proposed number of bays and how big do you plan on them being? UCC needs room for nurse, patient and parent/support in the cubicle plus treatment equipment.

- Is there waiting space for the Urgent Care Centre that is separate to that of radiology waiting space?

What are your first impressions of the early design concepts?

- I think it looks brilliant
- Lovely, modern and inviting
- Very appealing for all
- Modern