

Frankston Hospital redevelopment Community survey report

November 2020



Introduction

The Victorian Health and Human Services Building Authority (VHHSBA) launched a community survey on Engage Victoria titled 'Frankston Hospital redevelopment' on 18 August 2020.

The survey sought input from the Frankston and Mornington Peninsula community on the healthcare services and community benefits that matter to them. The findings will help to shape planning of the Frankston Hospital redevelopment.

The survey ran for 28 days, closing on 14 September 2020. VHHSBA received 335 responses to the survey and 71 people signed up to receive updates about the redevelopment.

Summary of feedback received



Services

Most respondents (92 per cent) said 'emergency treatment' was the most important service, followed by 'access to specialists' (62 per cent), 'access to elective surgery' (59 per cent), 'medical imaging and other specialist services' (56 per cent) and 'mental health' (51 per cent).



Getting to and from the hospital

Most respondents (88 per cent) travel to Frankston Hospital by car (driving or as a passenger). While only two per cent travel to the hospital by public transport, 12 per cent indicated they would prefer to use public transport.



Features

When asked to consider the most important features of Frankston Hospital, most people ranked 'quality of services' as most important, followed by 'prompt attention' and 'range of services'.



Other community benefits

Most respondents (70 per cent) wanted to see 'gardens' at Frankston Hospital, followed by 'spaces for families' (61 per cent), 'cafes and restaurants' (44 per cent) and 'newsagent/postal/banking services' (44 per cent).

Project background

The Victorian Government is providing \$562 million to redevelop and expand Frankston Hospital. The redevelopment will transform services and provide more Frankston and Mornington Peninsula families access to world-class healthcare, closer to home.

Construction of a multi-level acute services tower will add capacity for 120 additional beds, new operating theatres and dedicated spaces for mental health and oncology services. A new main entrance will improve wayfinding for patients and visitors.

With more families choosing to make Melbourne's south-east home, expanded women's and children's services will also be delivered.

The redevelopment will be delivered as a public private partnership, with a consortium to design, construct, finance and maintain the redeveloped hospital. Frankston Hospital will remain a public hospital, operated by Peninsula Health.

Construction of the new tower is expected to be completed in late 2024.



Purpose of report

VHHSBA and Peninsula Health are committed to working closely with the Frankston and the Mornington Peninsula community. Hearing from patients, visitors, staff, volunteers and the wider community will help us to identify issues and capture the views and aspirations of the community in plans for the redevelopment.

The community survey is a first step to understanding the ideas and priorities of the people of Frankston and the Mornington Peninsula so we can build a hospital that truly reflects the community it serves.

This report includes a summary of the feedback we received. The full results of this survey have been provided to the project team responsible for delivery of the Frankston Hospital redevelopment.

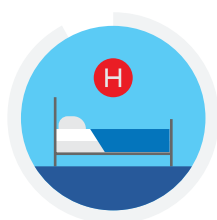


What we heard

Services

Most respondents (92 per cent) said 'emergency treatment' was the most important service, followed by 'access to specialists' (62 per cent), 'access to elective surgery' (59 per cent), 'medical imaging and other specialist services' (56 per cent) and 'mental health' (51 per cent).

*Respondents could select more than one answer.



92%

Emergency treatment
(Emergency Department)



62%

Access to
specialist doctors



59%

Access to
elective surgery



56%

Medical imaging and
other specialist services



51%

Mental
health

Other services that ranked highly were:



Children's health



Palliative care



Range of services



Maternity

Features

When asked to consider the most important features of Frankston Hospital, most people ranked 'quality of services' as most important, followed by 'prompt attention' and then 'range of services'.

Respondents ranked the following features in order of importance:



1

Quality of service



2

Prompt attention



3

Range of service



4

Visiting specialists

When asked to consider what additional services at Frankston Hospital were important to them, most people said 'carparking' and 'comfortable waiting areas'.

Respondents ranked the following in order of importance:



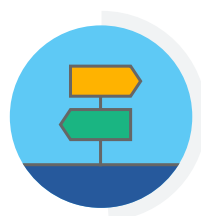
72%

Carparking



56%

Comfortable waiting areas



49%

Clear wayfinding and signage

Other community benefits

Most respondents (70 per cent) wanted to see 'gardens' at Frankston Hospital, followed by 'spaces for families' (61 per cent), 'cafes and restaurants' (44 per cent) and 'newsagent/postal/banking services' (44 per cent).

*Respondents could select more than one answer.



70%

Gardens



61%

Spaces for families



44%

Cafes and restaurants



44%

Newsagent/postal/
banking services



Your experiences at Frankston Hospital

We asked what people liked most about Frankston Hospital and what they thought could be improved.

The most common responses for what people liked about the hospital related to:



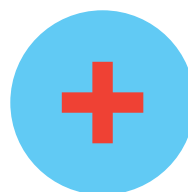
1

A hospital with a
community feel, close
to home



2

Kind, supportive and
knowledgeable staff



3

High quality levels of
care

When asked what could be improved, common themes included:



1

A hospital that's easy
to access and to
navigate



2

A safe,
welcoming and
inclusive hospital



3

A focus on children's,
women's and mental
health services

A hospital that's easy to access and to navigate

Car parking and transport

A third of respondents asked for cheaper or free carparking – and more of it. Respondents also asked for better and more accessible public transport options, especially for people living on the Mornington Peninsula.

"PARKING! Make it free and multi-level."

"It is too far to park and access outpatient and community health services for my elderly mother."

"Public transport on the Peninsula is very spotty and residents must travel to Frankston Station by bus or train from the Western Port side, change to a different bus that lets them off on the road outside the hospital, and then they need to walk to the area of the hospital they are visiting, which is a very hilly area and very difficult for older people or people with a disability."

Finding your way around the hospital

A common concern was that the layout of the hospital is confusing and clearer signage is needed. There were also requests to have a mobility service to help elderly and disabled people move around the campus. Some respondents said the walk from the carpark to the emergency department or to other parts of the hospital was too long.

"It would be nice for any development to be able to bring a sense of purpose to the layout and prepare for even further developments into the future."

"It's like a rabbit warren once inside. So hard to find your way around and no satellite information desks anywhere once you're walking through."

"Better signage and maps to show you where to go are a must."

A safe, welcoming and inclusive hospital

A common response was that the hospital needs a clear main entrance and a welcome/reception area. People want the hospital to be a safe and inclusive place for everyone.

Safety was mentioned often, with references to spaces that protect vulnerable people, well-lit outdoor areas, safe carpark and pedestrian access, and availability of security. Other common suggestions included brighter and more inviting colours, more plants and landscaping and better access to the nearby botanical gardens.

Several people commented that smoking near the hospital entrance needs to be restricted.

"Pedestrian movement should be PRIORITISED throughout the hospital site."

"It needs to be safe for people to walk to the carpark in the dark – whether morning or night."

"The hospital needs to have a better connection and relationship with the gardens for palliative care patients to use this green, relaxing asset. Pedestrian movements need to be set for all-able access."

"Plants and garden could really be showcased and used to support patient recovery. The physical environment looks tired and does not support the mental health or healing of patients or staff."

A focus on children's, women's and mental health services

Many respondents would like to see more paediatric services available at Frankston Hospital, along with more child-friendly spaces for patients and their families.

There were positive comments on the experience provided in maternity, as well as comments on the need for more private and shared spaces for new mothers.

Many people would like to see improved mental health services in the future, including for adolescents. Respondents raised the need for more beds, an improved emergency department experience and dedicated space for mental health patients.

"More child friendly spaces for paediatric patients and visitors."

"I would like to see a huge improvement and an increase in facilities for mental health."

"Youth mental health programs."

What we're doing next

A competitive procurement process is underway to secure a consortium to deliver the Frankston Hospital redevelopment.

As part of this process, a 'request for proposal' document will be provided to a shortlist of bidders. This document will outline the scope and requirements of the redevelopment, so those on the shortlist can develop a detailed proposal.

The request for proposal will be supported by a Community Consultation Report. This will summarise ideas, feedback and input from the community to be taken into consideration. This will form part of the criteria assessed when selecting the successful consortium.

VHHSBA is planning further consultation with the Frankston and Mornington Peninsula community to help develop the final Community Consultation Report. This will be undertaken in late 2020 and early 2021.

To receive updates about the Frankston Hospital redevelopment, email fhproject@dhhs.vic.gov.au and request to be added to the mailing list.



