

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.



Phillip Island Community Hospital Community Consultative Committee meeting

Online via Microsoft Teams | Tuesday 4 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. Bass Coast Health spoke to the group about outcomes from the service plan. The committee also had the opportunity to provide feedback on the feasibility and design work underway for the Phillip Island 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: Jordan Crugnall MP

Foundation members: Representatives from Bass Coast Health

Community members: Six community members from the Phillip Island area

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

You said

I appreciate we're in early days but the concept we've come up with, the services we have, and the structure - it's an ageless design.

Having the right environment makes such a difference to wellbeing and care.

A lot of issues have been raised and resolved. It's a really functional design that has been thought through and you have taken on our feedback.

If we can 'over build' this facility and the technology that goes along with it, we will cope better with future growth and unforeseen demands like this pandemic.

Thank you to everyone working hard behind the scenes on this project. That was a great presentation and very engaging so thanks again.

Community feedback, concerns and sentiment



Appreciation that the **concepts reflect committee feedback** to date.



Excitement at project progress and **desire to begin talking about the project with the broader community**. Suggestions of community pop-ups or presentations being made to community groups in the new year to support this.



Desire to 'future proof' the community hospital in all aspects including technology, service availability and building design.



Support for **a design that brings in the natural environment** to facilitate and support healing.



Identified need to **further engage with the local indigenous community** to ensure appropriate elements are incorporated into the design.



Agreement that **environmental sustainability should be considered in the design**, but some differing views of how this should be achieved.



Committee raised the **importance of briefing incoming councillors** to ensure knowledge and understanding of project.

What we heard

Do the design principles accurately reflect the feedback provided to date?

- Needs Traditional Owner input.
- Needs to take into consideration technical aspects as well.

Do any of these landscapes appeal to you? Why?

- I like the one with the pond. Water can be very relaxing
- Looks like a nice space to sit amongst the greenery and wait for your family
- I prefer the first design but the water does help
- Third photo really appealing, love the water
- This is like nothing we have seen before in Phillip Island!
- I like the last one, more veg, less design

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

- I think that you've come up with such a fantastic design and have really taken into consideration the feedback from the community in the approach.
- You've come up with a fantastic design, taken into consideration user groups information.
- Having the right environment makes such a difference to wellbeing and care.
- It's lovely that the approach to the facility starts before you end up in the green heart.
- Love how these designs incorporate grasses, flow and greens spaces

What do you think of the concept floor plans?

- You've achieved a really good balance using the two floors. With the ground floor reserved for the busier and quicker services and then the services that require longer stays located in a quieter area upstairs.
- Has anyone thought of having bird feeders as part of the green heart - this brings in life for those with chemo and dialysis
- I'm really pleased, the floor plan is really well thought out, thank you.

- I was pleased that the hospital side of things has been really well addressed. I think the division of services between the lower floor and upper floor is a good balance, between urgent care and chemist downstairs and then quieter places upstairs.
- Even staff as well having quiet space and layout with feedback on how people enter and exit building, especially during Covid time we're in. A lot of detail has gone into it.
- A lot of issues have been raised and resolved. It's a really functional design that has been thought through and you have taken on our feedback.
- Only thing from Bass Coast perspective we are worried about is traffic stuff – getting it one way in and one way out. Everything else you have nailed brilliantly.
- We've really also catered for those people who won't come through our front door – like victims of Family Violence – who will need discreet entrance away from hustle and bustle. Provides access for those diverse client groups.
- The opportunity for patients in a distressed state or emotionally difficult space, to be able to transition in and out of that green space will be really valuable.
- We have looked at the access, the discreet access and exit point for women experiencing family violence.
- Really pleased to be able to provide private spaces for people who are distraught to come and go as they need or even use green space as a meeting space where needed.
- I suggest having a courtyard that is private that could be booked.

Which of these elements of sustainability are most important to you?

- You guys have explained it pretty well. On Phillip Island, being sustainable in what we do is really important. This is very comprehensive.
- I'd like to see an electric charging point in the car park
- I do not favour a charging point. I believe that the focus is on health so I would sooner see money applied to health aspects and not this sort of thing. There are charging points in the public car park near the transit centre.

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

- Telehealth options must be part of planning
- If we can over build this facility and all the technology that goes along with it, we will cope better with future growth and unforeseen demands like this pandemic.
- Hopefully there will be a manual check in/ appointment system, not everyone has a smart phone or be tech savvy. Main age cohort of the island is 60+
- E prescriptions will be all over the place in the future so we need to ensure we have the capability.
- Space in tele health areas not only for the video screen and the patient but also for examinations by specialists when needed.
- COVID has shown how quick we are able to outrun the existing technology in places. If we overbuild it, as telemedicine advances, we can absorb it and keep going.
- Connection to other health professionals, in pharmacy we have e-prescriptions. It is very important to think of those systems
- There was a recent case in NSW where there was a death related to telehealth, we need to achieved right balance. Telehealth can bring us services we wouldn't have otherwise, but need someone on ground to do procedures if required. Need enough space

What are your first impressions of the early design concepts?

- This is an amazing early design concept that has captured the communities input from previous meetings.
- Well done on the design principles and appreciate the progress so far

- Love the green heart and the feel of the outside coming in
- This is quite an ageless design and will transform quite easily into whatever this community needs over the next 25 years or more.
- I really feel that the design will appeal to young people as well.
- Including Indigenous culture in the building. The building is beautiful I'm not sure at what point it would come that it is inclusive of Indigenous culture. Whether it's inside or outside, there is nothing that is obvious, but it might come later on?
- I think it is fantastic. Phillip Island hasn't seen anything like this. It is going to be a star and outstanding.
- Where will the level of the current transit centre be in relation to the new building?
- Balance of an inviting environment and health space and accessibility is really good. Incorporating green heart but making it practical as well. I think an inviting and calming environment will be a unique feature especially for people who are distress.
- Well done on the design principles and appreciate the progress so far.
- I appreciate we're in early days, but the concept we've come up with, the services we have and structure – it's an ageless design.
- Talk about good bang for your buck, we have come up with a concept that will translate for 20 years quite successfully. I think it will serve this community well.
- I agree will that, even from young peoples' perspective, it is inviting for all age groups as well, greenery in sitting area, that level of detail thinking about the clients as well. Even the technology, young people will be able to embrace it as well.

