

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.



Craigieburn Community Hospital Community Consultative Committee meeting

Online via Microsoft Teams | Monday 23 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. Northern Health spoke about the overarching service delivery model for the hospital. The committee also had the opportunity to provide feedback on the feasibility and design work underway for the Craigieburn 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: Sheena Watt MP represented Chair Ros Spence at the meeting.

Foundation members: Representatives from Northern Health and DPV Health

Community members: Five community members from the Craigieburn area

Staff: Representatives from VHHSBA Planning and Development, DHHS System Design, VHHSBA Communications and Engagement.

You said

With any planting, we need to consider public perceptions of safety - low plant cover and open spaces with clear sight lines should be encouraged.

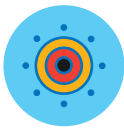
It would be nice to see some basic outdoor exercise equipment incorporated into the hospital grounds.

First impressions are very good. I like it.

I'd like to see a private courtyard for staff to decompress during their day.

How will people sitting outside in the courtyard or grounds know when their next appointment is and where to go?

Community feedback, concerns and sentiment



Strong desire to **ensure Aboriginal cultural heritage is reflected in the design**, particularly in the landscaping and outdoor spaces where it can appropriately acknowledge the restorative effect of local connections to land.



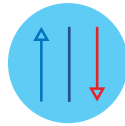
Support for **using technology to alert patients to their appointments** so they can safely wait outside without missing their name being called.



Positivity towards the **open style of the waiting area concept**, particularly for the light, airy and spacious design.



Committee discussed how appropriate design could improve public perceptions of safety, particularly by **ensuring clear lines of site around hospital grounds**.



Suggestions were made on how to best **manage infection control through good design**, including the need for separate waiting areas, multiple entrances, and minimising shared touchpoints (such as using mobile notifications rather than shared vibrating buzzers).



The need for **appropriate traffic management** to ensure visitors can safely turn across traffic to access the hospital was raised by the committee.

What we heard

Do the principles presented accurately reflect your feedback so far?

- I can see the principles mention welcoming space for CALD communities – what about Aboriginal people as Traditional Owners of the land? Need to ensure their needs are considered, we're not part of CALD.
- Have we covered translation services?
- Is there any consideration to engage local artists for garden art? So they can have greater inclusion?

Do any of these landscapes appeal to you? Why?

- With any planting, we need to consider public perceptions of safety – low plant cover and open spaces with clear sight lines should be encouraged.
- I see sculptures in the first image – has any thought been given to using local artists for these?
- The Healing Garden creates a linkage to the indigenous culture. I think it would be a fantastic inclusion

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

- Two current entry points to hospital (off Craigieburn road and Lydon drive). What are the traffic management plans to ensure I can right turn into the site?
- Low lying plants and sufficient lighting for safety on hospital grounds
- Private staff courtyards are important for social service staff to eat privately away from their desks and decompress from their day.
- Will there be any CCTV cameras and adequate lighting?
- I'd like to make the point that across the ground and facilities, adequate lighting is going to be essential. Only 18% of Hume feel safe to walk around at night, compared to 55% average across Melbourne. Coupled with men's behaviour change and drug
- Are there child friendly outdoor spaces, for waiting patients?
- Will there be flagpoles added at the entrance?
- Can we look at engaging local artists for sculptures to encourage community ownership?
- It would be nice to see some basic outdoor exercise equipment incorporated into the hospital grounds. This would be consistent with the desire for the hospital to be a 'healthy place', not just a place to get treatment. Would benefit staff also as they would be able to work out during their lunch breaks.

What do you think of the concept floor plans?

- Sounds great. Thanks
- I'd like to see a private courtyard for staff to decompress during their day
- How will people sitting outside in the courtyard or grounds know when their next appointment is and where to go?
- Covered walkways from the car park given the inclement weather that we have in Melbourne, and many families with small children attending.
- Can you please talk us though the patient waiting areas again. In the event of a pandemic, can patients be staged in separate areas to reduce risk of cross infection?
- Just a suggestion, SMS notification for notifying the patients or a vibrating gadgets can be used
- It is quite safe and great
- Great ideas. You guys are working very well on this project.
- I think the important thing is that it is welcoming for ALL people, with services that capture all needs.
- Patients waiting to be seen for two appointments – one at specialist and one at allied health. How will the notifications come about if they are outside?
- Entry points to hospital – entry point that will come off Craigieburn Rd and Lygon Drive. Am I going to be able to turn right or will I have to go around in circles to get there? I know they are upgrading Craigieburn Road soon as well.
- Are we considering having private rooms or private meeting areas as first point of contact for women experiencing family violence or those who need confidentiality for any reason?
- Outdoor spaces for staff to eat away from public. Covid has highlighted importance. We didn't have any green areas to sit at to eat lunch. Sitting in office is not always appropriate and doesn't have the same restorative effect.
- Private green space, especially if you are working in family violence or social work – safe space away from others.

What do you think of these types of technologies?

- Technology is the future.
- I suggest a vibrating buzzer or text notifications to alert patients to their appointments
- Royal children's having vibrating mechanisms this is helpful
- I support telehealth 100% I have used it consistently with my daughters appointments during Covid.
- I believe these services are important and needs to be considered as this reduce waiting periods and make system sustainable
- To reduce risk of infection, best not share buzzers, but have text sent to patient phones
- Telehealth is good for a lot of appointments, but not to entirely replace face to face consultations
- USB charging stations are also useful for consumers at hospital for long periods
- I think we should be incorporating technology wherever possible , if it enhances the client journey

What are your first impressions of the early design concepts?

- Fantastic
- Impressive
- Nice
- First impressions are very good. I like it.
- impressive
- Very welcoming. nice healing and restorative vibe
- I think it's very lively.
- I like the sense of openness

