Community engagement summary report

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

Cranbourne Community Hospital
Community Consultative Committee meeting
Meeting details

Marriot Waters Family and Community Centre
Thursday 13 February 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 project 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

The Community Consultative Committee (CCC) meeting updated the community on the progress of the Cranbourne Community Hospital and consulted them on the development of the Community Hospitals overarching service model principles. The project team presented an overview of the Victorian hospital system and the local health context, reported back on engagement and communications activities to date, shared results of the October 2019 state-wide community survey and November 2019 service model design workshops and responded to questions about the project.

More importantly, the meeting provided a forum to test the Community Hospitals overarching service model principles. This was done through a workshop activity where committee members rotated in smaller groups to discuss and explore the three service model design principles:

Effective service relationships	Patient-focused services	Community engagement

Who was there

Chair: Pauline Richards MP

Foundation members: Representatives from Monash Health, and EACH Health Services

Community members: Six community members from Cranbourne area

Staff: Community Hospitals Project Director, VHHSBA Planning, DHHS System Design, VHHSBA Communications and Engagement

What we heard

"Place a strong importance on cultural safety, for example partnering with ACCHOs and LGBTIQ groups"

"We need to manage community expectations, and be clear with what is being provided and what is not being provided in the Community Hospital"

"Be creative with the design of multi-use spaces. We could have pre-natal classes in the morning and afternoon, and mental health support groups at night"

"Mental health, youth, aged care, social workers, where can we fill the gap?"

"Security and safety is important, and providing an environment where staff and visitors feel safe"

Issues and sentiment

Many questions over **funding and land options**, in consideration of where this Community Hospital will be located.

A number of queries relating to **timelines and completion dates**, what the milestones are for this project, and what factors may impact this timeline.

Strong concern for **how to reframe public perception of the term 'hospital'** in the local community. Clarity on what services are and are not available.

Insights, themes and opportunities

Principle	Main themes	Opportunities identified
Effective service relationships Develop and maintain partnerships between service providers that build on existing relationships and promote the integration and coordination of patient care.	Shared governance. Information sharing processes and systems. Work with existing local partnerships and family services.	Link with social enterprises and outlets. Seek local procurement opportunities. Relationships with Ambulance Victoria, NDIS, GPs, dentists, Orange Door. Partner with community organisations, childcare, playgroups, libraries, schools, and vocational training.
Patient-focused services Use innovative service models and delivery methods that respond to the needs of local communities and promote the integration and coordination of care.	Single point of entry and no wrong door, facilitate navigation of services. Culturally safe and specific care. Flexible after-hours services.	Have the community hospital be a one-stop-shop and promote seamless service between providers. Set realistic patient expectations, making sure the patient understands the service journey. Multi-cultural and multi-lingual support services, to promote cultural safety and awareness.
Community engagement Engage and empower communities to design services that respond to the local health needs and demand for services over time.	Community education. Continuously provide opportunities for feedback. Reflect community diversity. Vocational training opportunities for local students. Multidisciplinary spaces.	Tap into local networks, and foster awareness about what a community hospital is through local stalls and pop ups at festivals. Joint community database with local government and social and sporting clubs. Promote mental and physical wellness, for example links to aged care services. Build awareness via new and old media.