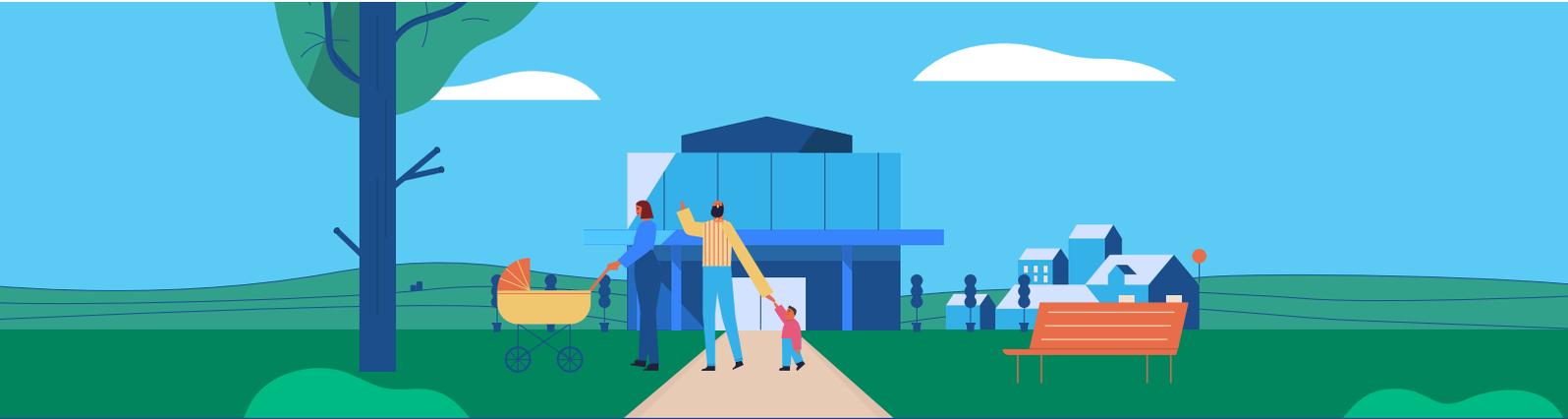


Community engagement summary report

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



Fishermans Bend Community Hospital Community Consultative Committee meeting

Meeting details

Online via Microsoft Teams | Thursday 13 August 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

This meeting presented the committee with the broader development plans for the Fishermans Bend Urban Renewal Project and collect feedback on the design principles for the Community Hospitals Program and initial service plan outcomes. Committee members also received an update on the progress of the project and had the opportunity to ask questions throughout the session.

The session provided an opportunity for the committee to reconnect after some months of being unable to meet due to the social distancing requirements associated with Covid-19. 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: Nina Taylor MP

Foundation members: Representatives from Alfred Health, Star Health, CoHealth, and City of Port Phillip

Community members: 10 community members from the Fishermans Bend area

Staff: VHHSBA Planning and Development, DHHS System Design, VHHSBA Communications and Engagement, Fishermans Bend Task Force

Community feedback, concerns and sentiment



Concern about **anticipated population growth in the Fishermans Bend area**



Identified opportunity for many **broader health and social support services** to be accommodated by the community hospital



Acknowledgement that while this hospital cannot be 'everything to everyone' that there is an opportunity to **develop strong referral processes to deliver better continuity of care**



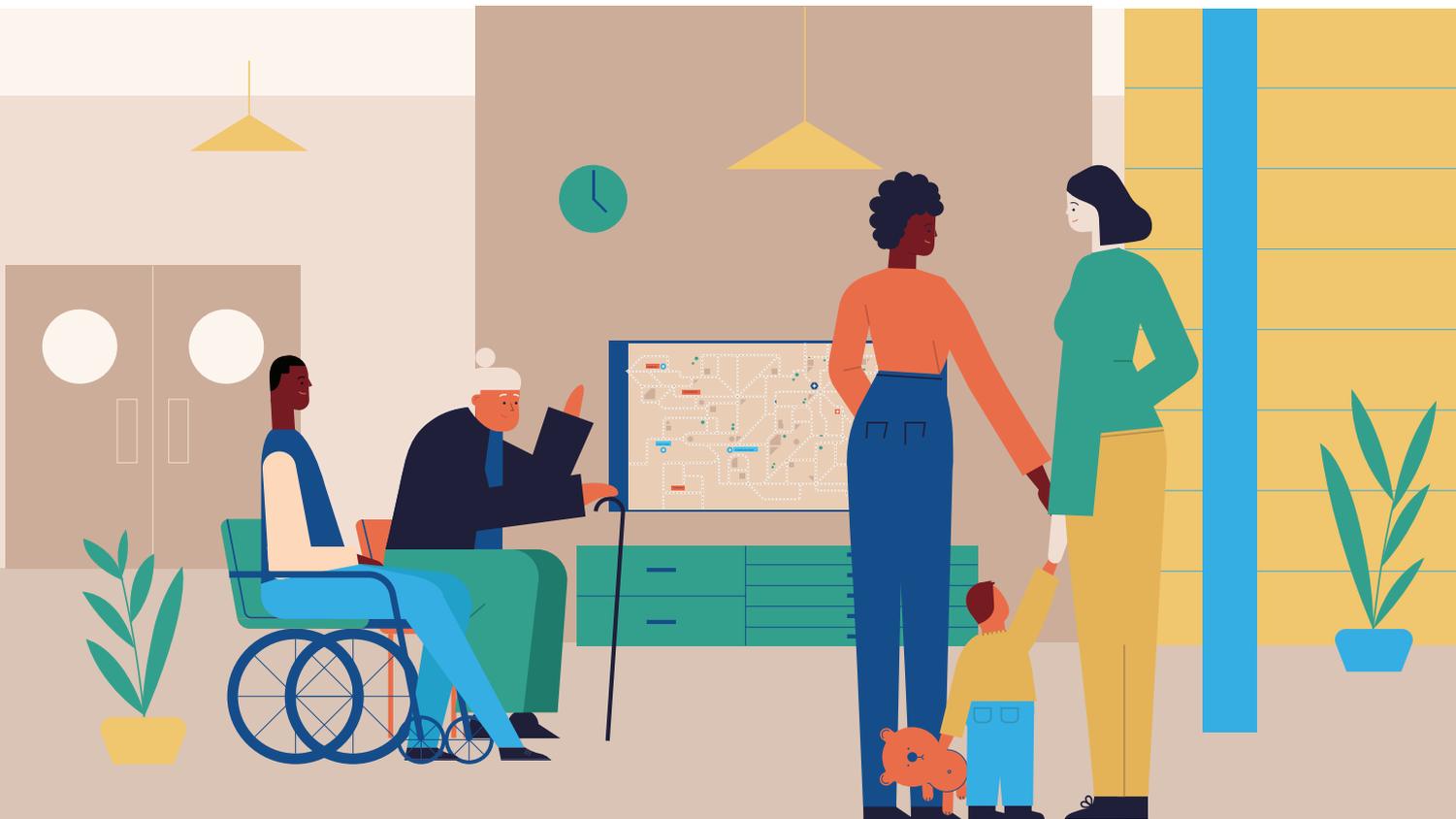
Positivity towards the **potential Wirraway site** due to its central location



Opportunities identified to **strengthen telehealth methods** by learning from regional models and the Royal Flying Doctors service



Support for **use of hospital green grounds for physio and rehab** 'in the sunshine'



What we heard

The Fishermans Bend taskforce has suggested the Wirraway area as a good location. Do you agree? How do you feel about this location?

- I'm concerned about the location fronting Williamstown Road. The road is already a main thoroughfare, and is (usually) incredibly busy during peak hour times. What is the likely impact on traffic and its management if the hospital is built there?
- This is very difficult to answer without access to the exploratory analysis work that has been done
- It could be. The idea of co-locating with green space seems positive
- Good
- Will the Wirraway potential location take away existing open space?
- Somewhere near corner Plummer and Salmon Streets looks good if the transport links are built
- Is there going to be 24/7 access via public transit to the area?
- Being located between Port Melbourne and the new precinct fits well as it will be a destination that encourages the old and new communities to mix
- Need to be careful around the opportunity of the local community to reach and access these services
- If social housing does eventuate – this correlates with healthcare needs associated with low income people (e.g. wear and tear on bodies caused by physical work, greater risk for dental disease, etc.)

Reflecting on the health demand drivers, are there any other demographics or groups we need to consider?

- Continuity of care. This hospital won't be everything to everyone, but need to enable people to be connected to the services in other areas based on their needs
- With the high level of students expected, is there any opportunity to focus on the integration with schools?
- Maybe something about learning differences and autism early intervention?
- Social housing is a very real issue right now. Is there social housing planned for this area? How will this impact the hospital services needed?
- Day care units for ongoing treatments, e.g., IVIG infusions
- With the engineering faculty likely to co-locate, are there any specific or significant risks which would place specialist needs on this facility? (i.e. mechanical crush injury or something similar I'm not sure what the area will do)
- Will there be a GP clinic attached to the hospital? Or an ED?
- I understand this hospital doesn't intend to have overnight care, but is there any consideration of having things like 'observed medication transition' for single parent family where there is a risk but it isn't high?
- Will the hospital cater for clinics, such as developmental medicine, and or options to have blood tests, ultrasounds ?
- Are there any sporting facilities or external landscaping things which could be designed to allow specialist rehabilitation 'in the wild/sunshine' where the rehab may initially be overseen by a specialist but then individually managed?
- Is there capacity to have telehealth consultation for people who don't have good enough WIFI (or to have district-wide WIFI)? Whatever that looks like in the future? For example, private rooms with 2-3 specialists online to allow the remote diagnosis and consultation – the idea being that people come into the room to connect to somewhere else
- Thank you. I understand and agree with a lot of what you said, but also come from a background of community-based hospitals in the UK which have a mixture of non-high dependency but overnight stays for surgery, longer care etc.

What broader health and social support service needs in the community could be met by the Fishermans Bend Community Hospital?

- outpatient clinics
- parenting care, orientation to Australian care, forming exercise community
- mental health services
- drug and alcohol counselling
- community building – open space to allow patients to connect across generations and family units
- student-focused needs
- is there a maternal and child health services and paediatrics services planned?
- allied health, e.g. physio, osteo, occupational therapy
- antenatal care
- support for people unfamiliar with our social support services overall. Connecting and educating them where required
- autism support and learning support (speech pathology/OT/psychology etc.)
- government service connection (Centrelink, how to get a Medicare care type things)
- social inclusion programming – there are many existing organisations delivering services and programs in this space, but many are struggling for access to suitable physical spaces to run programs etc. and often being ‘squeezed out’ of existing spaces
- NDIS connections and providers
- social services support and assistance for families undertaking longer treatment cycles
- even things like community halls for birthday parties etc... or ‘after school/ semi-observed care’
- is there any focus on diabetes/heart diseases/ recovery type things?
- something like a connected community sporting facility – netball court, cricket, soccer etc. to allow for community use (to have a reason to be in the space)
- with a post-COVID world, is there also going to be an understanding of flexibility and the need for services outside of typical hours? That the work force will not want to be 9 to 5 and may need to access these services outside of the ‘standard’ hours?
- is there any opportunity to be a hub (WIFI/resource provision point)?
- if under a major hospital, and you have a telehealth appointment, can a person get blood tests, Xray’s etc. done at the community hospital?

During COVID-19, health service delivery has changed (e.g. telehealth). What are your personal experiences?

- People in the city are being forced to be more like regional areas who have been doing telehealth for years
- Have had testing at local COVID clinic. Quick and easy. Have also had specialist and GP appointments via telehealth
- Telehealth is convenient to discuss your issues and determine whether it is necessary to attend a clinic for care
- Apply the learnings from regional services and Royal Flying Doctors to offer better telehealth service
- I’ve been denied access to diagnosis and assessment during the time
- Nurse practitioners and pharmacists may be able to offer the ‘human’ connection which patients may need though their healthcare journey
- COVID has forced service providers (allied health in my instance) to up their game in terms of customer service. Much more engagement between physical sessions and/or instead of physical sessions
- Noticed a reduction in patients and families attending the Emergency Department at the Royal Childrens Hospital
- Healthcare navigators may be able support people in navigating telehealth
- No personal experience of telehealth but live with a GP who reports it can be frustrating without facial screen use. Misses the reading of body language. One of the services to offer is access to tele equipment and support for those who need it
- Diagnosis has been challenging (pathology etc).

Share your thoughts on the proposed design principles. What do you like? What can be improved for Fishermans Bend?

- Recognition of Aboriginal culture
- I think there could be more of an inside/outside design for the space
- Equipment designed for rehab, but available all the time. Walking access to site, shaded areas, natural finishes which are sustainable, wet weather/inside spaces
- Connection to nature, thematic design, colour which meets the community need
- Parking for staff which does not impact local residents
- Building a community focus.

What are important exterior design elements for the Fishermans Bend Community Hospital?

- outdoor therapy spaces
- recreation assets
- parking
- culturally sensitive design
- colour
- wayfinding
- sensory rooms
- adequate car parking
- clear signage
- an exterior that ages well.

What are important interior design elements for the Fishermans Bend Community Hospital?

- care for young children
- bi-lingual signage
- colour
- sensory rooms
- pictorial wayfinding
- multi-faith rooms
- neuro-diverse inclusion
- bathroom design
- light
- openness
- open space and light
- natural smells
- coffee – food court
- child care in male rooms
- multi-person toilets
- safe spaces for staff
- partner abuse refuge
- quiet space
- low lighting pathways
- low simulation entry
- quiet time for some areas
- community garden.