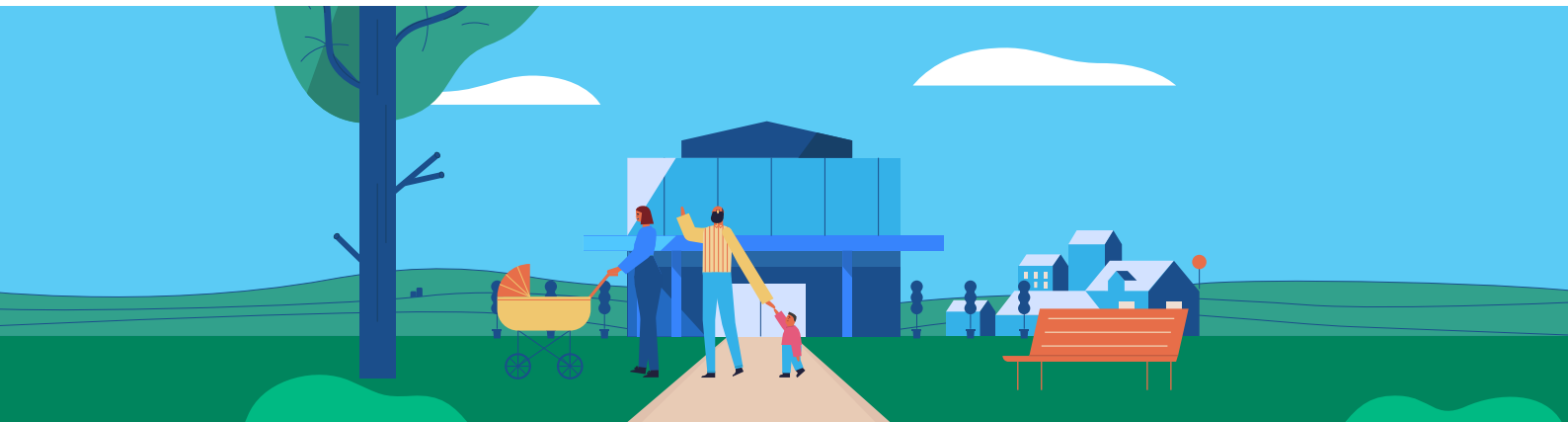


Community engagement summary report

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



Pakenham Community Hospital Community Consultative Committee meeting

Meeting details

Online via Microsoft Teams | Thursday 27 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 progress of the service plan and collected feedback on the design principles and draft master plan for the Pakenham Community Hospital. 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: Jordan Crugnale MP

Foundation members: Representatives from Monash Health, and Cardinia Shire Council

Community members: 10 community members from the Pakenham area

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

Community feedback, concerns and sentiment



Some **frustration about lack of information about the sites being considered** and inability to provide input on a potential site



Desire for future location to be **more accessible** including having multiple road access points and plenty of parking



Suggestions hospital could **provide space for a range of social services and other community wellbeing activities**



Committee noted there is **limited community awareness currently of services provided by Pakenham Health Hub** and that a challenge for the new hospital will be building this awareness



Felt **telehealth had been a welcome addition to service delivery options during COVID-19**, however noted not suitable for all services for example podiatry



Questions around the current **catchment area for the project**



What we heard

Reflecting on the health demand drivers and population demographics, what are the priority needs of the Pakenham Community Hospital?

- Orange Door/family violence support services
- paediatric services
- speaking with GPs in the local area to understand the needs of the community
- accessibility to the service
- a range of services offered
- comfort of use, such as car parking
- how does this service complement existing services, remembering we have/may not have a service which is operating 24/7 in the area
- access to specialist clinics for older people, for example falls, continence, early intervention
- definitely need adult and children's dental services
- mental health - accessible and better wait times for appointments
- services for diabetics
- community support offices and NDIS coordinators
- need to look at where people travel for services. Don't assume the southern part of the Shire will go to Cranbourne
- when we look at the health data and projections, are we also considering the CALD community?
- diagnostic imaging services X ray department and general ultrasound services. The centre currently has ultrasound services for obstetrics/gynaecology services only.

Thinking about the existing Pakenham Health Centre, what is working well?

- COVID screening
- pathology is very good.

What could be improved at the existing Pakenham Health Centre to meet the health needs of the local population?

- existing services should include the specialist clinics as outreach services, for example, falls clinic
- could be used to run programs/workshops etc on specialist areas like Iribina autism services, parenting classes, men's health
- access is difficult due to steep incline
- current site has only one road access
- improving access from the western side would be integral to improve the health centre

- limited parking
- services are not well known locally
- agree – poor advertising of what is available at Pakenham Health Centre
- conduct pathology testing on site - rather than send away for results.

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

- I was diagnosed with cancer in May. VERY difficult being in hospital without visitors. Telehealth was okay though
- I have used telehealth. Most people, I have heard, are scared to go to a GP. Difficult to get a medical opinion 'confidently' over phone!
- Several telehealth sessions have been good – even with an elderly relative who really needed to be seen it was not a problem either. Good to have a combination
- There are some medical issues that are not suitable for telehealth
- Some people I spoke to found telehealth difficult and needed help to manage this. It is not something they were used to so were nervous about it.

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

- separating back end roles like laundry and having it away from client services
- shuttle and bus lines, cars, pedestrians, motor scooters... all forms of access required – definitely not on a hill location or with limited frontage

What are the most important exterior design elements for the Pakenham Community Hospital?

- adequate parking
- level ground – no hills
- multiple access points
- universal signage
- multi-language signs
- acknowledge traditional land owners.