

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.



Pakenham Community Hospital Community Consultative Committee meeting

Online via Microsoft Teams | Monday 30 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 the updated service profile which incorporates feedback received through the CCC and reported back on how the CCCs feedback has been addressed to date. Monash Health presented their vision for the community hospital and the proposed model of care for public dental services to be offered in Pakenham.

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: Three community members from the Pakenham area

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

You said

This community is becoming increasingly diverse and over the next few years, certainly in the next 5 years will be looking very different. To support this we're going to need much more culturally appropriate care.

Would love to see a breastfeeding drop-in session for vulnerable mums and babies in the area. Through Monash Health, the closest breastfeeding support service is in Dandenong which is too hard to access for many women and their families.

I'd really like to see a program which educates refugees and other disadvantaged groups about the broader risks of poor oral hygiene. Something similar to Dandenong's Refugee Health Nurse Liaison should be offered locally.

Community feedback, concerns and sentiment



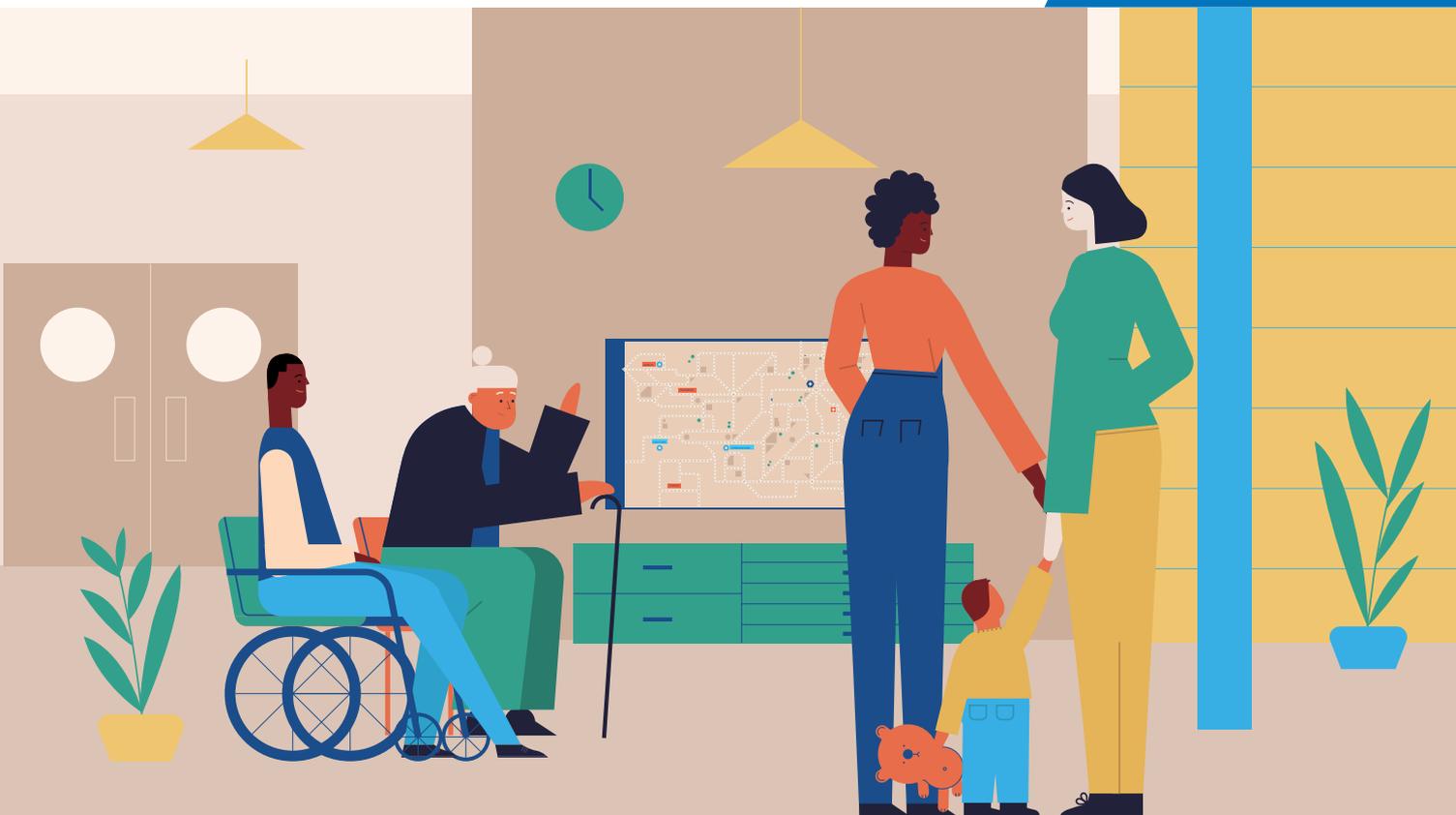
Desire to **continue using the EngageVic platform** to provide feedback, several topics suggested for next update.



Interest in the dental health model of care presented by Monash Health, with **support for outreach programs, education and preventative activities.**



Committee raised the **increasing population diversity within the Pakenham community** discussed what culturally appropriate care could look like based on existing nearby models that work well.



What we heard

Do you have any comments on the service profile for Pakenham Community Hospital now that we've incorporated your feedback?

- Would love to see a breastfeeding drop-in session for vulnerable mums and babies in the area. Through Monash Health, the closest breastfeeding support service is in Dandenong- which is too hard to access for many women and their families.
- When looking at everything that you've been feeding back to us. I feel like there's a lot of robust discussion and careful consideration that has gone into this and just wanted to commend everyone for your effort and for your listening.
- Will the Urgent Care Centre be a GP led model or a nurse practitioner led model?
- How can we ensure that weight management goes beyond primary prevention and flows into all services provided at the hospital?
- I'm really curious to see where the synergies will be or maybe gaps when you are speaking to the GP's or local practitioners. How we can merge everything together and bring about a more cohesive outcome rather than the community members saying this and then the GP's saying this because they are obviously running a business.
- Has any thought been put into weight management clinics or how we could embed elements of this into other services at the Pakenham Community Hospital? We know we have higher rates of obesity and being overweight and if there's a way it could be really embedded into that clinical care it would be really fantastic.
- What about a falls clinic or similar specialist services?
- This community is becoming increasingly diverse and over the next few years, certainly in the next 5 years will be looking very different. To support this we're going to need much more culturally appropriate care. I know for instance Dandenong has a refugee health centre and I know this community, especially my own African community, actually travels to Dandenong to use this service because of the appropriateness for their needs and also the ability to engage with them based on language and understanding their community issues a bit better. So I think we need a multicultural health nurse or some aspect of that type of service at this community hospital.

How do the Monash Health plans for public dental services align with your ideas of what the Pakenham community will look like in 2024?

- I'd really like to see a program which educates refugees and other disadvantaged groups about the broader risks of poor oral hygiene. Something similar to Dandenong's Refugee Health Nurse Liaison should be offered locally.
- Dental Health for Adults and Elderly Citizens is important.

What feedback do you have on using Engage Victoria to give extra input into the Pakenham Community Hospital?

- I found the platform very easy to use but it seems only a couple of CCC members have tried using it.
- I would like to receive a timely email response to my submissions on Engage Victoria rather than waiting for the next CCC meeting if possible.
- Have used. Was OK.
- I'd like to see feedback from the GP / Community of Practice workshops uploaded onto Engage Vic.
- You should upload the design principles onto Engage Vic for comment.