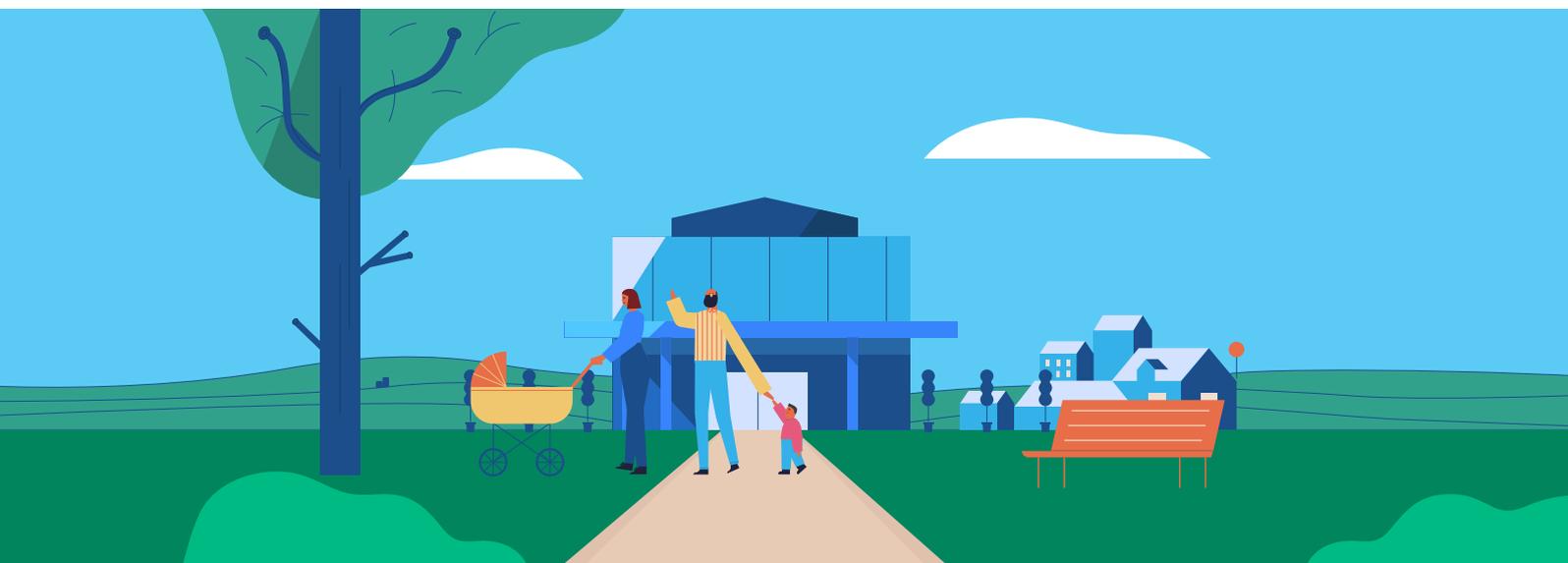


Community engagement summary report

This report provides a summary of the feedback received from the Torquay Community Hospital Community Consultative Committee collected in October 2020.



Torquay Community Hospital – Out of session feedback

Details

Feedback collected via Mentimeter | October 2020

Engagement purpose

Community consultative committees (CCC) 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.

They 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

In October 2020, the Torquay Community Hospital CCC was presented with information about the service planning work for the hospital to date and invited to provide feedback on the initial findings. Information was presented in the form of an online presentation and interactive survey hosted on the Mentimeter website, in lieu of a face-to-face meeting.

Committee members were also invited to share their views on the local health services who should be involved in the service planning for the Torquay Community Hospital, and share their experiences with Telehealth during the COVID-19 pandemic.

What we heard

How do you feel about the services identified for Torquay Community Hospital?

- Overall I think the range is good, however I am concerned there is nothing specific for aged care. As the shire is no longer involved in home care services I believe we should have some targeted aged care services.
- Will this include an Urgent Care Presentation Unit for Category 2-6 patients?
- They are appropriate and I am confident that they're informed by available data for the catchment population.
- Seems to be a comprehensive list – in particular dialysis and cancer treatment.

Are there any issues you feel should be considered during the service planning process? Why are they important?

- Paramount to have access to specialist consulting services over all disciplines, particularly in relation to COVID-19 response planning. Options should include increased telehealth, nurse led clinics +/- telehealth and face to face consultation.
- Considerations of the enormous population growth in the region.
- How to adapt the COVID service for an aging population who do not respond well to Telehealth consultations.
- It's important to capture informed opinion of existing service providers on the efficacy of their services/ the service system rather than just relying on data. i.e. the story behind the data.
- Using data from population and their health needs and matching to services is sound.

Are there any other local health service providers you think we should consider during planning?

- Epworth Healthcare Wairn Ponds should be included.
- Local Community Centres.
- Increased Mental Health Services for Younger population.
- Antenatal Clinics and Extended Post Natal care Services.
- There are many more social support organisations in addition to Torquay Community House (although that's a great place to start). I also wonder if private service providers such as dentists, physios, etc would provide valuable insights.

What social support services do you think should be included at the Torquay Community Hospital and who could be involved in delivering these?

- Nurse led clinics eg Teen Health, wound management, diabetes management, mens health.
- Youth unemployment and workshops for the future population growth of 18 -25 year olds.
- That list looks an awful lot like the supports and connections provided by the existing Community House. Population projections for Torquay suggest there may be a need for a second Community House and it would make sense for it to be in Torquay North.
- Although I have doubts whether a "hospital" is a soft entry point for social support. It would be worth talking with Neighbourhood Houses Barwon Inc (Jill Evans).
- Existing agencies could use the hospital as a local 'out post' – we have shortage of early intervention service providers in areas such as adolescent mental health.
- Addressing social isolation for the elderly, those new to the community, etc.
- Youth support services have increased during COVID period - so services or stronger links to services that address mental health issues for young people.

During COVID-19, health service delivery has changed, for example many providers are now making use of Telehealth. What are your personal experiences?

- Telehealth is a great mode of communication in many circumstances. I think could be further developed across Surf Coast as a triage modality to determine if GP/Specialist Care/Allied health care required by individuals.
- Telehealth has worked well for my family over this time.