



# Midland Health Campus COMMUNITY WORKSHOP

Guildford Landing Function Centre  
16 December 2008

## BACKGROUND

A community consultation workshop was held on December 16<sup>th</sup> 2008 to gain community input into the planning for the proposed Midland Health Campus. The workshop was originally planned to take place in October but was rescheduled to follow the election. Specific areas of public interest were explored, including transport, non-clinical services and community consultation. The two hour workshop was advertised in the local media and invitations were distributed widely to community groups and organisations.

The workshop, facilitated by Dr Peter Wynn Owen, was attended by approximately 65 community members, who were divided into small groups of approximately eight. Individual group discussions were facilitated by staff members who assisted during the evening. The participants represented a cross section of the local community and were asked to complete a feedback questionnaire at the end of the evening.

## FEEDBACK

### COMMUNITY CONSULTATION & COMMUNICATION

#### 1. How can we best share new hospital information with the community?

Participants gave various suggestions on how information can be communicated including:

- Local Rate Payers Associations, Shire newsletters.
- Local Newspapers and radio stations.
- Enhanced interactive website.
- Email and CD ROM.
- Consumer Forums, focus groups.
- Community special interest groups & Community Centres.
- Shopping Centre displays.
- University websites, display boards.
- Use of onsite hospital space.

## **2. What sort of information would you like to receive regular updates about?**

Feedback demonstrated that the implementation of new services and changes to existing services are of particular interest to the community. The following are examples of individual comments:

- Use of service milestones that can be communicated to stakeholders.
- Articulate the progression of the services.
- Messages that focus on what the changes are and how they affect the community.
- Behind the scenes communications relating to new services.
- Feedback on consultation, planning & progress.

## **AMENITIES & ESSENTIAL NON-CLINICAL SERVICES**

### **1. What sort of non-clinical and community services do you think are needed as part of the hospital or health campus?**

The feedback substantiated that gained at the previous workshop. On site facilities important to participants included a florist, gift shop, newsagency, pharmacy, café, launderette, bank, ATM, Post Office, public telephones and internet café. Many people stated that the campus should include child care facilities for patients and staff, family rooms and culturally appropriate areas. Additional comments follow:

- Carer support group & carer support accommodation services.
- Secure parking; close patient parking facilities.
- Non-privatised parking. Disabled & basement parking.
- Educational support for families.
- Chapel – multi-denomination, prayer room.
- Transport / Pickup volunteers.
- Landscaping, courtyards, gardens.
- Services – TV, radio, phone, teletext.
- Discreet seating arrangements.

### **2. Are there any health-related services you think should be considered?**

Suggestions included:

- Super clinics – acute, integrated chronic diseases.
- National disaster facilities & program.
- Gymnasium.
- Specialised services – toxicology, substance use services.
- Outreach services for indigenous and cultural specific groups.
- Parking dedicated to medical specialties.
- Taxi rank close by.
- Easy access for elderly patients.

**3. Are there any other general community services that you would like to see located nearby or adjacent to the main hospital building?**

Feedback included:

- Library.
- Specialised consulting suites for a number of specialties, other than just medical & nurse practitioner.
- Private GP.
- Early childhood development centre (multi use e.g. playgroups, speech pathology, mothers group).
- Accommodation.
- Not for profit groups – access to meeting & service rooms.
- Fuel station.
- Commercial health space.

## **TRANSPORT**

### **How could transport and access to the hospital be improved?**

Access to and from the site were the main transport areas of concern. Comments follow:

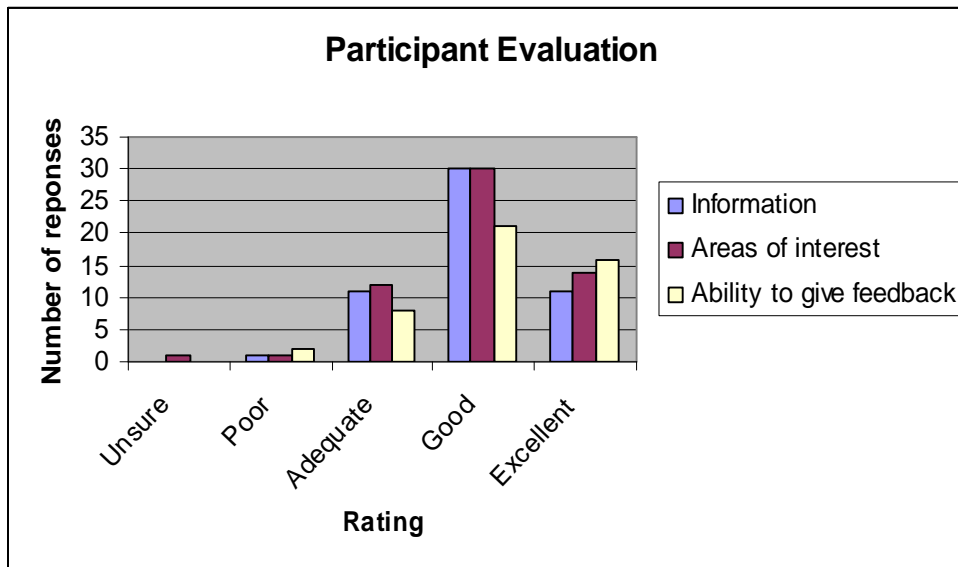
- Underpass / overpass at Lloyd Street.
- Train station/stop closer to the hospital.
- Zoning / classify parking i.e. short stay / drop off, long term, disabled.
- Wheelchairs available at entrance.
- Security on public transport.
- Parking free or paid?
- CAT bus for existing route.
- Mini bus service for Dr's so they don't park directly outside.
- Covered entry for drop offs with parking meters.
- Incentives for staff to use public transport.
- Improved bus services to area such as Lockridge, Beechboro, Ellenbrook, Helena Valley & Hills.

## **PARTICIPANTS' EVALUATION OF WORKSHOP**

Overall, the participants stated that they found the workshop useful and informative. The feedback is summarised in the table and comments below:

### **How would you rate the information provided at the workshop?**

- The information provided was substantial and provided room for discussion.
- Excellent range of people presenting a variety of views.
- Some repetition of previous workshop.
- Would like more information on what the hospital will look like.
- The presentations were very good.



**Did you feel it covered any areas of interest/concern for you?**

Areas of individual interest to participants included: Alzheimer’s disease, indigenous issues, tertiary education linkages and workforce. Some participants commented that focus groups on specific topics would be useful.

**Did you get an opportunity to provide your feedback?**

The majority of participants stated that the time limits for discussion were effective and that they had ample opportunity to give feedback, however, a few participants commented that they felt constricted by the topic list and would have liked to discuss other subjects.

**Would you like to be included in future workshops or receive ongoing information on the progress of the Midland Health Campus?**

50 out of 52 responded positively & gave contact details.