

FIONA STANLEY HOSPITAL CONSULTATION FORUMS

Feedback summary



As part of the planning for the new Fiona Stanley Hospital, a range of stakeholders including local government authorities, site neighbours, State Government agencies and local residents was consulted between August and November 2006 in relation to structure planning for the Murdoch site.

Clinical staff from the South Metropolitan Area Health Service had also been engaged in consultation relating in part to the hospital through the Area Clinical Services Planning process.

Separate consultation, direct with the architects and other members of the project team, continues to engage high level clinicians. This consultation has included a series of master planning workshops and the development of working groups across the clinical specialty areas.

To build on the consultation already undertaken, a comprehensive community and stakeholder consultation program was developed and implemented to:

- engage the general public, Non-Governmental Organisations, advocacy groups, health support groups, staff and others in the design and development of the Fiona Stanley Hospital;
- help inform the Fiona Stanley Hospital design brief;
- engender a sense of community ownership in the Fiona Stanley Hospital project;
- provide invaluable feedback for the development of other health infrastructure projects;
- provide additional feedback to those managing the Area Clinical Services Plans; and
- help educate and inform the community about changing approaches to health care delivery.

This document summarises the results of the public workshops, Non-Government Organisation forums and staff workshops, and the Community Survey.

RESULTS OF WORKSHOPS AND FOCUS GROUPS

OVERVIEW OF RESULTS

In broad terms, all three groups – the public, NGOs and staff – raised a similar range of comments during the consultation process.

As highlighted in the table below, more than 2000 comments were received across in 16 key areas. NGOs contributed the majority of these comments (42.2 per cent), though a strong spread of comments was received from all three groups.

As seen in Table 1 below, the largest number of comments related to the services and facilities that should be considered or included at the new hospital – 290 comments (or 13.9 per cent of all of those received).

Table 1: Summary of all comments by key area – ALL GROUPS

KEY AREA	NGO COMMENTS	PUBLIC COMMENTS	STAFF COMMENTS	TOTAL COMMENTS	%
Services/facilities	118	74	98	290	13.9
Special areas/rooms	73	71	51	195	9.4
Parking	96	50	36	182	8.8
Public transport	78	35	69	182	8.8
Security	54	56	57	167	8.0
Building/external design	74	46	43	163	7.8
Interior decorating	75	34	52	161	7.7
Interior design	63	27	59	149	7.2
Furniture and fittings	50	38	38	126	6.0
Patient rooms	47	24	21	92	4.4
Clinical care	36	24	27	87	4.2
Signage and way-finding	32	22	32	86	4.1
Environment/sustainability	23	37	15	75	3.6
Food	30	22	14	66	3.2
Access/traffic	13	8	10	31	1.5
Hospital culture	16	10	1	27	1.3
TOTAL COMMENTS (%)	878 (42.2)	578 (27.8)	623 (30.0)	2079	

As seen in Table 2, comments relating to services and facilities ranked highest for all groups, while public transport also featured strongly in the staff and NGO forums.

Table 2 – Priority key areas – BY GROUP

Rank	NGO	Public	Staff
1	Services/facilities	Services/facilities	Services/facilities
2	Parking	Special areas/rooms	Public transport
3	Public transport	Security	Interior design

As seen in Table 3, the most frequent comments related to information areas, lighting and food provision.

Table 3: Fiona Stanley Hospital “must have” items – ALL GROUPS

COMMENT/SUGGESTION
Information booth/main reception area/main entrance information area/concierge, easy to see, provides maps, personal assistance, 24-hours
Better lighting in external areas, car parks
Good selection of cafes, 24-hour cafes, extended hours cafes, quality food and good selection
Good lighting, bright lighting, natural light, skylights, localised lighting
Outdoor relaxation areas/nature areas/therapeutic gardens/private garden areas
Shuttle bus from train station to hospital, regular, every five minutes, 24hrs
Cheap/reasonable accommodation nearby (for country people, hospices for indigenous people, transplant people), medi-hotel, accommodation for carers, self contained units for long-stay accommodation, cheap staff accommodation
Open space in entry critical, large open spaces in hospital foyer, high roof
Child care or crèche for staff, patients, extended hours/24-hours, on-call staff, short-stay care, school pick-ups available
Internet cafes, internet access
End-of-trip cycling facilities
Artwork, local art, interactive artwork development, sculpture
Public transport usage critical/integration of public transport/reliable service/regular service/after-hours services
Excellent links to buses/trains needed, direct links to hospital site, accessible
Clear/frequent/regular signage on entrances/way in/car park signage
Muslim prayer rooms needed
Windows should overlook bush/garden areas/nature/outside, lots of glass
No carpet in clinical/ward areas, carpet in entrances/waiting areas/prayer rooms
Drop-off points in front of various departments, many drop-off areas, disabled drop-off points, well marked drop-off points, undercover drop-off points, staff to assist, roundabouts
Use alternative floor services: timber, tiles, non-slip tiles, linoleum, non-skid flooring, consider surfaces that improve patient mobility
Fountains, free flowing water
Multi-faith, multi-cultural, multi-denominational areas or chapel, near public areas
Provision for overnight stays in rooms, portable beds, reclining chairs, fold-out beds
Areas for doctors to speak to family members in private/meeting rooms for patient counselling/family conference rooms
CCTV, notice of CCTV operation, monitoring
Lockers for patients, lockers available for hire/cloak rooms/luggage storage/deposit boxes
Swipe cards not keys, swipe card access
Shuttle buses within hospital site, transport buggies, assisted transport, free transport within the site, links to SJOG
Covered walkway from train station to hospital, adequate seating en route, pleasant walking environment
Aquariums
Staff amenities, exercise facilities – pool, gym, small golf course, punching bags, quiet areas, etc
Photo ID for staff, including agency staff, electronic ID, tracking
Lockable drawers, cupboards

Tables 4 to 6 outline the most critical inclusions at the new hospital, according to each of the groups.

Table 4: Fiona Stanley Hospital “must have” items – NGOs

RANK	COMMENT/SUGGESTION
1	Cheap/reasonable accommodation nearby (for country people, hospices for indigenous people, transplant people), medi-hotel, accommodation for carers, self contained units for long-stay accommodation, cheap staff accommodation
1	Information booth/main reception area/main entrance information area/concierge, easy to see, provides maps, personal assistance, 24-hours
1	Good selection of cafes, 24-hour cafes, extended hours cafes, quality food and good selection
2	Artwork, local art, interactive artwork development, sculpture
2	Outdoor relaxation areas/nature areas/therapeutic gardens/private garden areas
2	Lockable drawers, cupboards

Table 5: Fiona Stanley Hospital “must have” items – PUBLIC

RANK	COMMENT/SUGGESTION
1	Better lighting in external areas, car parks
2	Information booth/main reception area/main entrance information area/concierge, easy to see, provides maps, personal assistance, 24-hours
3	Muslim prayer rooms
3	Good selection of cafes, 24-hour cafes, extended hours cafes, quality food and good selection
3	Open space in entry critical, large open spaces in hospital foyer, high roof
3	Drop-off points in front of various departments, many drop-off areas, disabled drop-off points, well marked drop-off points, undercover drop-off points, staff to assist, roundabouts

Table 6: Fiona Stanley Hospital “must have” items – STAFF

RANK	COMMENT/SUGGESTION
1	Staff amenities, exercise facilities – pool, gym, small golf course, punching bags, quiet areas, etc
2	Shuttle bus from train station to hospital, regular, every five minutes, 24hrs
2	Good lighting, bright lighting, natural light, skylights, localised lighting
3	Child care or crèche for staff, patients, extended hours/24-hours, on-call staff, short-stay care, school pick-ups available
3	Outdoor relaxation areas/nature areas/therapeutic gardens/private garden areas

SUMMARY OF COMMENTS BY KEY AREA

All comments received were grouped into topics/areas for analysis. Key findings for each area are outlined below:

Parking

- 182 comments relating to parking.
- More than half of the comments relating to parking were from NGOs (96 comments, 52.7 per cent).
- Location, accessibility and availability of drop-off points of critical concern to NGOs and the public.
- Location and management of parking for various hospital users also seen as important.

Access/traffic

- 31 comments relating to access/traffic.
- Even spread of comments across all groups.
- Access to the Emergency Department and for emergency vehicles a high priority for all groups.

Public transport

- 182 comments relating to public transport.
- Most comments were from NGOs (78 comments, 42.8 per cent) and staff (69 comments, 37.9 per cent).
- Shuttle bus from station to hospital highly desirable.
- Strong links and a high level of integration between the hospital and public transport important to all groups.
- End-of-trip cycling facilities particularly important to staff and NGOs.

Environment/sustainability

- 75 comments relating to the environment and sustainability.
- About half of the comments were from the public (37 comments, 49.3 per cent).
- Sustainable design, renewable energy use and water efficiency rated most highly.

Signage and way-finding

- 86 comments relating to signage and way-finding.
- Spread of comments from all groups.
- Clear and frequent signage rated highly by all groups.
- International symbols and colour-coding also seen as important.

Building/external design

- 163 comments relating to building/external design.
- Comments noted from all groups, but the majority were from NGOs (74 comments, 45.4 per cent).
- Windows, well-designed pathways and shade structures featured strongly.
- Access to outdoor areas was rated the top priority by staff.

Internal design

- 149 comments relating to internal design.
- Most comments from NGOs (63 comments, 42.3 per cent) and staff (59 comments, 39.6 per cent).
- Good lighting, natural light and open space the critical inclusions according to all groups.

Interior decorating

- 161 comments relating to interior decorating.
- Comments from all groups, but the majority of comments from NGOs (75 comments, 46.6 per cent).
- Artwork of high importance to all groups.
- Staff and the public were particularly keen to avoid carpet as a floor covering.

Furniture/fittings

- 126 comments relating to furniture and fittings.
- Comments from all groups.
- Comfortable chairs in waiting areas rated highly for NGOs and the public.
- Touch screens, chairs for the elderly/disabled, and call button design also rated highly.

Services/facilities

- 290 comments relating to services/facilities – more than any other area.
- Strong interest from all groups – NGOs 188 comments (40.7 per cent), staff 98 comments (33.8 per cent) and public 74 comments (25.5 per cent).
- Appropriate provision of information via reception/information booths was highlighted as a critical inclusion by all groups.
- The provision of staff amenities is most desirable by staff.
- Medi-hotel, child care and internet access also rated highly.

Food services

- 66 comments relating to food services.
- Strongest interest from NGOs – 30 comments (45.5 per cent).
- One third of all comments related to the need for a good selection of 24-hour cafés with quality food.
- The above also ranked highest for each group.

Special rooms/areas

- 195 comments relating to special rooms/areas.
- Outdoor areas for relaxation, privacy and therapy rated highly by all groups.
- The need for separate Muslim prayer areas rated most highly by the public.

Security

- 167 comments relating to security.
- Very even spread of interest/comments by all groups.
- Better lighting in external areas and car parks rated the most sought after security consideration.
- NGOs and staff rated the use of swipe cards highly, while the public would like to see better staff identification.

Hospital culture

- 27 comments relating to the preferred culture of the new Fiona Stanley Hospital.
- 96.3 per cent of all comments (26 comments) were from NGOs and the public.
- Only one comment from staff.

Clinical care

- 87 comments relating to clinical care.
- Spread of comments from all groups.
- Segregation of drunks/addicts from other people in trauma areas rated highly for staff and NGOs.
- Improved hand-washing in hospitals also rated highly.

Patient rooms

- 92 comments relating to patient rooms.
- More than half of the comments (47 comments, 51.1 per cent) were from NGOs, with about a quarter each from staff and the public.
- Lockable draws and cupboards and the ability to shade windows rated highly with all groups.
- LCD TVs, television viewing options and internet access were also seen as important.

COMMUNITY SURVEY

SUMMARY OF RESULTS

- Private vehicle is the most common way people currently travel to hospital campuses, regardless of whether they are attending as a patient or visitor.
- Almost all respondents indicated they would be encouraged to travel to hospital by public transport if service delivery and infrastructure made this option more convenient.
- Respondents would be encouraged to use public transport to hospital if there were high frequency services; if train and bus stations were in close proximity to the hospital; and if there was a shuttle service between bus/train stops and the hospital.
- Respondents indicated easy access was essential in the following four main areas:
 - information/reception;
 - emergency;
 - wheelchairs; and
 - toilets.
- Colourful décor with artwork and indoor plants, friendly staff, adequate signage and comfortable seating were identified as strong contributors to establishing more welcoming, patient-friendly arrivals. Good lighting and open areas were also thought to be factors.
- Design elements highlighted as stress-reducing included the availability of fresh air, natural lighting, comfortable lounges, colour and greenery, window views, signage, privacy and sound-proofing.
- The most common suggestions regarding wall treatments included those that are easy to clean and painted murals and artwork.
- The factors considered most important when selecting floor treatments are non-slip, easy to clean and quiet. Vinyl was the most recommended treatment.
- The factors considered most important when selecting window treatments are preventing the loss of heat or cool, eliminating light during the day, and being easy to clean. Recommendations included window tinting, curtains and blinds.
- Cotton is the preferred fabric for bed linen with almost two thirds of respondents recommending cotton sheets, with one quarter of respondents indicating a preference for white sheets. Other considerations and/or suggestions included high durability and washability, wool blankets, fitted base sheets and comfortable pillows.
- According to respondents, the most crucial considerations in regards to seating are comfort, seating that is easy to get out of and a range of styles.
- Common themes associated with external design included gardens, shady areas, indoor plants and artwork, private areas, drinking fountains and water features.
- Respondents indicated that drink fountains of varying sizes and designs to accommodate adults, children and wheelchair bound patients be used.
- The five most important facilities and services as ranked by respondents are:

- spiritual areas;
 - ancillary health services such as dental and natural therapy;
 - ATM machines;
 - cafés; and
 - GP services.
- Other highly ranked services include a chemist, childcare, public telephones, internet access, Medicare services and a self-service bistro/dining area.
 - Facilities and/or services considered most essential for prolonged visitors included:
 - bathroom and shower access;
 - phone and internet access;
 - access to tea and coffee making facilities;
 - televisions;
 - areas to take naps or sleep;
 - prayer areas; and
 - comfortable lounges.
 - Three quarters of respondents preferred two visitor chairs per hospital patient's bed.
 - The majority of respondents stated that they would use internet facilities if they were provided.
 - More than 70 per cent of respondents highlighted the need for separate Muslim prayer rooms due to the fundamental differences in worship making multi-denominational spaces unsuitable. It was strongly indicated that the concept of shared quiet spaces or other similar areas was not appropriate due to the physical nature of Muslim prayer rituals. According to respondents, Muslim faith requires:
 - prayers five times per day;
 - vocal recital of Quranic verses;
 - prayer rooms are shoe, picture, statue, chair and table free;
 - prayer room carpet lines to be facing towards Mecca (North West);
 - prayers can last for several hours;
 - a large prayer area for bowing and prostrating; and
 - separate prayer rooms for males and females.
 - Counselling areas and private rooms for family discussion and the delivery of bad news were also suggested.
 - The most important design factors for landscaping, according to respondents, are:
 - well maintained and clear pathways;
 - lots of trees and native gardens;
 - good signage; and
 - environmentally-friendly.
 - The most important design factors for the external hospital façade, according to respondents are:
 - harmony with environment;
 - environmentally-friendly design;
 - uniqueness;
 - attractiveness; and
 - segregation of buildings so that the hospital is not just one big building.

- Seven of 12 respondents suggested the use of native trees and flora.
- Undercover seating, water wise plants, shade structures, native gardens and children's play equipment were thought to be the most important outdoor features.
- Respondents believe security around *hospital campuses* would be improved if there were regular security patrols, CCTV cameras, and adequate lighting.
- Respondents believe security around *hospital car parks* would be improved if there were regular security patrols and good lighting in car parks.
- The three factors considered most important by respondents to ensure safety *within the hospital buildings* are a high security presence, CCTV and emergency call buttons.
- Eighty per cent of respondents recommended staff wear photo ID. Sixty per cent of respondents also preferred staff to wear uniforms.
- Sixty-two per cent of respondents stated that CCTV cameras be in all areas of the hospital, while 38 per cent said that CCTV cameras should be in all public areas of the hospital, but not in wards.
- Two thirds of respondents indicated that wireless technology should be used in the hospital.
- Sixty per cent of respondents said they would use a Fiona Stanley website. Hospital maps, public transport timetables, patient and visitor information, costs (including parking rates) and facilities on offer were all mentioned as desired content for the website.
- Televisions and telephones ranked most highly as desired bedside technology.
- Weighted rankings of the importance of navigation tools within a hospital showed that clear signage, maps, signage with large print, colour coded signage and staffed information desks rank most highly.