

YEAR IN REVIEW

Consumer and Community Advisory Committee



THE RANDWICK CAMPUS REDEVELOPMENT CONSUMER AND COMMUNITY PARTICIPATION VISION

To obtain input from consumers and the community in determining the needs, concerns and priorities on all relevant issues such as the physical nature of facilities, service provision, training and education, patient information and accessibility as they relate to the Redevelopment. The vision endeavours to uphold a patient-centred approach to health care throughout the course of the project.

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1.0 Message from Bob Wilson, Consumer and Community Advisory Committee Chair

Through the partnership of Prince of Wales Hospital and UNSW Sydney, the Integrated Acute Services Building (**ASB**) will deliver a patient-centred, modern, scientifically-based hospital that improves the well-being of the community. This is strengthened by a dedicated group of volunteers from the community that has worked alongside clinical staff, management, engineers, and architects to deliver a building, its infrastructure and its procedures that will deliver a clever and empathetic level of care to patients and the community.

The suggestions and comments made by members of the Randwick Campus Redevelopment Community Advisory Committee (**CCAC**), together with commentary from the wider community have added significantly to the design of the new facilities. The willingness of clinicians, other staff, and the builders to seek out and consider the community's voice reflects well on the dedication of campus staff and the leadership by the General Managers, and the Project Management team. It has been a pleasure to work with such a dedicated group.

The task of the Committee is not over. We must ensure that the links between the new health facilities to the north, the exiting campus facilities and the wider community are seamlessly maintained and its evolving needs are continually fed into the design of the operations of the medical facilities. We will achieve this by ensuring that there are strong communication links with Randwick Hospitals Campus consumers and the wider community, and ensuring those needs are fed back through design of how services will be delivered in the new Hospital. This will be achieved by the continued enthusiastic commitment of both the redevelopment team and the members of the Committee.

I thank members of the Committee for their dedication to the development of a modern scientific service



2.0 Message from Jennie Barry, General Manager, Prince of Wales Hospital

The Design Finalisation process for the new ASB has been a comprehensive process and the combination of bringing together the expertise of staff, consumers and community representatives, and precinct partners will mean the community will continue to receive outstanding care into the future, with additional benefits including improved public transport options and accessibility into the precinct.

As we move out of design finalisation it is clear that the strategic plan has been delivered and an enduring legacy of community focused health care for the Randwick community is being realised.

Thank you for your service on the CCAC for the last two years. The time and commitment put into planning has been admirable and really appreciated by the Prince of Wales Hospital. 2019 was a big year, and 2020 promises even more momentum, with construction of the ASB well underway.

3.0 Executive Summary

Throughout 2019, Consumers and community have been a key part of the design and planning process for the ASB. The activities of the CCAC have evolved and matured over the course of this last year successfully transitioning from the design finalisation into the change management and commissioning phase. The members continue to model their co-design principles while focusing on improving the patient experience in partnership with the Randwick Campus Redevelopment team.

Throughout a varying array of engagement channels, the wider community as well as consumers and community representatives have had opportunities to both be informed and provide input into the ongoing planning for the ASB. Examples of these engagement opportunities include committee meetings, pop ups, information sessions, tours of prototype facilities and the construction site, governance meetings, workshops and involvement in design finalisation groups. Through these multiple opportunities and channels the CCAC has achieved great outcomes for the Randwick Campus Redevelopment resulting in significant changes to the design and function of the Acute Services Building. The CCAC's continued advocacy and support has significantly contributed to the endorsement of the variation for ICU sliding doors, the Department of Planning, Industry and Environment's State Significant Development approval to open Magill Street that was to minimise impacts on the local community, plus many more.

Significantly, the Committee members, together with other members of the community, were integral in shaping the projects position on 'public domain' planning in 2019. The Public Domain Reference Group (**PDRG**) defined a new and meaningful engagement platform that works to ensure design integration of key public facing areas that play a significant role in ensuring a positive patient experience for users including wayfinding, art and culture, interior design and retail.

Consumer and community participation in 2019 has been assessed against the CCAC strategic objectives and can be seen to be highly effective and will continue inform the approach to consumer and community involvement in the next phase of the project.



4.0 Consumer and Community engagement in 2019

In 2019, consumers and community representatives have continued to be a key part of both the design and planning processes for the Prince of Wales Hospital Integrated Acute Services Building.

Co-design principles have continued to guide the CCAC's participation across each of the areas listed in the table below. Representatives have focused on patient and carer experience and patient safety while working through key areas like wayfinding, transport and access, ICT and public domain. The Committee members' experience will enable it to continue to contribute to the next phases of the project.

Table 1.0 Consumer and community representation in 2019:

Activity	Contribution overview
<p>Consumer and Community Advisory Committee (CCAC)</p>	<p>The CCAC continued to meet once a month to:</p> <ul style="list-style-type: none"> - discuss the strategic focus of consumers in project planning - ensure continuity of consumer and community engagement in project planning - identify and discuss emerging issues which may impact the patient experience - be briefed on activities within the redevelopment - advise on the strategic direction of the Communication and Stakeholder Engagement Strategy - submission, discussion and consolidation of 92 planning and design feedback forms <p>The CCAC received detailed presentations from National Safety and Quality Health Service Standard 2, ASB Accessibility and Disability Discrimination Act (DDA) 100% DD Review, ASB ICT, Integrated ASB Addition to build their knowledge base enabling them to contribute to improvements from the consumer and community perspective.</p>
<p>Pop ups and Community Information Sessions (CIS)</p>	<p>CIS's and public pop-ups are recognised as good opportunities to directly seek the views and opinions of hospital users and the general public and widens the level of community input. Consumer and community representation is an integral part of the format.</p> <p>In 2019 the CCAC was involved in the delivery of over 15 project pop ups to advocate for the project and obtain patient, staff and visitor feedback, supporting statutory planning and project development. It also briefed other health consumer organisations. The results of public interactions are reported to the CCAC and used by the project team to inform project planning and design of the Integrated Acute Services Building Addition.</p>
<p>Project User Groups & Design Finalisation User Groups</p>	<p>Consumer and Community Representatives have been involved in Project User Groups throughout Detailed Design and Design Finalisation phases in 2019. The value of this engagement is realised through better design outcomes. Consumer representation ensures the public can have a firsthand perspective of their involvement.</p>
<p>Tours of prototype facilities</p>	<p>Tours of the prototype room has been used to demonstrate the practical application of design. Contribution to the prototype room testing led to meaningful design improvements that will directly benefit the patient and carer experience.</p>

Activity	Contribution overview
<p>Governance meetings</p> <ul style="list-style-type: none"> - Change Management and Commissioning Executive Meeting - Executive User Group - Project Control Group 	<p>At the governance and strategic level, the CCAC Chair and Deputy Chair continued to take matters raised at CCAC meetings to the Change Management and Commissioning Executive Meeting, Executive User Group and the Project Control Group, give advice on issues affecting patients, carers and the community, and they also report on the CCAC's activities.</p>
<p>Public Domain Reference Group</p>	<p>The Public Domain Reference Group members met over four consecutive weeks in June to provide feedback about the five key public facing areas of the new Prince of Wales Acute Services Building. Initiation of the Public Domain Reference Group that led to dominant design themes, including:</p> <ul style="list-style-type: none"> ○ Interior design – Design should be a catalyst to healing and promote the health and wellbeing of all those who come to the new hospital delivering spaces, activities, art and retail opportunities that meet diverse needs ○ Wayfinding - Seamless transitions between indoor and outdoor spaces will lessen confusion and anxiety and support wayfinding ○ Arts in Health - must be used to engender a sense of destination and activation for the hospital that embraces the wider community and celebrates the area's unique identity, local environment and history ○ Landscaping - identification of seasonal, native and natural elements for the hospital and landscape should be a key design principle to support healing and wellbeing ○ Retail - Provide a range of retail options that meet the needs of staff, patients and the broader community <p>The workshops were designed to create an inclusive, transparent and participative environment that encouraged open discussion and elicited feedback. They have resulted in improved design of facilities in public facing areas.</p>

Activity	Contribution overview
<p>Workshops and focus groups</p> <ul style="list-style-type: none"> - ICT - Arts and culture strategy 	<p>The extended Randwick Hospitals Campus network of consumer and community representatives have participated in focus groups and workshops across ICT, arts and culture. This has strengthened the levels of advice on patient and carer requirements.</p> <p>Diversity is a key consideration in planning workshops to ensure that a wide cross section of the community are engaged in planning, including disability, age and cultural diversity. Consumer committees from each of the public hospitals have also been involved in project workshops.</p> <p>Initiation of the first ICT workshop designed to address the needs of patients accessing hospital and home care.</p>
<p>Stakeholder briefings</p>	<p>The CCAC are active advocates for the Randwick Campus Redevelopment and work closely with the communications and stakeholder engagement team to brief campus consumer groups and local community groups as each project milestone progresses.</p> <p>In 2019 interactive discussions and detailed presentations were presented by the Randwick Campus Redevelopment to Randwick Precinct Committee, La Perouse Elders Advisory Group, Eurimbla Precinct Historical Society, Headspace Youth Consumers</p>
<p>Health Consumers NSW</p>	<p>The project team and CCAC representatives meet quarterly with the Managing Director, Health Consumers NSW to discuss the projects consumer strategy and the latest trends in health consumer participation. This engagement assists in maintaining the strategic focus of both the project team and the CCAC from a consumer standpoint. In 2019, two members completed Health Consumers NSW training.</p>
<p>Community Advocacy Campaign</p>	<p>The Community Advocacy Campaign aims to enhance community engagement and increase community awareness of the Randwick Campus Redevelopment. It will establish a framework for the CCAC to gain continued support and feedback from the local communities.</p> <p>In 2019 there were presentations to Community, including POWH Volunteers and the Royal Hospital for Women Consumers Advisory Committee.</p>

2.0 You said, we've done – examples of design changes resulting from consumer and community engagement

With a strong commitment to ensuring patients at the centre of everything we do, the Randwick Campus Redevelopment has benefited from the community and consumer input into the design and planning for the project.

Key themes and emerging issues derived from this engagement includes:

- ongoing interest in the ASB;
- interest in future projects;
- ongoing interest in patient experience and journey in the new campus facilities;
- continuing interest and concern over public amenity and access;
- continuing concern over car parking, access, and transport planning;
- recent interest in change management and staffing as the commissioning phase began;
- ongoing interest and concern over IT application to the patient journey;
- Ongoing participation in the widening of communications and interaction with the community and specific groups within the community.

Table below outlines how this engagement has been considered by the project team and will benefit project development through the planning, construction and delivery phases.



Table 2.0 Examples of planning and design changes resulting from consumer and community engagement:

Issues raised	Stakeholder Group	Form/ Avenue	What we changed as a result
ICT functionality in regards to wayfinding, booking and admissions	Consumer and community	Workshop	<p>Held an ICT workshop with consumers and community members to feed into the ICT strategy.</p> <p>Consumers will continue to participate in the ongoing development of the ICT patient user interface.</p>
Cyclist and pedestrian facilities on and access to campus	Consumers; patients, relatives and visitors	Operational User Groups	<p>Informed the Green Travel Plan implementation team who has installed more bike racks on campus, created maps to identify best cycle and pedestrian access points, held information pop up and staff forum updates to inform the campus</p>
Hospital Road closure - parking disruption to hospital users and emergency transport	Consumers; patients, relatives and visitors	Feedback received at information pop ups and discussion at governance forums	<p>Incorporated identification of strong consumer and community support for Magill Street opening to support local traffic network as part of the Integrated Acute Services Building SSD application. Resulted in the approval to open Magill Street</p>

Issues raised	Stakeholder Group	Form/ Avenue	What we changed as a result
<p>Creating a welcoming and green Hospital</p>	<p>Consumers; patients, relatives and visitors</p>	<p>Public Domain Reference Group Workshop</p>	<p>During the Public Domain Reference Group Worksop's, members gave input into the landscaping strategy to include seasonal, native and natural elements for the hospital and landscape should be a key design principle to support healing and wellbeing.</p> <p>Identified a strong interest in delivering prominent Aboriginal Cultural Heritage recognition throughout the building, cementing plans for an Aboriginal Garden at the entrance to the new Acute Services Building.</p> <p>Shared input into the interior design strategy that must drive inclusivity and embrace diversity, making the new hospital and surroundings accessible and welcoming to all regardless of culture, ability, age, gender or literacy.</p>
<p>Whole of campus access strategy</p>	<p>Consumers; patients, relatives and visitors</p>	<p>Public Domain Reference Group Workshop</p>	<p>Held a wayfinding workshop for members to feed into the wayfinding strategy</p> <p>This work will continue as the planning for the northern zone continues</p>

Issues raised	Stakeholder Group	Form/ Avenue	What we changed as a result
Disabled Toilet design	Disabled Community and patients	CCAC Meeting	<p>The following considerations for disabled toilets have been shared with the design teams:</p> <ul style="list-style-type: none"> - Waist level hooks for wheelchair patient to hang any bags whilst using the toilet - Flush buttons to the side at waist level not behind the person. - Both hot and cold water taps so wheelchair patient can fill drink bottles - The use of sliding toilet doors - Colour-coded facilities
Light Rail construction and road closures around the Randwick Hospitals Campus	Consumers; patients, relatives and visitors	Operational User Groups	Host Information pop ups, updates in staff forums and shared TfNSW information to keep staff patients and visitors up to date with Light rail progress and changing conditions.
Promote the new hospital as a centre for health and wellbeing; identify Arts in Health strategies as a means to drive this principal	Consumers; patients, relatives and visitors	Public Domain Reference Group Workshop	During the Public Domain Reference Group Worksop's, members gave input into the Art and Culture strategy that the building should be a catalyst to healing and promote the health and wellbeing of all those who come to the new hospital delivering spaces, activities, art and retail opportunities that meet diverse needs.

Issues raised	Stakeholder Group	Form/ Avenue	What we changed as a result
<p>Safety of patients, visitors and the community on the campus</p>	<p>Consumers; patients, relatives and visitors</p>	<p>Public Domain Reference Group Workshop</p>	<p>During the Public Domain Reference Group Workshop's, members gave input into the wayfinding strategy to ensure the safety of staff, consumers and the community is paramount. Design decisions align with requirements for safety and infection control, promote passive surveillance, promote sustainability, and minimise ongoing maintenance and costs.</p>
<p>Promote how all consumers can get involved and provide meaningful feedback to inform design development</p>	<p>Consumers; patients, relatives and visitors</p>	<p>Information packs, calling cards, face-to-face meetings, displays</p>	<p>Monthly meetings with frontline staff managers (including volunteers manager) Calling cards for frontline staff to direct queries to the project team Displays near main entrances and throughout the hospital with project contact information</p>
<p>Strong support for areas to have community events, arts in health programs, community markets</p>	<p>Consumers; patients, relatives and visitors</p>	<p>Public Domain Reference Group Workshop</p>	<p>Allocating flexible space in the design of the B1 and 00 entrance area that can accommodate community events, Arts in Health programs, community markets</p>

3.0 Evaluation

As part of the Community and Consumer Strategic Plan, the CCAC established four key objectives informed by the National Safety and Quality Health Service Standard 2. The objectives are centred on partnering with patients, consumers and the community through each planning phase to ensure their needs are adequately considered in project design and delivery. Success factors were attributed to each objective and are considered below.



3.1 Evaluation against the strategic plan

Strategic plan Objective	CCAC Strategic Plan Success Factors realised	Areas where objectives require further development in 2020
<p>Objective one</p> <p>Partner with patients, carers and the community as a whole to ensure diverse consumer and community voices are involved in the co-design of the campus change and innovation</p>	<ul style="list-style-type: none"> - Members provided feedback and advice through OUGs, CCAC meetings, workshops and feedback forms - Consumer representation in project Governance - Members of the community joined with CCAC members for Public Domain Reference Group workshops 	<ul style="list-style-type: none"> - Further community engagement through Community Advocacy Campaign - Incorporate broader consumer and community input into Campus Wayfinding Strategy, Green Travel Plan initiatives, Patient interface of ICT development
<p>Objective two</p> <p>Generate new and harness existing methods to collaborate, shape and co-create patient-centred hospital and campus designs</p>	<ul style="list-style-type: none"> - Public Domain Reference workshops was a new innovative way to engage consumers, patients and communities - Development of the initial Community Advocacy Plan - Review and circulation of the consumer feedback register by the project team 	<ul style="list-style-type: none"> - Implementation of Community Advocacy Campaign Plan - Ongoing maintenance, review and circulation of the consumer feedback register
<p>Objective three</p> <p>Partner strategically to achieve a patient-centred health facility that is socially and ethically competent to all population groups</p>	<ul style="list-style-type: none"> - Consumers participate at Public Domain Reference Group - Reporting through governance structures - design changes mentioned in Section 2.0 - Indigenous representative appointed to the CCAC 	<ul style="list-style-type: none"> - Continue to strengthen engagement with diverse groups including indigenous groups, disability, youth - Focus on External Wayfinding, MAU, patient facing ICT - External communications
<p>Objective four</p> <p>Evaluate, sustain and grow a consumer driven, values based, reputable and well governed redevelopment</p>	<ul style="list-style-type: none"> - Ongoing consultation and liaison with Health Consumers NSW - Presentations and liaising with RHW - Presentation to Volunteers - Presentations made to other Consumer Committees and POWH Volunteers - Preparation of feedback forms - Strategic discussions with Health Consumers NSW 	<ul style="list-style-type: none"> - Review the CCAC strategic plans to ensure the objectives continue to align with the vision - Develop opportunities to work with established Consumer Committed across the Randwick Hospitals Campus - Identify strategies to increase consumer and community participation

4.0 The way forward – Focus areas for 2020

The challenge for the project team and the Consumer and Community Advisory Committee is to ensure that known community attitudes, derived from the engagement completed in 2018 and 2019, and further engagement activities continue to be considered as the project progresses further through construction, change management and commissioning stages.

Key activities for 2020 will include:

Action	Control measure
Community Advocacy Campaign	To enhance community engagement and increase community awareness of the Randwick Campus Redevelopment. To establish a framework for the CCAC to gain continued support and feedback from the local communities.
Construction	Regular engagement with the communications and stakeholder engagement and construction team, representation at stakeholder briefings and community information sessions where appropriate
Change Management	Consumers will play their part as agents of change to ensure the community's expectations are met with the implementation of new models of care.
Commissioning Planning	Consumers will share patient and consumer concerns in regards to commissioning of the new Acute Services Building and seek opportunities to learn from recently completed projects. They will continue to advocate for off-campus wayfinding and communication with specific user groups.
Advisory	To support the establishment of SCHN Stage 1 / CCCC Consumer and Community Committee and continue to work in collaboration.

Document Approval

Electronically approved

23/3/2020

Bob Wilson,
2019 Chair, Randwick Campus Redevelopment Consumer and
Community Advisory Committee

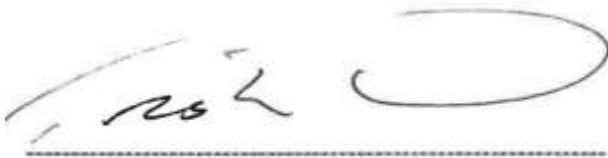
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Deb Verran,
2020 Chair, Randwick Campus Redevelopment Consumer and
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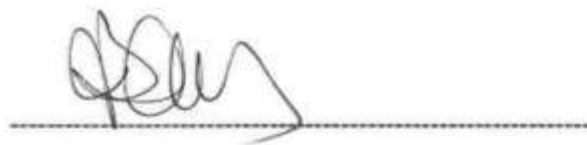
Date



30/3/20

Trish Wills,
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Date



02/04/2020

Jennie Barry,
General Manager, Prince of Wales Hospital

Date