

Wynnum Health and Community Precinct

Engagement Report

September 2013

Background

In November 2012, Metro South Health publicly committed to developing a health and community precinct in Wynnum to replace the facilities at the existing Wynnum Health Service, which are nearing the end of their design life and are no longer fit for modern healthcare delivery. It is anticipated the development of this precinct will occur in partnership with general practitioners (GPs) and the private sector, to provide better and more appropriate general care services. It's envisaged the proposed precinct will include a GP clinic, specialist centre, community health centre and social and community services, as well as complementary health-related and other retail accommodation. The proposed facility will be built on the site of the former Morton Bay Nursing Care Unit (MBNCU).

To ensure the community remained well informed and were provided opportunities to provide feedback a Communications and Engagement Plan was implemented.

Objectives

The engagement was designed to:

Inform:

- Provide information regarding the proposed changes to the Wynnum Health Service and Moreton Bay Nursing Care Unit (MBNCU) site.
- Enhance knowledge and understanding of the proposed changes to the MBNCU site, Metro South Health's vision for the delivery of health services within the Bayside area and opportunities and constraints in which planning decisions are made.
- Provide information that assists consumers to access healthcare or manage their health, and generally enhance health literacy.

Consult:

- Gather information and have discussions with consumers and communities to ensure services provided meet the needs of the community.

Involve:

- Work with consumers and communities and ensure their views are reflected in decisions and solutions.

Engagement tools

A range of engagement tools were used to inform, consult and involve consumers and the community. Figure 1 details the suite of communication and engagement tools which were used.

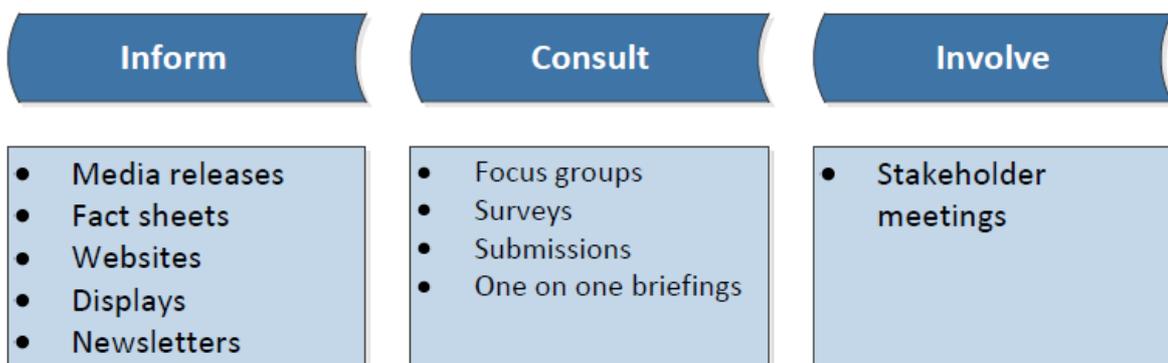


Figure 1: Engagement tools.

Results of engagement activities

Metro South Health provided a range of opportunities for staff and community members to provide feedback regarding the proposed health precinct and access to health services more generally. The engagement process formally commenced on 29th July and continued until 'no new information' surfaced.

These main views of the community are:

- **Limited access to GP services, especially those that bulk bill.**
Participants identified that it is difficult to get an appointment with a GP, especially on the same day a person is unwell. It was reported that many GPs are not accepting new patients and people are travelling to other suburbs to access a GP. It was also identified that there are not enough bulk billing GPs in the Wynnum-Bayside area. Concerns were expressed about the cost of accessing GPs and specialist services.
- **Limited availability of after-hours services.**
Limited access to after hour services such as GPs, in-home services, emergency services, and pharmacy services was experienced. Participants identified that they would like more after-hours services, especially a 24-hour GP service.
- **Accessing specialty health services outside of the Wynnum-Bayside area.**
Participants identified that at times they needed to access specialist health services outside of the Wynnum-Bayside area. Transport to these services was identified as an issue for residents, especially for the elderly, people with a disability or reduced mobility.
- **Navigating the health system can be difficult.**
Participants identified that residents did not always know what to do or where to go in an emergency situation, after hours, or while waiting for a GP appointment. Increasing the communities' understanding of how to navigate the health system was identified as important by participants.
- **When planning the proposed Health and Community Precinct, Metro South Health Needs to consider:**
 - **Location of services in one place**
Participants highlighted the importance of having the majority of their health needs met in one place.
 - **The range of services to be included.**
Services identified that participants would like to see in the proposed Health and Community Precinct include:
 - Pathology
 - Allied Health (occupational therapy, physiotherapy, speech pathology)
 - X-ray
 - Rehabilitation services
 - Pharmacy
 - Specialist services
 - Paediatric services
 - Affordable aged care
 - Palliative care
 - Out-patient services
 - Mental health
 - Oral health
 - GP services (bulk billing, after hours)
 - Skin specialists
 - Orthopaedics

- ***Parking and public transport.***

The need for ample parking, including multi-level parking, at the proposed Health and Community Precinct was identified as a key consideration for the next planning stage as most people would need to drive to their appointments.

Public transport to the proposed site was perceived as being limited. Alternative transport options, such as 'Link', a volunteer transport service, were identified by participants as a possible solution to limited transport options.

- ***Building design features.***

When designing the building, key features identified were having a small 'footprint', multi-level, and independently accessible toilets for people using wheelchairs.

- ***Keeping the community informed.***

Participants identified that it was important for Metro South Health to provide clear information to the community about the progress of the Health and Community Precinct.

Appendix 1 – Information Dissemination Report

A range of tools were used to disseminate information to the local community regarding the proposed Wynnum Health and Community Precinct.

Stakeholder Letter

A letter was sent to key stakeholders in the local community, including non-government organisations, Aboriginal and Torres Strait Islander services, and Aged Care Services, to inform them of the proposed changes. The letter also provided the opportunity for organisations to complete the online survey, register to be part of the focus group or visit one of the information displays. Twenty-four letters were sent to key stakeholders, two of which were returned.

Peak Body Briefing

The purpose of the Peak Body Briefing was to inform and update MSH and GSMBML stakeholders regarding progress against the reform agenda, to provide stakeholders the opportunity to comment on progress/ process, and to identify opportunities to collaborate. The agenda covered a range of topics, the Wynnum Health and Community Precinct being one of those. A total of seven peak body's attended the briefing.

Staffed Information Displays

Two members from the Engagement Team staffed an information display over five days (10am-2pm) at the Wynnum Plaza between August 6 and 16, 2013. An one-day information display was also set up at the Manly Creative Markets. All displays were well attended with many residents stopping to look at the artist's impressions and proposal for the site and 120 people provided direct feedback to staff manning the displays.

Information provided at the information display included:

- A vision to revitalise health services for the Wynnum-Manly community – Fact Sheet
- Building health services that meet the community's needs – Fact Sheet
- Better health for our community though long-term planning – Fact Sheet

A copy of the Wynnum Health and Community Precinct Survey was available for residents to complete. Residents were also provided with the opportunity to complete an Expression of Interest for the focus groups.

Unstaffed Information Displays

Two unstaffed information displays were located Wynnum Health Service and Redland Hospital. Copies of the three information brochures were available at each display:

- A vision to revitalise health services for the Wynnum-Manly community – Fact Sheet
- Building health services that meet the community's needs – Fact Sheet
- Better health for our community though long-term planning – Fact Sheet.

Dissemination of information to parents

Schools (primary and secondary, state and non-state) and child care centres in the Wynnum, Wynnum West, Wynnum North, Manly and Manly West area were contacted to assist with the dissemination of information to parents. Thirteen schools were contacted and provided with a blurb to publish in their school newsletter. Of the schools contacted, six published the blurb, five didn't publish the blurb and two websites were not accessible.

Eleven child care centres were contacted to display the 'A vision to revitalise health services for the Wynnum-Manly community' fact sheet in the centre or publish the blurb in their newsletter if they had one. One child care centre e-mailed the blurb and fact sheet to their parents.

Dissemination of Information through GP Practices

The 'Wynnum Health and Community Precinct' Fact Sheet (100 copies) was distributed to seven GP practices by the Greater Metro South Brisbane Medicare Local.

Appendix 2 – Focus Group Report

Background

As part of the community engagement undertaken by Metro South Health, three focus groups were held to hear about residents' experiences of health services in the area and to seek residents' thoughts about what Metro South Health needs to be aware of while planning the Health and Community Precinct.

Method

The focus groups were held at the Wynnum Library on 8, 13 and 21 August 2013. A total of 16 residents participated in the three focus groups.

Participants were recruited via an Expression of Interest (EOI) process advertised in the local newspaper, at information stands in the local shopping centre, through newsletters at the local primary and secondary schools and child care centres, consumer database and word of mouth. Participants were invited to attend a focus group once an EOI had been received. A total of 20 EOIs were received with 14 of those attending a focus group. Two participants attended a focus group without completing an EOI.

Each participant completed a consent form.

The participants varied in terms of their age and interests. More females (10) than males (6) attended the focus groups. A spread of age groups was represented, with the majority of participants aged 55-69 years (7). The remaining participants were aged 70 years and over (4), 40-54 years (2) and 25-39 years (3).

Participants all lived within the local area (post codes 4178, 4179, 4154).

Residents experience of health services in the Wynnum-Bayside area

The participants of the focus group had a wide range of experiences utilising health services, including General Practitioners, Emergency Services, Allied Health Services and Specialist Services. Both public and private health services were used by participants. The key themes identified were:

- **Limited access to GP services, especially those that bulk bill.**
Participants identified that it is difficult to get an appointment with a GP, especially on the same day a person is unwell. It was reported that many GPs are not accepting new patients and people are travelling to other suburbs to access a GP. It was also identified that there are not enough bulk billing GPs in the Wynnum-Bayside area. Concerns were expressed about the cost of accessing GPs and specialist services.
- **Limited availability of after-hours services.**
Limited access to after hour services such as GPs, in-home services, emergency services, and pharmacy services was experienced. Participants identified that they would like more after-hours services, especially a 24-hour GP service.

- **Accessing specialist health services outside of the Wynnum-Bayside area.**
Participants identified that at times they needed to access specialist health services outside of the Wynnum-Bayside area. Transport to these services was identified as an issue for residents, especially for the elderly, people with a disability or reduced mobility.
- **Navigating the health system can be difficult.**
Participants identified that residents did not always know what to do or where to go in an emergency situation, after hours, or while waiting for a GP appointment. Increasing the communities' understanding of how to navigate the health system was identified as important by participants.

Planning for the proposed Health and Community Precinct

When planning the proposed Health and Community Precinct, Metro South Health needs to consider:

- **Location of services in one place**
Participants highlighted the importance of having the majority of their health needs met in one place.
- **The range of services to be included.**
Services identified that participants would like to see in the proposed Health and Community Precinct include:
 - Pathology
 - Allied Health (occupational therapy, physiotherapy, speech pathology)
 - X-ray
 - Rehabilitation services
 - Pharmacy
 - Specialist services
 - Paediatric services
 - Affordable aged care
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 - Out-patient services
 - Mental health
 - Oral health
 - GP services (bulk billing, after hours)
 - Skin specialists
 - Orthopaedics
- **Parking and public transport.**
The need for ample parking, including multi-level parking, at the proposed Health and Community Precinct was identified as a key consideration for the next planning stage as most people would need to drive to their appointments.

Public transport to the proposed site was perceived as being limited. Alternative transport options, such as 'Link', a volunteer transport service, were identified by participants as a possible solution to limited transport options.
- **Building design features.**
When designing the building, key features identified were having a small 'footprint', multi-level, and independently accessible toilets for people using wheelchairs.
- **Keeping the community informed.**
Participants identified that it was important for Metro South Health to provide clear information to the community about the progress of the Health and Community Precinct.

Appendix 3 – Survey Report

The online-survey was active between 29 July and 19 August 2013. A total of 59 responses were recorded during this period.

Fifteen questions were asked, including questions about the frequency of access, perceived quality of care, travel to non-urgent health services and sources of information regarding health care options.

Characteristics of respondents

Age

The age of respondents ranged between 18 and over 70 years with the majority of respondents aged in the 40-49 and 50-59 years age brackets. The age of respondents are presented in Table 1.

Table 1: Age of respondents.

Option	Total	%
Under 18	0	0
18-29	4	6.780
30-39	7	11.86
40-49	18	30.51
50-59	18	30.51
60-69	7	11.86
70+	4	6.780
Not answered	1	1.695
Total	59	100%

Suburb of residence

The majority of respondents (93.4%) identified as residing in the Wynnum or surrounding area as indicated in Table 2. A high proportion of respondents identified as residing in Wynnum West, Wynnum and Manly West. One of the respondents, who resided outside of the Wynnum area, indicated they had grown up in the area and still had family living there.

Table 2: Suburb of residence for respondents.

Suburb	Responses	%
Birkdale	1	1.7
Cleveland	2	3.4
Lota	3	5.1
Manly	2	3.4
Manly West	7	11.9
Murarrie	1	1.7
Ransome	1	1.7
Tingalpa	2	3.4
Wakerley	4	6.8
Wynnum	9	15.3
Wynnum Central	3	5.1
Wynnum North	6	10.2
Wynnum West	14	23.7
Outside of the Bayside area	2	3.4
Did not respond	2	3.4
Total	59	99.9%

* does not equal 100% due to rounding.

Results

Quality of healthcare in the Wynnum area

There were mixed responses in regard to the quality of healthcare in the Wynnum area with equal responses for the quality of healthcare being 'good' or 'poor' (32.2%). One quarter of respondents provided a neutral response.

Respondents who rated the quality of healthcare as being good identified that 'there are a diverse range of providers and services within the Wynnum area' and the care received from GPs and allied health was of high quality.

Respondents who rated the quality of healthcare as being poor identified access to GP services as a problem, noting that long wait times, high fees and limited bulk billing as the main influences of the quality of healthcare in the Wynnum area.

Table 3: Quality of healthcare in the Wynnum area.

Option	Total	%
Excellent	1	1.695
Good	19	32.20
Neutral	15	25.42
Poor	19	32.20
Very poor	4	6.780
Not answered	1	1.695
Total	59	100%

How well health services meet the needs of the respondent, and their family and friends.

The majority of respondents indicated that the health services meet their needs and those of their family and friends.

The reasons given by respondents who felt health services did not meet the needs of themselves and their family and friends (as indicated by 'not much' and 'not at all' were:

- A lack of paediatric services,
- Limited bulk billing GPs,
- A lack of after-hours treatment; and,
- Having to travel outside of the area to access GP services and after-hours services.

There was also a perceived loss of services from the Wynnum Health Service.

Table 4: How well health services meet the needs of the respondent, and their family and friends.

Option	Total	%
Completely	1	1.695
Mostly	22	37.29
Neutral	15	25.42
Not much	12	20.34
Not at all	7	11.86
Not answered	2	3.390
Total	59	100%

Frequency of need to access health care in the past 12 months

The majority of respondents indicated that they accessed health care sometimes (49.15%) or infrequently (20.34%) in the past 12 months (Table 5). Almost one quarter (22.03%) of respondents accessed health care often in the past 12 months and less than 10% of respondents (6.78%) accessed health care very often in the past 12 months.

Table 5: Frequency of need to access health care in the past 12 months.

Option	Total	%
Never	0	0
Infrequently (1-2 times)	12	20.34
Sometimes (at least 3-5 times)	29	49.15
Often (6-12 times)	13	22.03
Very often (more than 12 times)	4	6.780
Not answered	1	1.695
Total	59	100%

Mode of travel to non-urgent health care services

The majority of respondents (92.98%) use a car to travel to non-urgent health care services. It was acknowledged by one respondent that traveling to health care services would be difficult if they did not have access to a car and another commented that their family had only one driver in the family and this was difficult when needing to access different hospitals.

Table 6: Mode of travel to non-urgent health care services.

Option	Total	%
Car	54	92.98
Bus	0	0
Train	1	1.695
Walk	2	3.390
Cycle	0	0
Other	1	1.695
Not answered	1	1.695
Total	59	100%

Ease of access to health services in Wynnum

Thirty-three per cent (33%) of respondents indicated that it was difficult to access health services in Wynnum.

Comments made by respondents indicated:

- There are long wait times for appointments with GPs, with some waiting up to 2 weeks for an appointment,
- Public transport is difficult,
- Travel outside of the area to access a GP,
- Need to travel between Bayside communities to access different services,
- Parking can be difficult.

Table 7: Ease of access to health services in Wynnum.

Option	Total	%
Very easy	1	1.695
Easy	15	25.42
Neutral	18	30.51
Difficult	20	33.90
Very difficult	4	6.780
Not answered	1	1.695
Total	59	100%

Knowledge of available health services in Wynnum

Respondents indicated that they had a good knowledge of the health services available in Wynnum with approximately 70% of respondents indicating completely or mostly.

Table 8: Residents knowledge of available health services on Wynnum.

Option	Total	%
Completely	10	16.95
Mostly	32	54.24
Neutral	5	8.475
Not much	8	13.56
Not at all	3	5.085
Not answered	1	1.695
Total	59	100%

Where residents access information regarding health services in their local area

Respondents indicated that they access information regarding health services via a number of sources with the internet and their GP the most frequently used sources (Table 9).

Table 9: Where residents access information regarding health services in their local area.

Option	Total	%
Internet	22	37.29
Phone book	3	5.085
Your GP	17	28.81
GP waiting room	3	5.085
Newspaper	4	6.780
Pharmacy	2	3.390
Other	7	11.86
Not answered	1	1.695
Total	59	100%

Where residents go after hours

Respondents identified a wide range of services and supports used when their GP is closed. These responses include:

- Health Help Lines (including 13Health, 1800 help line, Medibank hotline) (15 responses)
- Hospital Emergency Department (37 responses)
 - Redland Hospital (11 responses)
 - Wynnum Hospital (10 responses)
 - Mater Hospital (6 responses)
 - PA Hospital (2 responses)
 - Mater Children’s Hospital (1 response)
 - Caboolture Hospital (1 response)
 - Not specified (6 responses)
- After-hours GP Services (9 responses)
- Wait until business hours (3 responses)
- Phone Ambulance in an emergency (2 responses)
- Other (7 responses)

Other health services residents would like to receive more information on

After hours services, allied health and emergency were the health services respondents indicated they would like to receive more information on as indicated in Table 11.

Table 11: Health services residents would like to receive more information on.

Option	Total	%
GP services	5	8.475
After hours services	16	27.12
Emergency	10	16.95
Children’s services	5	8.475
Allied health (eg. Physios, dieticians)	17	28.81
Other	3	5.085
Not answered	3	5.085
Total	59	100%

Opinion on Metro South Health’s vision for a Health and Community Precinct

Positive comments were made on the vision for a Health and Community Precinct. These included:

- ‘I like the idea...I think it’s past time that some thought was put into health services for the area (aging population etc) and I welcome new ideas and strategies to address future usage and issues’.
- ‘I think it is a much better use of resources’.
- ‘I strongly encourage this as it will relieve some of the pressure on tertiary hospitals and cause less financial issues for local residents having to travel to other health sites’.

Concerns were raised about the location, due to the high volume of traffic and limited public transport options, especially for the elderly.

Respondents were concerned that the provision of ‘private’ services may disadvantage members of the community who are unable to pay the fees, especially the elderly and unemployed. Respondents identified that services needed to be bulk billed and available after hours. Concerns were also raised about the influence a Health and Community Precinct could have on existing private health services, for example, GPs and pharmacies..

Services residents would find useful at a Health and Community Precinct

A range of services that residents would find useful at a Health and Community Precinct were identified and presented in Table 12.

Table 12: Services residents would find useful at a Health and Community Precinct.

Option	Total
GP	40
Oral health (dentist)	26
Breast screen services	31
Child health	24
Aged care	33
Pharmacy	24
Specialists	47
Allied health (eg. Physios, dietitians)	41
Not answered	4

Other health services identified by respondents included:

- Breast physios
- Psychologists
- Mental Health Services
- Skin scan
- Podiatry
- Emergency Services
- After hours GPs
- Centre based rehabilitation, post hospital discharge
- Preventative options eg. Exercise group for elderly
- Space for health information talks
- Cancer clinic
- Other specialists to save elderly having to go into the city

Metro South Health would like to thank those who took the time to participate in the community consultation activities. The results of the consultation are now being combined with a detailed demographic analysis of the area to assist in planning for the community's current and future health needs at the site. Feedback around issues which aren't core business for Metro South Health, such as after hours GP services, have been forwarded to relevant organisations who deliver these services.

The Metro South Health Consultation Hub will continue to keep the community informed about the proposed Wynnum Health and Community Precinct.