HEALTH INFRASTRUCTURE

Cessnock Hospital Redevelopment

Review of Environmental Factors Application | Engagement Report

18/09/2024

Version 0.2

Revision	Date	Author	Approval	Description
Rev A	18/09/2024	Linda Brandon	PDC	Draft
Rev B	23/10/2024	Linda Brandon	PDC	Minor updates to reflect REF process

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Background

In November 2021, the NSW Government announced an investment of \$111.48 million into the redevelopment of Cessnock Hospital. The 2024-25 NSW State Budget allocated an additional \$26.5 million for the project, bringing the total investment in the redevelopment to \$137.98 million.

The Cessnock Hospital Redevelopment includes the development of a new two-level Acute Services Building on the hospital campus that will house a range of enhanced health services and facilities.

The project scope is expected to include:

- A new and expanded emergency department with increased treatment spaces
- Operating theatres and a central sterilising services department
- Two new inpatient units, featuring single and two-bed patient rooms with ensuite bathrooms
- A new medical imaging service
- Pharmacy
- Improvements to connections to existing buildings across the campus

The redevelopment will allow for contemporary models of care and functionality and provide a welcoming environment for patients and staff.

The Cessnock Hospital Redevelopment will deliver the same level of clinical services in modern facilities that support contemporary models of care. The design also takes into consideration the future needs of the community, as it grows and changes.

Consultation has been undertaken during the master plan, concept design and schematic design phases for the redevelopment with staff and with community, as well as key stakeholders including Cessnock City Council, Local Member the Hon. Clayton Barr MP and emergency services.

Under State Environmental Planning Policy (Transport and Infrastructure) 2021 (TI SEPP), this proposal does not require development consent from the planning authority. We are however required to undertake an assessment of the likely environmental impacts in accordance with Part 5 of the Environmental Planning and Assessment Act 1979. This assessment is through a Review of Environmental Factors (REF).

Purpose

This Communications and Engagement Report, developed specifically for the Cessnock Hospital Redevelopment outlines the engagement activities that have been undertaken during the planning and design phases. Health Infrastructure in partnership with Hunter New England Local Health District recognises the need for meaningful and tailored engagement.

The aim of this report is to:

- Demonstrate a clearly planned and timely approach to engagement
- Outline the engagement undertaken that has informed the development of the proposal and contributed to better outcomes
- Report on how engagement has shaped the project under assessment.

Consistent, transparent and proactive communications and engagement are essential to delivering a successful project outcome. Engaging with the right people at the right time informs project planning, design and delivery, and links the community, stakeholders and consumers at all levels of the health system to the project.

Engagement for the Cessnock Hospital Redevelopment has helped the project team understand and identify potential issues and develop mitigation measures to address them.

Project milestones

The table below outlines indicative key milestones during the planning, design and delivery phases of the Cessnock Hospital Redevelopment. This table will be updated as required and these details will be used to monitor project progress and indicate project milestones and opportunities.

Milestone	Indicative dates/month	Status
Planning		
Project announcement	Nov 2021	Completed
Clinical Services Plan submitted	May 2022	Completed
Lead design team appointed	Aug 2022	Completed
Site selection process	Aug 2022	Completed
Clinical Services Plan approved	May 2023	Completed
Feasibility development	May 2023	Completed
Master plan endorsed	Apr 2024	Completed
Design		
Concept design completed	April 2024	Completed
Project Brief (Business Case) development	Sep 2024	
Schematic design completed	Sep 2024	Completed
Project Brief (Business case) submitted to Ministry	Oct 2024	
Planning approval application lodged	Nov 2024	
Delivery		
Detailed design completed	Nov 2024	
Main Works tender call	Nov 2024	
Main works started	Jul 2025	
Main works completed	Mar 2027	
Commissioning	May 2027	
Go Live	Aug 2027	

Engagement

Objectives

Our communications and engagement objectives ensure the local community, consumers and key stakeholders are consulted, engaged and updated on project activities and any potential impacts. This will ensure that stakeholders are able to provide informed feedback as the project progresses.

This will be achieved by establishing a consistent approach to communication and engagement across the program, providing regular information on the development and delivery of the project to all project stakeholders and delivering targeted consultation with the local community and key stakeholders during project planning and design.

The communications and engagement objectives for this project include:

- Developing targeted, effective communications outputs for all key stakeholders and the community at all stages and milestones
- · Keeping the local community and key stakeholders regularly informed of project progress
- Being transparent in all that we do
- Listening to feedback, investigating suggestions and reporting back
- Increasing stakeholder understanding of the Cessnock Hospital Redevelopment project and its objectives
- Proactively and efficiently managing the flow of information, mitigating any risks and misinformation relating to the project.

Reporting and evaluation will also consider these objectives.

Engagement approach

The communications and engagement approach for the Cessnock Hospital Redevelopment focuses on early, proactive, transparent and consistent communication and engagement throughout all stages of the project. This will develop community and stakeholder understanding of the project and ensures opportunities for stakeholder and community input and feedback. It also provides the opportunity for the project team to identify and manage issues early and achieve better outcomes for the project, consumers and the community.

Engagement undertaken

This report outlines how the Cessnock Hospital Redevelopment is strategically and proactively engaging the community and key stakeholders including staff, consumers, neighbours and surrounding communities – from planning and design through to construction.

Internal stakeholder engagement

At the core of the planning and design process are Project User Groups and Working Groups, which are established to inform the functional design brief and schematic and detailed design of the project.

Meetings are led by the project's design team and attended by hospital and Local Health District staff, including clinicians, service operators, management team and consumers who will work and operate in the new spaces. When relevant they also include community representation.

Project User Group members bring their operational and clinical experience to the design process and provide insight that informs how the hospital will look, and importantly how it will work. These Groups assist with configuring the layout of each area, working alongside the architectural team to develop and ensure best practice for patient care for the Cessnock Hospital Redevelopment

External engagement

In addition to the Project User Groups and Working Groups, the project team actively engages with various external stakeholders within Cessnock and the surrounding community to ensure we are building a facility that meets the needs of health consumers and is designed to make everyone feel safe, welcome and comfortable. These engagement activities are undertaken in alignment with the various design stages and key project milestones.

Engagement activities

Engagement has been delivered through a variety of channels and mediums since the project was announced in 2023. The key activities for each of the main stakeholder groups are summarised in the table below.

Stakeholder	Activity	Collateral	Date
Community	Project information and consultation sessions	Master Plan release Concept design release	22-Feb-23 28-May-24
	Project newsletter	Project update Concept design release CD drop-in session reminder	Feb 2023 30 Apr 2024 23 May 2024
	Media release	Concept design	30 Apr 24
	Social media - Facebook posts HNE LHD and community pages	Concept design release and feedback survey promo	May 2024
	Survey	Concept design feedback survey	Closed 14 June 2024
	Door knock (Jurd Street neighbours)	Concept design consultation	1 May 2024
	Display boards	Concept designs x 3	30 Apr 2024
	Project website	Website established Website updates - (Project newsletter, fact sheet, artist impressions, invitation to info session, feedback survey	16 February 2023 30 Apr 2024
		promo) Budget uplift	Jul 2024
	Project email	Account established to receive project enquiries	29 September 2022
Staff	Staff newsletter	Project update Project update Concept design release	12 May 23 Dec 2023 30 Apr 2024
	Staff forum	All staff – Cessnock Hospital Concept design release Lower Hunter Sector fortnightly all-staff forum	30 Apr 2024 1 May 2024
	Project information and consultation sessions	Project update Project update Staff BBQ Concept design consultation	17 May 23 29 Jun 23 30-Nov-23 30 Apr & 1 May 24
	Display boards	Concept designs x 3	30 Apr 2024
	Project website updates	(Project newsletter, fact sheet, artists impressions, invitation to info sessions etc)	Feb 2023 Apr 2024
Connecting with Country	Walk on Country	Walk on Country	14 Apr 23
	Working Group	Storytelling session Working Group	16 May 2023 28 May 2024

		Working Group	9 Sep 2024
Arts Working Group	Arts in Health Working Group	AWG meeting #1 AWG meeting #2	15 Aug 2024 29 Aug 2024
Stakeholders	Briefing sessions	Medical Staff Council	Jul 2024
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Agencies	Briefing sessions	Cessnock City Council Clayton Barr MP	Feb 2024 Apr 2024
		Mayor Jay Suvaal	May 2024

Consultation response

Master Plan release

An overview of staff, stakeholder and community consultation on the master plan for the hospital redevelopment is captured in the table below.

Please note: the 2023 State Election pre-election period practices were applicable to the master plan consultation held in February 2023. During the pre-election period, most types of government advertising were not permitted after 26 January. As such, advertising for the master plan consultation was restricted, with additional care taken to ensure project communications were politically neutral and kept within the public interest.

Communication tool	Outcome
Promotion	
Media coverage	Print publications 3 news articles
Social media	Not undertaken due to pre-election period requirements
Project email	23 requests to subscribe for community project updates
Website hits	599 views from 22 February to 8 March 2023
Consultation	
Staff forum	An introductory start-up session was held with Project User Group (PUG) Champions prior to the commencement of PUG workshops.
Staff and community drop-in session	88 attendees 22 February 10am-3pm
Cessnock City Council briefing	A briefing was held on the master plan: explaining the master planning and redevelopment process, gathering feedback and answering questions as required. 23 February 2023
Online feedback survey	22 responses Key themes - Parking, maternity, staffing, theatres, helipad. Survey was open online from 22 Feb 23 to 8 March 2023

Concept Design release

An overview of staff, stakeholder and community consultation on the concept designs for the hospital redevelopment are captured in the table below.

Communication tool	Outcome	
Promotion		
Media coverage	Print publications 6 news articles Radio stations 6 broadcasts	
Social media	HNELHD Facebook • 11 May 6 likes, 2 shares • 27 May 6 likes, 4 shares HI LinkedIn • 28 May 163 reactions, 3 comments, 7 reposts HI X (previously Twitter) • 28 May 100 views, 1 like Clayton Barr MP Facebook page also promoted the drop-in sessions (15+ posts)	
E-newsletter opens	Staff 1922 opens Community 287 opens	
Project email	Significant number of requests to subscribe for community project updates	
Website hits 4504 views from 30 April – 14 June 2024		
Consultation		
Staff forum	> 50 attendees (in-person and online)	
Staff drop-in session	11 attendees 1 May - 10 staff, 2 May - 1 staff	
Community drop-in session	49 attendees across two sessions	
Feedback survey	144 responses Key themes - Parking, maternity, staffing, theatres, helipad	

Staff information sessions

The table below outlines responses to questions and discussions at the staff drop-in sessions following release of concept designs in April 2024.

Topic	Stakeholder comments/questions	Project response
Emergency Department	 How many ED spaces will there be? What is the bed summary? Will we have more doctors and other staff? Is there a drop off area parking for patients? Where is ambulance drop off? Is it separate to patient entry? 	It is acknowledged that ED is at capacity and is the fastest growing space
Inpatient units	 How many inpatient beds will there be? What is the medical / surgical beds breakdown? Will patients have a tv and a phone in their rooms? Are there single rooms? 	 2 x 28 bed wards (i.e. 56 total - 6 more than current) They won't open all at once Single and 2-bed patient bedrooms with ensuite bathrooms – around 50% single (14 rooms) and 50% double (7 rooms) per unit. Both wards include bariatric, negative pressure and accessible rooms and 9 other single rooms
Vacated areas	 What will happen to the areas that are being vacated? Will services staying in the existing hospital be relocated within the building? 	 There will be vacated spaces within existing buildings. There is more work to be done
What connections will there be to existing buildings?	Is the connection walkway going to be undercover and enclosed walkway	 With medical imaging moving, there will be additional space The budget boost in the 2024/45 budget has enable additional scope to be delivered. The building connections will be developed in the next phase of design for the redevelopment.
Future proofing	What is being considered for the future expansion zone?	 Theatres, CSSD and pharmacy We've looked to facilitate future staging – operating theatres, CSSD and pharmacy, mechanical plant and inground services so it can be a seamless addition to the building if/when funding becomes available in the future
Carpark and access	Will improvements be made to the car park?	 A new access road to the carpark will be created from Jurd Street The main carpark will be resurfaced and improved Curb and guttering will be added to Jurd Street leading in to the new hospital entry
Outdoor spaces	 Outdoor courtyards/spaces - somewhere for staff, patients and visitors to eat lunch 	 Outdoor landscaped spaces will form part of the landscape design
Retail	Will there be a cafeteria?	 Will look at a coffee cart/food van Needs to stack up commercially Better vending machines?
Other departments	Is admin staying in its current location?	 The relocation of other departments, including administration, will be considered as part of the next planning and design stages.

Jurd Street doorknock

Address	Contact	Notes
28 Jurd Street	Mountain View Lodge Hostel - Helen	Aged Care Service – 47 beds, 15 dementia unit. registeredstaff@nccca.com.au William.crowley@nccca.com.au
26 Jurd Street	Gary	Enquired if mortuary is heritage listed. Gary attends Men's Shed (Tue & Thu) and advised this would be a good way to share project updates.
24 Jurd Street		Not home – newsletter left
22 Jurd Street		Not home – newsletter left
20 Jurd Street		Not home – newsletter left
18 Jurd Street		Not home – newsletter left
15 Jurd Street	Esther	Rental property. Unsure if they will still be there during construction.

Project information sessions

Staff and community were invited to attend drop-in information sessions to ask questions and provide feedback on concept designs for the hospital redevelopment. The drop-in sessions were attended by around 50 members of staff and community.

Feedback received at these sessions is available in a Consultation Outcomes Report, with key themes being addressed through collateral that supports the release of schematic designs.

Session times	10am-12pm & 4pm-6pm		
Location	View Street Clinic, Cessnock Hospital campus		
Set-up	Tables x 3 with seating available Printed copies of project newsletter iPads x 3 to complete feedback survey 3 x easels with display boards "How to build a Hospital" board Concept designs of single and two-bed rooms		
Outcomes	Staff and community sentiment was generally positive 49 staff and community members dropped in across the two sessions (35/65%) Staff heard about the project via staff email and from their colleagues Community heard about the sessions via local media and social media pages Opportunity was noted for further consultation as project progresses		

Online feedback survey

An online feedback survey was run for six weeks in May/June 2024 and received a strong response of 144 submissions, which were consistent with the common questions and feedback at the drop-in sessions.

Community sentiment was generally supportive of the project, with many community members stating they were relieved to hear that the redevelopment was going ahead. Strong feedback themes emerged from the survey data, with the top two themes categorised as:

- Hospital services requests for additional services (in particular operating theatres and maternity/birthing services), and ensuring that the redevelopment will be sufficient to sustain the growing population over time
- Staffing seeking reassurance that the new facility will be adequately staffed 24/7 by an appropriate medical workforce.

The detailed feedback of survey responses is available in a Consultation Outcomes Report, with key themes being addressed through information and collateral supporting the release of schematic designs in late October 2024.

Next steps

This Communication and Engagement Report demonstrates how planned and transparent communication and engagement activity has met the consultation requirements. It demonstrates how these consultations have led to changed outcomes for the project design and construction.

The Cessnock Hospital Redevelopment will consider and respond to any issues raised with this REF submission and continue to engage with the community, health service staff and relevant agencies as the project progresses.

The project will continue to update project webpages and produce regular content to keep all stakeholders informed and engaged throughout the lifecycle of the project.

A Communications and Engagement Plan has been developed and is regularly updated to guide the project's proactive engagement approach during the planning, design, construction and operational commissioning of the project.

Appendix A - Collateral

- Figure 1 Community information day invitation Masterplan (February 2023)
- Figure 2 Cessnock Hospital staff consultation BBQ (November 2023)
- Figure 3 Project newsletter | Concept designs revealed (30 April 2024)
- Figure 4 Map of area covered for Jurd Street doorknock (1 May 2024)
- Figure 5 Project newsletter | Concept design feedback survey (June 2024)
- Figure 6 Community information day invitation Masterplan (February 2023)
- Figure 7: Concept Design Consultation Outcomes report

Figure 1 Community information day invitation – Masterplan (February 2023)



CESSNOCK HOSPITAL

REDEVELOPMENT





Community information day

Planning is underway for the Cessnock Hospital Redevelopment that will deliver modern and enhanced services in a first-class facility, to meet the health care needs of the whole community.

As a valued member of our community, you are invited to join us at our community BBQ to meet the project team and learn more about the plans for the redevelopment.

Everybody is welcome - we hope to see you there!

If you can't make it to our community information day and would like further information on the redevelopment, please get in touch with the project team at:

Email: HI-Cessnock@health.nsw.gov.au

Website: hneinfra.health.nsw.gov.au/projects/cessnock

Date

Wednesday 22 February 2023

Time

10.00am to 3.00pm

Location

Cessnock Hospital (Main Entrance), 24 View Street, Cessnock

A complimentary BBQ, tea and coffee will be available on the day.

Registration is not required.

Figure 2 Staff BBQ consultation November 2023





Figure 3 Project newsletter | Concept designs revealed (April 2024)



PROJECT UPDATE Cessnock Hospital Redevelopment

April 2024



Concept design unveiled!

The NSW Government is investing \$111.48 million to redevelop Cessnock Hospital. The local community will benefit from a range of enhanced health services and facilities that will be housed in a brand new, two-level Acute Services Building.

The recently unveiled concept design shows how the new building will integrate with existing hospital buildings on the campus. Further planning and consultation will continue this year with feedback from staff and community representatives refining the scope and finalising the design.

What's being delivered?

- A new and expanded Emergency Department
- Two new inpatient units featuring one and two-bed patient rooms with ensuite bathrooms
- A new medical imaging service
- Improved connections with existing buildings

Share your thoughts

We would love your feedback on the concept design. Share your thoughts by completing a short survey available via the QR code by 14 June 2024.

Community drop-in sessions

The project team is hosting two community information sessions to provide more detail on the concept design and answer questions about the redevelopment project.

Tuesday 28 May 10am-12pm and 4pm-6pm View Street Clinic Cessnock Hospital campus

For more information visit the project website or email HI-Cessnock@health.nsw.gov.au



Hneinfra.health.nsw.gov.au/projects/cessnock

Figure 4 – Jurd Street residneces door knocked to discuss concept designs (1 May 2024)

Address	Contact	Notes
28 Jurd Street	Mountain View Lodge Hostel - Helen	Aged Care Service – 47 beds, 15 dementia unit. registeredstaff@nccca.com.au William.crowley@nccca.com.au
26 Jurd Street	Gary	Enquired if mortuary is heritage listed. Gary attends Men's Shed (Tue & Thu) and advised this would be a good way to share project updates.
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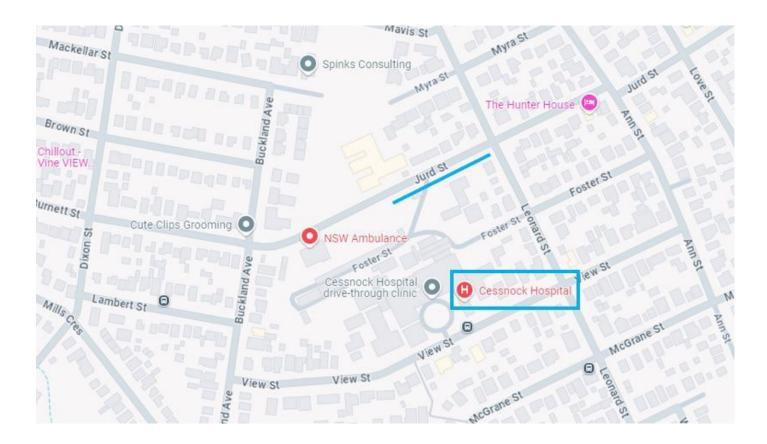


Figure 5 Project newsletter | Concept design feedback (June 2024)



Cessnock Hospital Redevelopment June 2024

Inviting your feedback on the concept design

The project team recently held two information sessions to hear from the community on the recently-released concept design.

There's still time to share your feedback by completing this short survey. Tell us what you would like to hear more about and how you would like to be kept up to date on the project.

The opportunity to provide feedback will be open until Friday 14 June 2024.

Feedback from consultation on the concept design will be used to assist project planning and will also inform the schematic design for the redevelopment. Staff and community updates will continue to be provided as the project progresses.

About the concept design

The Cesshock Hospital Redevelopment's concept design was released in April. The designs show the location of the new building on the hospital campus and how it will integrate with existing hospital buildings.

The NSW Government is investing \$111.48 million to redevelop Cossnock Hospital. The local community will benefit from a range of enhanced health services and facilities that will be housed in a brand-new, two-level Acute Services Building on the Cossnock Hospital.

What's being delivered?

The project scope is being confirmed through the planning and design process, and is expected to include:

- A new and expanded Emergency Department
 Two new inpatient units featuring one and two-bed patient rooms with ensuite bathrooms
 A new medical imaging service
 Improvements to connections with existing buildings across the campus



Got a question?

We're always happy to hear from you, if you have a question or would like to know more, email HI-Cessnock@health.nsw.ggv.au or visit the



We acknowledge the traditional custodians of the lands on which we work, and pay our respects to ancesters and Elders, past, present and emerging. We are committed to honouring Aberiginal and Torres Strait Islander peoples' unique cultural and spiritual relationships to land, waters and sea and their rich contribution to society.

Figure 8 Consultation Outcomes report

Community consultation outcomes | June 2024

Concept designs for the Cessnock Hospital Redevelopment were released on 30 April 2024. This project milestone was supported by a comprehensive communications and engagement campaign to raise public awareness about the redevelopment and seek feedback on the concept designs from staff and the community.

A diverse range of communication mediums were employed to ensure widespread promotion of the newly released designs and the opportunity to provide feedback. The table below provides a summary of the key communication materials developed and activities undertaken, and the measurable uptake of these materials by staff and community.

Promotion and consultation overview

Communication tool	Outcome	
Promotion		
Media coverage	Print publications 6 news articles Radio stations 6 broadcasts	
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The key components of the consultation action plan that were created to seek feedback from staff and community members were:

- Staff forum and drop-in information sessions
- · community drop-in information sessions, and
- an online feedback survey.

The outcomes of these sessions are detailed in the following pages.

Staff drop-in information sessions

Staff drop-in sessions were held at Cessnock Hospital on 30 April and 1 May. There were 11 attendees across the two sessions. The table below captures the key discussions.

Emergency Department	 How many ED spaces will there be? What is the bed summary? Will we have more doctors and other staff? Is there a drop off area parking for patients? Where is ambulance drop off? Is it separate to patient entry? 	It is acknowledged that ED is at capacity and is the fastest growing space
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Retail	Will there be a cafeteria?	 Will look at a coffee cart/food van Needs to stack up commercially Better vending machines?
Other departments	Is admin staying in its current location?	 The relocation of other departments, including administration, will be considered as part of the next planning and design stages.

Future information and consultation opportunities were noted as:

- Project User Groups promote two-way communication. Know the PUG reps for your department /service
- Liz to attend department meetings
- Regular staff info drop-in sessions monthly day/time TBC
- Print A1 display boards of department plans to put up in departments/ tea rooms

Community drop-in information sessions

Two community drop-in sessions were hosted at the View Street Clinic on the Cessnock Hospital campus on Tuesday 28 May between 10am-12pm and 4pm-6pm. There were 49 attendees across the two sessions.

The majority of community feedback from these sessions was collected via the online surveys, with iPads available for community members to access at these events.

The following posters collected further feedback, which was in line with feedback themes from the feedback survey.







Jurd Street door knock

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Community feedback survey

A key component of consultation was an online feedback survey with ten questions relating to the overall project, the concept designs and also communication preferences. The survey was open for six-weeks and achieved a high response rate of 144 responses.

Community sentiment was generally supportive of the project, with many community members stating they were relieved to hear that the redevelopment was going ahead. Strong feedback themes emerged from the survey data, with the top two themes categorised as:

- **Hospital services** requests for additional services (in particular operating theatres and maternity/birthing services), and ensuring that the redevelopment will be sufficient to sustain the growing population over time
- Staffing seeking reassurance that the new facility will be adequately staffed 24/7 by an appropriate medical workforce.

Of the respondents, 84 have subscribed to receive project updates, with an overwhelming preference to receive this in the form of a project e-newsletter.

Survey results

Q1. What suburb do you live in?

52% of respondents answered Cessnock.

Cessnock LGA Vincent Kearsley West Cessnock Stanford Merthyr **Paxton** Mount Millfield Birmingham gardens Kurri Kurri **Bellbird Heights** East cessnock Ellalong **Heddon Greta Cessnock West Bondi Junction** New Lambton **North Rothbury Fernances crossing**

Q2. What is your age range?

There was a fairly equal representation of respondents between 31-75 years of age. The most represented age group was 31-45 years (33%), closely followed by 61-75 (28%) and 46-60 years (26%).





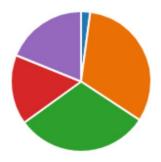
Q3. If you would like to register for email updates on the project, please provide your email address.

84 respondents subscribed to receive project updates.

Q4. How would you rate the overall vision of the hospital redevelopment concept design?

63% of respondents rated the design as either "Good" or "Very good". 16% of respondents said "Fair" and 19% rated the design as "Poor".

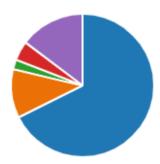




Q5. Which aspect of the hospital redevelopment are you most excited about for the community?

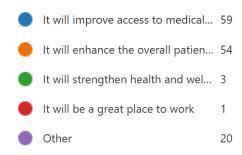
68% of respondents selected "Enhanced healthcare services and facilities" as the aspect they were most excited about for the community. The themes of comments in 'Other' included requests for additional health services and facilities, relief that the redevelopment was going ahead but also some disappointment that it wasn't on a larger scale, concern whether the upgrades will be adequate considering the projected population growth, and commentary around staffing.

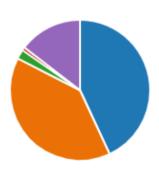




Q6. How do you think the hospital redevelopment will positively impact the community?

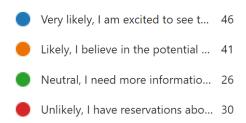
Improving access to medical treatments received the highest response (43%), followed by enhancing patient experience through upgraded facilities and amenities. Comments in "Other" reflected the same themes as the previous question.





Q7. How likely are you to support and promote the concept design for the hospital redevelopment within the community?

The majority of respondents (>60%) said they were "Very Likely" or "Likely" to positively promote the hospital redevelopment in the community. A significant number of respondents would like further information on the project to better inform their opinion of the redevelopment.

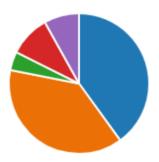




Q8. What are you most interested in hearing more about on the project?

The majority of respondents (c80%) are most interested in general project updates and learning more about the hospital design.

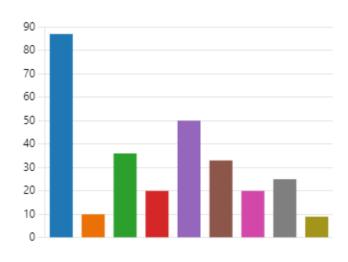




Q9. How would you like to be kept informed about the project?

Project E-Newsletter was by far the most popular form of communication for sharing updates on the project, with community pages on social media e.g. Facebook the second most preferred communication method.





10. Is there any other feedback you would like to provide on the hospital redevelopment?

The themes of all 107 responses for this question are captured below, in order of prominence.

- Staffing Doctors available 24/7, ensure funding is secured for adequate nursing staff
- · Additional hospital services:
 - Maternity unit and birthing ward
 - Operating theatres
 - Paediatric care
 - CT machine and MRI
 - On-site pathology
- Planning for future growth ensuring adequacy of design to cater for growing population
- Retail somewhere to purchase refreshments
- Adequate car parking, including accessible parking for elderly or disabled, dedicated staff parking, safety considerations of car park/s for after hours (lighting and CCTV)
- Improvement or demolition of old buildings
- Separate flow for inmates through emergency
- Ensuring consultation with staff on design
- Review of local traffic and access requirements

For context and completeness, a detailed list of feedback is provided at Appendices 1.

Next steps

The feedback from consultation on the concept design will be used to:

- · inform the schematic and detailed design phases of the facility
- inform topics and themes of information that is shared in upcoming project updates
- Inform the medium for sharing information and updates on the project to align with noted preferences.

A further round of community consultation will be undertaken following endorsement of the schematic design, anticipated to be in late 2024.

Project updates will continue to be made available through e-Newsletters to the subscribed community database and on the project website. The project team will remain contactable by staff and the community via the dedicated project email address: HI-Cessnock@health.nsw.gov.au

Appendices 1 – Community feedback (Survey Q10)

Need plenty of car parking as currently very limited for disabled/ elderly people

Please include a place for patients and their carers to obtain refreshments.

we need a maternity unit in Cessnock Maitland is too busy as is JHH

No change or modernisation to already very dated operating theatres. There are 2 theatres that can't be used concurrently due to inadequate recovery bed spaces.

I would like to see the inclusion of a maternity ward

A CT Machine and operators and full time doctors are needed at Cessnock Hospital which would decrease the load on Maitland and John Hunter emergency departments and allow for quicker ambulance offloading and efficient patient care.

It is all well and good for development but if we do not have permanent drs that are available 24hrs then it is a waste of money. Current funding for permanent drs and increased nurses and general staff needs to be addressed in line with the redevelopment

At the present, there is no provisions for an updated Helipad so we can once again have emergency helicopters land on site at the Hospital. There needs to be provisions for this included in the redevelopment, having the helicopter land elsewhere then have an ambulance transport is a massive waste of resources for this area and cannot believe that and Helipad has not been included.

The current hospital buildings need a serious revamp. The wards are not kept clean and the wards and Hallways are depressing, old and lack any feeling or life. This needs serious consideration given that the experience for many at the hospital is dark and depressing, not giving much of a feeling of hope

Interested to know how many beds the hospital will accommodate and if there is appropriate funding to staff appropriately. It would be good to have a kiosk available too.

Most interested in maternity facility as our community needs that most definitely. My daughter gave birth to her fourth child at home as closest maternity facility is over an hours drive from her Millfield home. This is dangerous for mothers and babies! It's ridiculous that a maternity ward is not included

Why are we hearing that much of the funds allocated for the Cessnock redevelopment have been transferred over to the JHH rebuild. Once again rural communities are forgotten and pushed aside most disappointing.

there doesn't look like a lot of parking, I have always wondered, why the area in front of Pathology and Cessnock house is not used for parking

How much of your planning is being undertaken with the input of staff that currently work at CDH? My concern is that you are going to build a bigger hospital, with more inpatient beds, with no staff to run it. It will be like The Maitland hospital all over again. CDH is currently struggling to staff the current beds they do have, I am concerned that just adding a new building with only increase the short staffing ratios. What CDH would benefit front is more equipment, like a dedicated CT machine, larger storage areas to store equipment. CDH currently cares for patients requiring the use of mobility equipment and there is only a small amount to go around. More beds in a fancy new building isn't going to help improve medical care for the Cessnock community, it will just be putting a coat of paint over an already struggling facility.

It appears the staff car park is now the public car park. Will safe and secure car parking be made available for staff, especially afternoon and night shift with sufficient lighting and cctv?

Absolutely appalling that there will not be a new operating theatre complex. The current one is extremely small and I imagine it wouldn't meet current guidelines as to what an operating room/recovery room should be. This is a very busy and efficient theatre I'm very disappointed that there will be no upgrade. You should be ashamed in withholding this potential new facility to the community of Cessnock and surrounds and the people that work so hard at keeping the theatre running so well in its current poor state.

Will it be staffed to handle the population growth and ease pressure on Maitland hospital and ease pressure

As the design progresses it would be beneficial to know what will be located in the New Acute Services Unit

Would love to see maternity and Paediatric units available at Cessnock Hospital. The community is a growing for families with all the new housing developments let alone existing families. It would be great if we don't have to travel an hour for essential care.

I believe 4 bed rooms are better for nurses and for patient outcomes, despite patients not liking them, it's better for them.

It would be good to see a maternity ward reopened. It is a shame there are no babies born in Cessnock. Also, I am currently going through breast cancer treatment. Travelling to Maitland and the Mater is very draining each time. Be good to have some services in Cessnock. Having surgery to remove my lump would have been excellent if it could have been done at Cessnock. Our town is growing rapidly and we desperately need new services.

It's wonderful that there will be a new emergency and critical care unit but the concept and plans don't really say how the old building will he improved. I'd like to hear more on that aspect

I would like to see a maternity ward included in the project p

We need a delivery suite back at Cessnock and more visiting/permanent specialists clinics

will there be enough staff to man it

What about parking spots on site and in the area?

This an exciting and much needed upgrade

Please make sure there is enough parking & a maternity ward would be great for the community

This needs to be an actual hospital not a glorified medical centre, with services that the very fast-growing population needs. Local traffic and access requirements need to be reviewed.

Please look into maternity department

Cessnock LGA is one of the fastest growing regions in NSW. A maternity and birthing ward is well past due to be reinstated back in Cessnock.

There is a huge need for more maternity services! The closest hospital for maternity is Maitland and it is too far for many people.

It is disappointing to see maternity services are not included in the design. Cessnock is the second-fastest growing regional LGA in NSW (after Maitland) and is predicted to reach 112,000 people by 2041. Maitland Hospital is under immense pressure with the population growth from both LGAs. During my time as a journalist at the Cessnock Advertiser, I wrote several stories about women from Cessnock who had given birth at home, on the side of the road, in the Cessnock Hospital car park or emergency department following the closure of the Cessnock Hospital maternity ward in 2003. Concerns that the maternity ward would not be able to be adequately staffed is always the excuse given by the NSW Government. It is interesting to note that an 'acute services' building is included in the concept design. Will this not require new/specialist staff? Why shouldn't maternity be treated the same?

This is a wonderful development for the people of Cessnock. My main concern will it sustain the growing population due to all the new housing developments. Maitland hospital was never built bigger enough for the population growth. What refurbishments will be done to the existing buildings.

Please include renal dialysis

It already appears that it will be inadequate for the needs of the community

Have a separate emergency entrance for the prison to reduce exposure to children who may be in the main emergency entrance.

If the existing theatre remains where it is at now, will it be brought up to code?

Cessnock needs a functioning theatre. We are a growing town and need it for our patients and our community. The team are highly efficient and can do procedures effectively to reduce waitlist times for patients for their health and wellbeing. To not have a functioning theatre in any hospital does not seem moral or ethical. Our community deserves it.

More money would have been appreciated to provide a bigger facility and to remove old buildings. Hopefully the state government will fund another stage

You started out Doing things for the Community knowing the Community is Growing Big & Fast & Now you cannot give us what we want why No new Kitchen, kiosk you are not given what Community has ask gone against Everything there

The project is a great idea but where are the staff coming from to man the hospital. Maitland still does not have enough staff and waiting times are disgraceful.

With a large growing community it is very much needed

I look forward to the improvement in the health facilities in our expanding district

Great to see an investment in healthcare for the Cessnock Shire. The population is growing and aging so it's considered a priority for local residents.

I believe that while this is going to improve patient experience the fact that it appears the development is like for like in regard to ward beds, parking etc does not plan for the future growth of the region. Only having a space for a CT in imaging and also no plan for an MRI service is also not future planning.

Upgrade for services disappointing. Due to limited funds new hospital still will not have a full functioning pathology service, has only a space for CT scan, no MRI machine,, space only for new theatres. Thus new development hospital basically remains a first aid only and serious medical conditions need to go to another hospital

we need a CT and MRI for this hospital

Very excited to see the upgrade underway. Doctor/Nurses & staffing issues to be resolve (ref issues at Maitland)

While I am glad to see the upgrade being undertaken, I hope to see additional funding provisioned to allow for further expanded services to meet the needs of our growing community.

Desperate to see it happen

Make it happen

While I am grateful for any improvements, I am a little underwhelmed by what \$111M is providing our community.

As long as we can staff the hospital when its built

Please provide adequate lighting in the new car park, as this backs on to properties (including mine) and hopefully lighting will deter any problems

Yes definitely Cessnock is a fast growing area with the population growing and many tourists visiting the area the whole area needs more infrastructure especially the hospital. As Maitland Hospital is at least a 40 minute drive away we the residents of Cessnock definitely need to keep our hospital going especially the emergency department and the whole hospital in general. As there are a lot of elderly people living in the area or people that maybe don't drive and public transport that also definitely needs to be looked at and improved it can be very difficult to get to Maitland Hospital. But most importantly what the hospital needs now and in the future is Doctors and Nurses on staff 24/7 it is essential. Also there should be a separate facility for inmates from Cessnock Correctional Centre yes like everyone else they to may need to come to emergency or hospital but when you are waiting in emergency and inmates arrive with ankle chains handcuffs and prison officers with guns on its definitely not a good look especially for young children or even more so when you are sitting at the bedside of a loved one that is dying and an inmate is in the next bed. Also hopefully the new hospital will have a 24/7 pathology and X-ray instead of having to wait in emergency at night for blood tests to be sent to Maitland hospital that can sometimes take hours for results. Also with long waiting times in emergency there should be somewhere with tea coffee or a food outlet not just vending machines. For those in the area having day surgery or other procedures it is essential that we have this in the new hospital especially after anaesthetic where people can't drive after but at least from Cessnock Hospital they can get a taxi home if need be. Cessnock also has a lot of tourist so that's another reason why we need our hospital and emergency department. Cessnock definitely needs a hospital in all areas from emergency to hospital stays that covers all areas of care but apparently nothing is happening until the end of 2025 so by then will this plan be out of date how much more will the area have grown and developed how much more infrastructure will there be in place. And lastly I would like to add that having been to emergency and visiting family and friends in Cessnock Hospital just how fantastic everyone is especially the Dr's and nurses on staff in emergency and on the wards the hospital is definitely old and the whole thing needs replacing and the wait in emergency can sometimes take hours but congratulations to the whole team at Cessnock Hospital they are all truly amazing and so professional and caring Hunter New England Health should be proud of there staff at Cessnock Hospital.

I think our community is growing with all our new estates and the demand for healthcare increases. I would have like to see a bigger redevelopment. And more surgical services.

We need a bigger better equipped hospital. The hospital we have for this growing area is not adequate. We should be aligning a newer upgraded hospital with the Wollombi rd project. In our local area most of the time we have to go out of our LGA to purchase things don't make us go out of our LGA to rest I'd be urgent medical needs as well. Our hospital lets our community down

Make it bigger. This area is large and expanding. We need larger and better facilities.

while a new ed is fantastic bringing capacity, I hope to see improved services especially including 24hr doctor services when a new ED is established as the current facility is largely incapable and lacks a lot of dr services.

It would be great to be able to get an idea of what will change/upgrade in the current facility once the new services are migrated.

Definitely need new operating theatres. We are a growing community and feel this redevelopment is a band aide measure

The community need to know that this new development does not mean better services, so many have the impression there will be more specialist care available when it is going to be exactly the same. Safe staffing will be a massive let down, as they are already pushed to the limits and you are now spreading them across a bigger area. If you build it, it does not mean they will come!!

You are putting a New Hospital in But you're not Doing anything to the Old Building. You say Money. Well stop wasting the Money. & Build a Hospital that going to Help everyone in the old Hospital make sense the Kitchen, wards X-ray cafe your worry about Money Do it's for the People of Cessnock knowing How big We are getting in the Area what your going to do it's not going to satisfy anyone unless you do it right the First time So Give the Community what they want a Decent Hospital & Be Proud of it. What your giving is Nothing to What We all Need

The operating theatre complex urgently needs to be redone. The theatres are tiny, there are not enough recovery beds to facilitate 2 theatres to be run at the same time. The tea room for staff is laughable and tiny. The air conditioning changes temp by 10 degrees every 10 min. It desperately needs an upgrade yet has been taken off the plans. This needs to be reconsidered

We need a whole new hospital. This area is growing rapidly and we can't even get doctors to man emergency!

What is the construction timeframe?

With a better brighter Hospital hopefully their will be more medical staff to help the sick in this growing area

Have a fully functional hospital this are is going to explode population wise. Need maternity wards now it's absolute joke where the new Maitland one is built. Try getting there from milfield through green hills during peak hot and those traffic lights! Why wasn't his hospital built in the expressway? Bloody joke

The whole hospital needs to be upgraded. I don't believe the hospital design looks enough towards the future of Cessnock and its increasing population. The theatre complex is a very efficient facility, working under several compromises with standards, the theatres are too small. Cases at Cessnock mean that fairly healthy patients can have their operations done in a timely manner without getting bumped by sicker patients, and therefore any problems are picked up early and the patients are treated earlier.

Cessnock is a growing area. We need a maternity service, IN OUR AREA, giving birth at home, if you live in Millfield, is not the answer! Maitland Hospital is too far away if in labour

A dedicated Palliative Care room with facilities for families for people coming in for End Of Life care, is very much needed at Cessnock Hospital.

I expect a modern facility should consider the nutritional needs of visitors & staff, when planning improved community infrastructure such as this. So something like a cafe with decent open hours, would be warmly welcomed. More wholesome than just vending machines.

I was surprised to hear the new development has not increased bed capacity for such a growing LGA which also services an increasing population due to visitors to the Hunter Region. Disappointed there are no plans for a cafe for both the convenience of patients and visitors and also for all Staff onsite who have minimal time to make a return trip into Cessnock to purchase lunch etc and time to eat. I feel this is a substantial oversite for a new facility. An area such as this is also beneficial for patients who are able, to take time away from their hospital room environment with/without their visitors for a short change of scenery and may assist in maintaining good mental health.

Would just like to know how older building/wards and services will be utilised/remain and where located

Our area is growing rapidly and so does our hospital. We need more staff, more beds, more services not just a new building.

The hospital needs dedicated doctors, not just community GPs who are occasionally rostered. The original plan is not being followed because not enough money. More money needs to be dedicated to remove all asbestos from the site, and delver the original hospital plan. Additionally dental services need to be provided, women's health including per menopause and menopause services and maternity.

The area is growing quickly and should have children's , maternity and separate minimal female male wards. In addition a more peaceful respectful area for the aged in the end of life stage. Also specialist attendances and operating options. This was a hospital created by the community for the community of which has been lost . Other concern is at times when corrective service inmates attend shared wards with the aged frail and children adding stress and anxiety at a time when calm and security is needed

With the Emergency Department there needs to be a separate entry/exit and treatment area for prisoners being brought in for treatment. It is distressing for sick children to see the prisoners being brought in under guard and with handcuffs etc. There also needs to be a covered and open area included for reflection purposes, for the use of patients, their families and for workers in the facility. The mental health and well being of all stakeholders should be of prime concern. It is great to have the infrastructure but it is just as important to have the appropriate staffing of the facilities with both nursing and qualified professional specialists.

The proposed re-development is basic and just covering the emergency department. We need a separate designated area in emergency for prisoners and guards to be taken to - separate from the general public. We need the further development of the whole area to continue to occur after the initial construction. It would not be beneficial to leave the future expansion area identified empty. Needs to have a high level of fit out so that it can be utilised at least for temporary use. in the interim.

We need a fully staffed and equipped maternity unit and paediatric unit. The travel time to other hospitals adds to the stress when people are already in pain or concerned. Local birthing options would be fantastic for an area that is growing rapidly, and having a children's ward would alleviate the demand on Maitland and John Hunter. We have the population growth to justify these services and to provide more than just aged and palliative care. Please give us the hospital which we need, with all the services, not just a first aid post.

CT scan, more wards, Aged care pending placement section. More ED beds!

We need doctors. We need more beds. There are no permanent doctors at this hospital and definitely not enough beds for increasing population. We need upgraded services not just updated facilities

Yes, we need more departments, more beds, more staff. We need maternity care back in Cessnock. Driving to Maitland or Newcastle while in labour can be very traumatic, many women have birth their babies while on their way to the hospital.

With an ever-growing town, I believe that we need maternity services in Cessnock, 24 hour imaging & 24/7 permanent doctors in emergency.

It is all good to build a new building on the site how ever what is going to happen with all of the current buildings on the site are they just going to be left empty to become in disrepair like the Drinkwater building which become an eyesore on the site and make the service look poor and uninviting

This money will barely cover reno costs let alone equipment and staff both of which are in very short supply

I hope there will be maternity services too so we won't need to go to Maitland or John Hunter!

We need full time doctors in emergency

It's obvious this project has been designed with little to no feedback from the community. The current hospital is outdated and lacks so many basic amenities, the government should be ashamed. While the township is growing larger all the time the hospital doesn't have doctors on staff in the emergency department, the sterilisation department doesn't have the equipment or even the water to clean the equipment used in the minor surgery they do complete, everything is sent to Kurri or Maitland for processing. The whole thing is a joke and this so called upgrade barely scratches the surface of the issues the community is facing with this facility. Much more needs to be done.

There needs to be more of nature reserve between the hospital staff carpark and the houses on Buckland avenue. We are number 24 and back right onto the car park so our house is lit up like a Christmas tree as it is with the spotlights, it would be nice to have some mature trees planted to block light and give extra privacy to us residents. Particularly because staff smoke at the back of the hospital and can stare right into my house from where they sit. It's quite uncomfortable!

Is the interconnecting pathway between the new build and existing building fully enclosed and air-conditioned e.g. for patient comfort and privacy if being trolleyed from the Operating Theatre to Surgical Ward post-op? It is not practical for medical imaging and the emergency department to be in a different building and so far away from the Operating Theatre (OT) when equipment is required in OT from the aforementioned departments. Examples: portable ultrasound from ED used for difficult IV cannulation, portable medical imaging equipment used for planned urology surgery, portable X-ray required to diagnose possible aspiration post operatively in Recovery. Will there be designated staff parking areas?

Cessnock needs a maternity unit to the same standard that Maitland has. You should not have to drive to another LGA to give birth. With so much growth in the area, make this a priority!

For all the talk about, spending so much money on the hospital and that Cessnock was getting a new hospital. A new hospital isn't just what is needed, a bigger hospital, they maybe needs to change locations, and have actual staffing numbers is what is needed, this plan is a start plan, it cant be the final design.

It is really important that the planning department looks at the growth of our community. Have the planning department liaised with Cessnock Council and been informed of the additional 10000 houses that are being approved for our area.

Yes. I think the scope of the redevelopment is limited and not reflective of the health needs of the growing community

More than just an emergency department upgrade is required. Ensure there is adequate staffing to cater the growing community with short wait times. Have imaging available 24/7 for emergencies. Upgrade the existing hospital to cater more beds and better facilities e.g.- birthing suite, better physio, and out patient services instead of run down facilities. Currently people have to wait far too long with no permanent doctor at emergency or they choose to travel to Maitland hospital. We need permanent sufficient employment and upgraded facilities for the entire hospital.

It needs a paediatric ward

A full redevelopment is need just not a band aid solution for a emergency department.

Yes are we getting a children's unit as the one that is currently at this hospital is substandard. Would also like to know if the community will be getting their maternity ward back.

Why is it taking SOOO long to get this off the drawing board

What has been presented is positive - but the detail is limited primarily to the proposed building design. I am interested to understand how this will link to improved health outcomes for the region, how it will attract and retain quality healthcare staff to the region and hospital, and how later stages may be funded?

I would like to know why there is not going to be a theatre! Cessnock and surrounds are growing!

Contact Details

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