

Inner South Health Centre

REPORT ON WHAT WE HEARD

We encouraged Canberrans to have their say on what services they would like to see included in the design for the new Inner South Health Centre.

The ACT Government is building four new health centres across the Territory. The new Inner South Health Centre, adjacent to Griffith Shops, will offer community-based services that are closer to home for people in the area.

ACT Health Directorate (ACTHD) staff consulted with the community on potential health services to allow the government to undertake detailed design of the size and scope of the new centre.

THE CONVERSATION

Online survey and quick comments

An online YourSay survey was open for community feedback from 1 July to 12 August 2024. The 25-question survey received a total of 105 responses. There was also an option for respondents to provide a small comment if they did not want to complete the full survey. Most respondents said they live in the Inner South (74%), identify as female (83%) and aged between 35-44 (37%). More than 50% of respondents said they don't have a complex health need/suffer from a chronic condition, or that they don't care for someone who has a complex health need/suffer from a chronic condition.

Face-to-face engagement

ACTHD staff hosted face-to-face engagement at five community pop-up sessions and an evening 'pop in' information session during July 2024. These were located at Mauka Terrace, Griffith Shops, Narrabundah Shops and Eastlake Griffith. In total, 75 people actively participated in these sessions, helping to complete a dotmocracy exercise about what services they would like to access at the new centre. Key areas of anecdotal feedback included the need for a nurse-led walk-in centre for the area and around the existing carpark on the site.

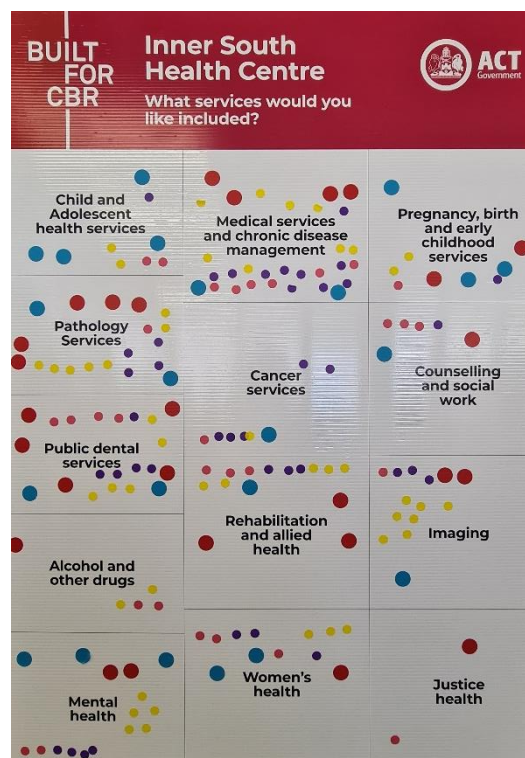


Figure 1: Dotmocracy exercise at face-to-face engagement.

Location	Date	Time
Manuka Terrace	Wednesday 17 July 2024	10am-1pm
Griffith Shops	Thursday 18 July 2024	10am-12pm
Griffith Shops	Tuesday 23 July 2024	10am-12pm
Manuka Terrace	Wednesday 24 July 2024	10am-1pm
Eastlake Griffith	Thursday 25 July 2024	7pm-8:30pm
Narrabundah Shops	Monday 29 July 2024	10am-12pm

WHO WE ENGAGED

The YourSay survey was designed for people living in the Inner South district. A media event on the centre's future site was held to open the engagement. ACTHD also organised and ran paid geotargeted advertising on social media, and search advertising on Google. The majority of visits to the YourSay survey were via social media (44%), with ACTHD's posts reaching an audience of over 40,000 people.

The government also emailed key stakeholders, including the community council and residents association to inform them of the engagement, pop-ups and information session.



Figure 2: A local resident talking about the new health centre at Manuka Terrace

WHAT WE HEARD

The key question we used across the engagement activities was to ask the community what services they would like to see at the health centre. Medical services and chronic disease management was the most common response on both the YourSay survey and the in-person dotmocracy exercise.

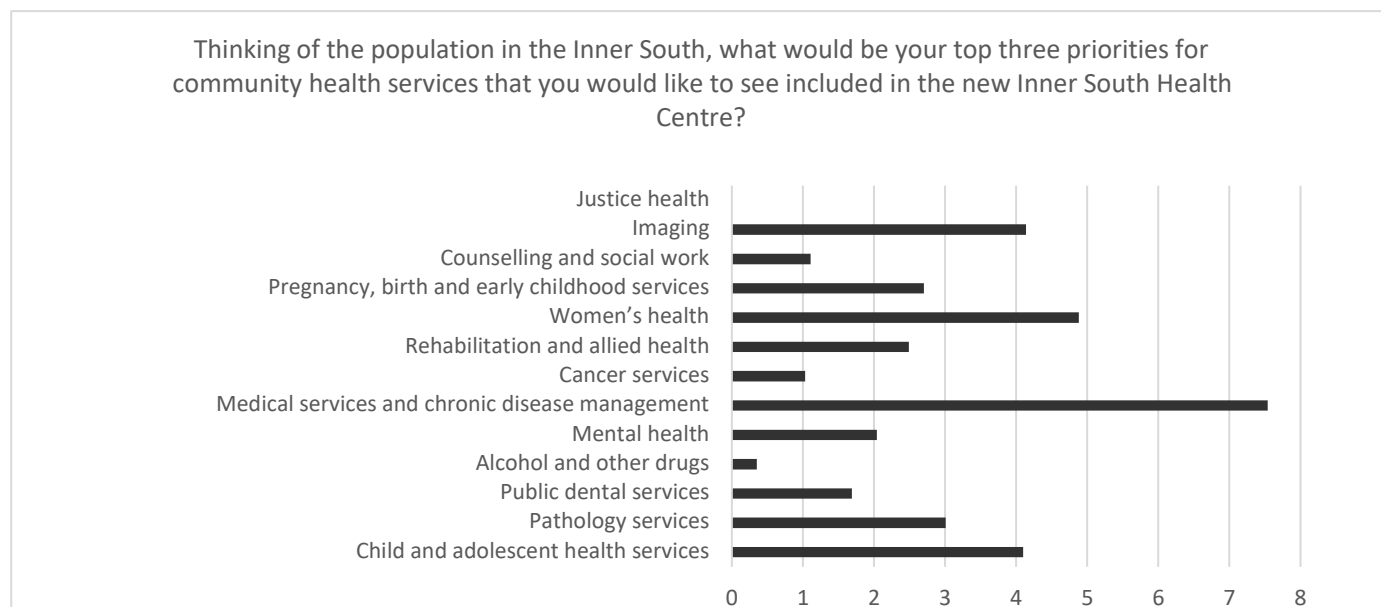


Figure 3: Results of online survey question 'Thinking of the population in the Inner South, what would be your top three priorities for community health services that you would like to see included in the new Inner South Health Centre?'

Key insights from the community

Services

1. Medical services and chronic disease management, and women's health services were the top responses on the YourSay survey, with strong support also for imaging and child and adolescent services.
2. The top 3 services in the in-person dotmocracy exercise were medical services and chronic disease management, public dental services, and pathology services.
3. Feedback received through quick comments were focused on the desire for more child and family centres, social support and a nurse-led walk-in centre:
 - a. *"We are in need of a child and family centre for the area which would have Maternal and child health clinics co-located with social workers, midwifery clinics."*
 - b. *"We really do need a nurse walk in centre here! It's onerous to drive to Dickson or to Weston Creek."*
 - c. *"Please include a Walk-in Centre - Dickson and Weston are too far away."*
4. During the in-person community engagement, we heard comments on the need for family and adolescent care, imaging, and about desire to see the site be a Walk-in Centre, with many people commenting that they liked that service but had to travel to Belconnen, Dickson or Weston Creek to receive it. Many older people commented that there was no transport connections or links from the inner south to any of the Walk-in Centres, making them inaccessible unless driving.
5. Mental health services also came up frequently, both in-person and online:
 - a. *"If possible, a drop-in mental health centre like Safe Haven Belconnen!"*
 - b. *"Establish the centre as a dedicated facility for mental health services to address the specific needs of the community and provide comprehensive support."*

Location

6. There was a lot of comments both online and in person about the location of the new health centre. Many respondents liked the idea of a new health centre in the Inner South, but had feedback about the location, both in Griffith and on the chosen blocks.
7. There was also feedback about the need to manage traffic on the surrounding streets and improved amenities like footpaths and access to transport connections.
 - a. *"A new health centre for the inner south is welcome, but the proposed location behind the Griffith Shops will probably not work because most of that land is park land, called Throsby Park."*
 - b. ***"Griffith and Narrabundah residents highly value and enjoy the very limited urban open space remaining and do not require a Health Centre at the proposed location at the cost of losing highly valued playground and parklands."***
 - c. *"Traffic and parking arrangements [is important when designing the centre]. Improvement of surrounding amenity to respond to increase in patronage. Preservation of pedestrian access through and between Throsby and Blaxland Parks and the shops."*
 - d. *"Griffith Shops are not the most populated area or easy to get to via public transport or suitable for increased traffic."*

Integrated care

8. There was strong support for integrated care at the health centre. The majority of respondents (66%) said they would like to see non-government health care services at the new Inner South Health Centre.
9. When asked, respondents gave examples of the types of integrated care they would like to see, which was mostly focused on general practice.
 - a. *"I would like to see a broad range of community services."*
 - b. *"It is important to have a place where elderly people can go to feel respected, access medical care, and social models of care - like group therapies, physio, social connection."*
 - c. *"[The centre should have] a service that offers an integrated care model. For example if I see a doctor, I want to be able to go next door to get imaging or go to the chemist for the script."*
 - d. *"Not including a GP in this model of care creates financial barriers for patients as these services often direct patients back to their GP for further assessment/treatment or referral onto other clinicians and this costs the patient every time they need to attend their GP."*
 - e. *"[The centre should have] GPs and doctors, not just nurses."*

Design

10. We also received feedback on design elements to keep in mind as that work continues over the coming months.
11. The biggest design comment heard during consultation was around how the location of the centre on the blocks was still undecided, and the centre's impact on an existing carpark behind Griffith Shops:
 - a. *"[the existing carpark] is mostly used by customers and the nearby school."*
 - b. *"Owners of shops would love to see a basement carpark they could also use, or permits for them."*
 - c. *"Throsby Lane is very narrow and regularly blocked by deliveries to the shops."*
 - d. *"Please don't take the parking space, and allow for more parking for the service as it will result in more parking demands, both at the centre and as other supporting services are established within the Griffith shops."*
12. Some of the comments related to making the centre easy to use, inviting and that it has plenty of parking:
 - a. *"[ensure the] building is welcoming and easy to navigate. Ample free parking spaces."*
 - b. *"Good access and parking must be disability friendly. Current parking in Griffith shops not fit for purpose."*
 - c. *"[include] well thought out waiting rooms."*
 - d. *"Attention will be needed to ensure that adequate parking is provided to service both the centre and the shops. Consideration should also be given to capacity for future expansion."*
 - e. *"[important design elements include] **preventing impact on existing amenity including trees and parkland and available space for retail, office, services and parking for visitors to same.**"*

WHAT'S NEXT?

The feedback received through this engagement will inform the clinical services and design for the new Inner South Health Centre.

The clinical services and design will be finalised in consultation with clinicians, consumers and representatives of the community through a design reference group that will be established in the coming months.

Following this, the project will progress to the detailed design and planning stage. We will undertake future engagement throughout the design and planning works.

Key Timings

July 2024 – Griffith site selected and funding for construction of the centre is provided for in the 2024-25 ACT Budget.

July – August 2024 – YourSay consultation.

September 2024 – What We Heard report is released.
We are here

2024 – 2025 – Detailed design and planning works.

2026 – Beyond – Delivery.

THANK YOU FOR YOUR FEEDBACK

1,157

We reached 1,157 people via
YourSay

105

We received 105 survey
responses.

75

We spoke to 75 members of
the public

2

We received two written
responses