North Gungahlin 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 North Gungahlin Health Centre.

The ACT Government is building four new health centres across the Territory. The new North Gungahlin Health Centre in Casey 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.



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

THE CONVERSATION

Online survey and quick comments

An online YourSay survey was open for community feedback from 13 June to 8 August 2024. The 25-question survey received a total of 174 responses. Most respondents said they live in Gungahlin (91%), identify as female (78%) and are aged between 35-44 (31%). More than 50% of respondents said they either have a complex health need/suffer from a chronic condition, or they care for someone who has a complex health need/suffer from a chronic condition. There was also an option for respondents to provide a small comment if they did not want to complete the full survey.

Face-to-face engagement

ACTHD staff hosted face-to-face engagement at four community pop-up sessions and an evening 'pop in' information session during June and July 2024. These were held at Casey Market Town, Gungahlin Marketplace, Amaroo Village Shopping Centre and Gungahlin Lakes Golf and Community Club. In total, 85 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 suggestions for services, how Casey connects with the local area, and site specific feedback like parking and traffic.

Location	Date	Time
Casey Market Town	Monday 24 June 2024	10am-1pm
Gungahlin Marketplace	Friday 28 June 2024	10am-1pm
Casey Market Town	Tuesday 2 July 2024	10am-1pm
Amaroo Village Shopping Centre	Wednesday 3 July 2024	10am-1pm
Gungahlin Lakes Golf and Community Club	Wednesday 24 July 2024	7pm-8:30pm

WHO WE ENGAGED

The YourSay survey was designed for people living in the Gungahlin district. A media event on the centre's future site was held to open the enagement. 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 (61%), with ACTHD's posts reaching an audience of over 31,000 people

ACTHD emailed key stakeholders and the communtiy council to inform them of the enagement pop-ups and information session.



Figure 2: Two local residents talking about the new health centre at Gungahlin Marketplace.

WHAT WE HEARD

The key question we used across the enagement activites 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.

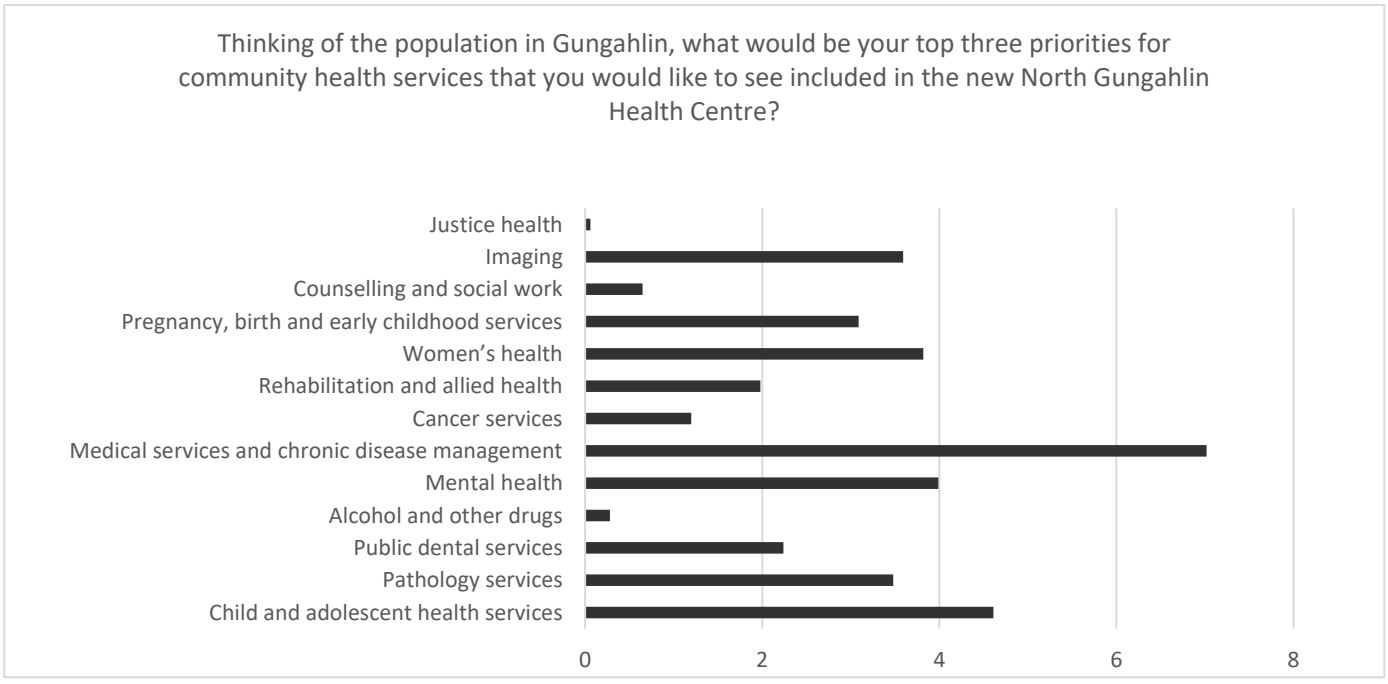


Figure 3: Results of online survey question 'Thinking of the population in Gungahlin, what would be your top three priorities for community health services that you would like to see included in the new North Gungahlin Health Centre?'

Key insights from the community

Services

1. Medical services and chronic disease management, and child and adolescent health services were the top responses on the YourSay survey, with strong support also for mental health and women's health.
2. The top 3 services in the in-person dotmocracy exercise were medical services and chronic disease management, imaging, and public dental services.
3. Feedback received through quick comments were focused on the desire for more general practice and bulk-billing services, sexual health services and physiotherapy:
    a. *"We desperately need sexual health services in Canberra's northern suburbs. It takes me 2 hours to get public transport to the sexual health clinic at Garran, which is not central to Canberra anymore."*
    b. *"I'd like to see the North Gungahlin Health Centre offer comprehensive services including general practice, dental care, mental health support, physiotherapy, women's health, paediatric care, diagnostic imaging, and an on-site pharmacy. Additionally, extended hours and walk-in appointments would greatly benefit the community."*
    c. *"I would like to see a walk-in centre with Doctors and nurses who can treat minor emergencies so we can avoid ED. It would need to be open not only weekdays but weekends also."*
4. During in person community engagement, we heard comments on the need for more palliative care in the area, as well as dialysis services and rheumatology.

Location

5. Through the YourSay survey and in person engagement we received some feedback on the chosen site in Casey, with some comments around transport links, its connection with health services in Gungahlin, and a new hospital in the area.
    a. *"Usually I have to travel via tram and bus to Deakin or TCH for anything more than a blood test or scan. Having easy access to the centre is key, of note having services only in the south in the north would be key for my QOL [quality of life]."*
    b. *"Would be great to have and appreciate the benefits of a greenfield site, but if serious about enabling ease of access via transport then it needs to be in the Gungahlin town centre."*
    c. *"This is a temporary solution because of the roads and it not being a good location."*

Integrated care

6. There was support for integrated care at the health centre. Over fifty per cent of respondents (58%) said they would like to see non-government health care services at the new North Gungahlin Health Centre.
7. When asked, respondents gave examples of the types of integrated care they would like to see, like general practice, private mental health services and imaging.
    a. *"It would be good to have [a] hydrotherapy [pool], with morning and afternoon sessions."*
    b. *"It would be helpful to include general practitioners in the centre as part of the multidisciplinary team as they have often have a broader scope of practice."*
    c. *"Community support services for mental health."*

Design

8. We received some comments around the design of the centre. Design work is yet to commence on the North Gungahlin Health Centre, but this feedback will be provided to the design team when they are appointed.
9. The issues identified were around parking for the site, including the potential impact on the nearby parking for the shopping centre, as well as design elements to make the centre comfortable to visit.
    a. ***"An important design feature is making it assessable to everyone."***
    b. ***"A welcoming design and comfortable seating is important"***
    c. ***"Parking is an issue in the area and may spill over into the nearby carpark if there is not an appropriate amount for the centre."***

WHAT'S NEXT?

The feedback received through this engagement will inform the clinical services and design for the new North Gungahlin 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

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

June – 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

1,833	174	85	1
We reached 1,833 people via YourSay	We received 174 survey responses.	We spoke to 85 members of the public	We received one written response