



ROYAL PRINCE ALFRED HOSPITAL REDEVELOPMENT



SURVEY OUTCOMES REPORT

ENGAGEMENT SURVEY

[VERSION 2.0]

28 June 2022

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EXECUTIVE SUMMARY

The NSW Government has committed \$750 million to the redevelopment of Royal Prince Alfred (RPA) Hospital to deliver a new hospital building and refurbishment of existing spaces.

The project is currently in the planning and concept design phase, and a Design Excellence Competition was recently run for the RPA Redevelopment. The results of this survey outcomes report will inform design outcomes and inform further opportunities to engage with the visitors and patients, the staff of RPA, the indigenous community, the CALD community and the wider community.

The concept design is being informed by clinical requirements, independent technical assessments and importantly, feedback from the community, health service staff and consumers.

This outcomes report details staff and community feedback captured during the survey period from Tuesday 8 March 2022 to Sunday 1 May 2022. The survey was designed to build project awareness and to generate feedback on what respondents wanted within the hospital redevelopment.

Other feedback sought included:

- The importance of wayfinding and what type would be most useful when navigating RPA hospital.
- What respondents liked about the current RPA hospital.
- What respondents liked about indoor public spaces and outdoor public spaces.

AT A GLANCE

87% of survey respondents support the project

Wayfinding for people with disabilities, impairments or CALD is important

Support for upgrading services and facilities

Need for green spaces, particularly post COVID

More amenities request for staff

Engagement statistics

During the engagement period, the survey was promoted in a number of ways, a summary of these is outlined below.



The project team distributed 750 flyers.



Received 357 survey responses.



36,000 properties mail boxed.



As well as English, the survey was available in Mandarin, Cantonese, Greek and Spanish.



29.6k people reached via SLHD Facebook interactions and posts.

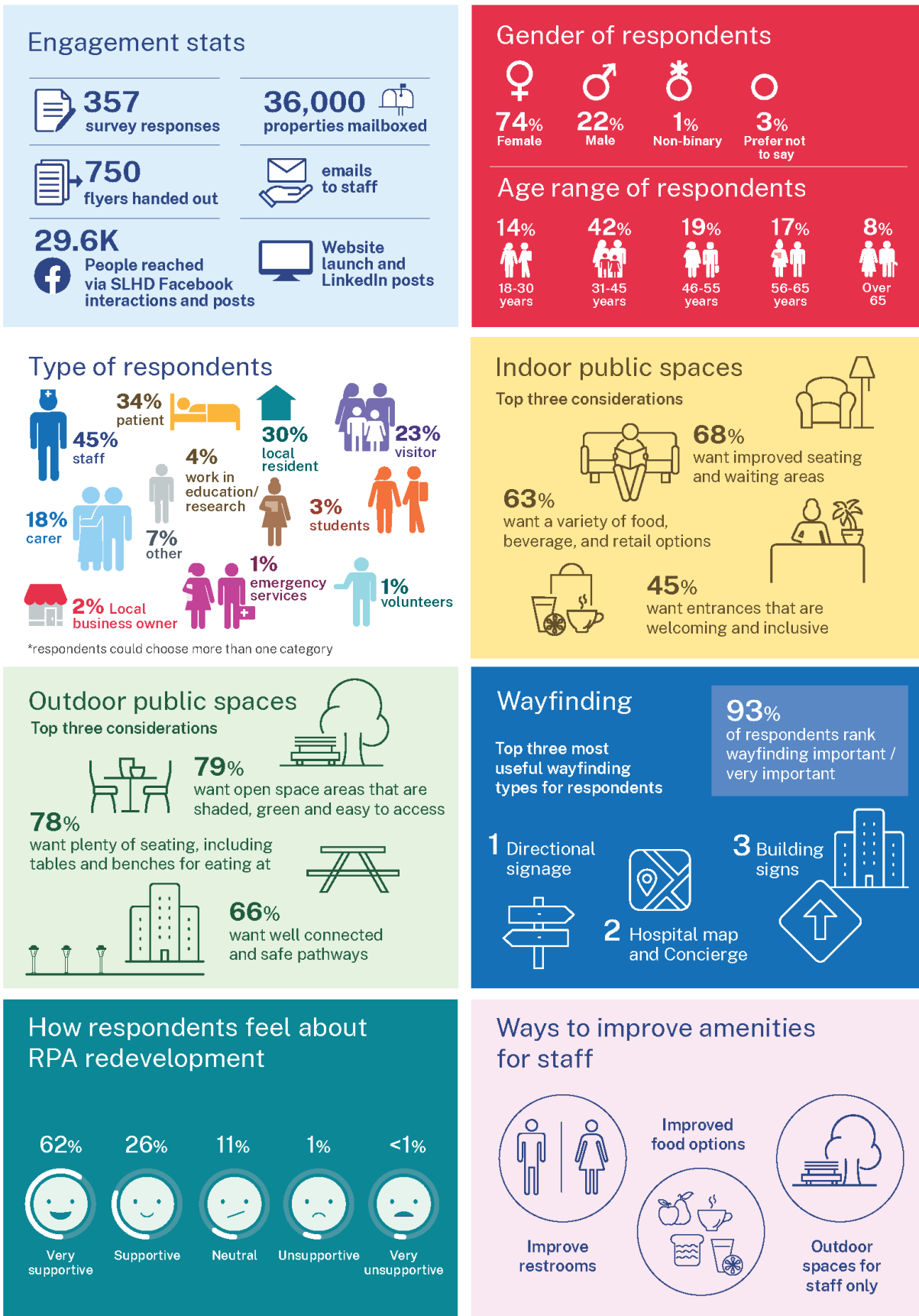


Figure 1: Snapshot survey results

INTRODUCTION

Consultation and engagement objectives

The Sydney Local Health District (SLHD) and Health Infrastructure (HI) objectives that underpin the approach to communications and engagement for the RPA Redevelopment are:

1. Genuine and meaningful engagement across the lifecycle of the project to ensure local voices inform key outcomes
2. Build on critical and long-established relationships to engage in the RPA Project
3. Garner support for key operational changes required to facilitate the delivery of the project
4. Build awareness of RPA Redevelopment
5. Demonstrate to staff they are valued partners and that their feedback informs the planning process
6. Ensure accurate, timely and regular information is disseminated to staff and other key stakeholders
7. Highlight benefits and drivers for the project, including future health, educational, research and employment opportunities

About the project

The NSW Government committed \$750 million to the redevelopment of Royal Prince Alfred (RPA) Hospital to deliver a new hospital building and refurbishment of existing spaces.

This is the most significant investment in RPA's 140-year history to support the world-leading services provided at RPA for the 700,000 people who live in SLHD and the more than 1 million people who come into the district each day to work, study and visit.

In 2019, the RPA Clinical Services Plan (CSP) was developed by the SLHD in collaboration with the Executive and staff of the RPA Hospital and Ministry of Health (MoH), that forecasts future healthcare needs to 2031.

Stage 1 of the redevelopment will include expand and enhance:

- Emergency Department.
- Intensive Care Services.
- Medical imaging services.
- Operating theatres and interventional cardiology.
- Maternity, birthing and neonatal services.
- Adult inpatient accommodation / beds.
- Associated clinical and non-clinical support services capacity.

The project is currently in the design phase and is expected to include early works, enabling and decanting works to facilitate the refurbishment and a new build that integrates with existing hospital facilities.

The design is being informed by clinical requirements, independent technical assessments and feedback from the community, health service staff and consumers.

CONSULTATION APPROACH

Ngurang Dali Mana Burudi — a place to get better, is the SLHD's view of the whole community including health services, Aboriginal communities, families, individuals and organisations that work in partnership. Health facilities and services play an important role in communities and the location of the RPA Hospital provides a remarkable opportunity to significantly contribute to the SLHD vision of the hospital being a place to get better.

The vision for RPA requires a whole of system transformation to create a healthier more sustainable and resilient future. This future is based on implementing the principles of value-based care and integrating care: focused on outcomes, patient experience, clinician engagement, equity, efficiency and effectiveness.

The consultation approach incorporates the Ngurang Dali Mana Burudi concept from the beginning with a strong focus on engaging with all staff as well as community members. Current consultation has taken the form of direct discussions and Project User Groups (PUGs) meetings with further public consultation planned for future phases. Public information has also been made available through the local media, the SLHD's Facebook and the project website.

Keeping the needs of our patients - both current and future - at the core is our key focus of our Project User Groups. A Project User Group is comprised of clinical and non-clinical staff, project representatives, and representatives such as consumers.

Since late 2021, the project has held more than 100 Project User Group (PUG) meetings across multiple departments within RPA Hospital. Our PUGs develop the designs of all future hospital spaces, which involves extensive consultation between staff, community groups, architects and the project team. There are around 40 hospital teams involved, and each meets regularly to help ensure that our future services and spaces deliver the highest quality care for both patients and staff.

In addition to this, more than half of the local community speak a language other than English at home. To ensure we reach the community we have provided translated copies of the survey. This approach will be developed further through the work we are undertaking with the NSW Multicultural Health Communication Service.

Targeted community presence

During the survey period, the project team decided to have a more targeted community presence to make sure the survey had a wider reach in a transient population in the hospital. Members of the project team stationed themselves around the main entrance of RPA with flyers; internet enabled iPads with the survey page; and physical copies of the survey to capture feedback in person and promoting completion of the survey later through the flyers.

The purpose of the targeted community presence was to:

- Inform the local community and staff at RPA about the survey to have their say and encourage community members to have their say.
- Be present within the community and build relationships.
- Respond to any questions or concerns raised.
- Engage and provide project information to community and staff.
- Allow the community and staff to further understand the project requirements.
- Record any questions that could not be answered and respond shortly afterwards.

Survey advertising

The survey was advertised through:

- A media release from the Health Minister on 8 March 2022.
- Posts on RPA Hospital's Facebook page on 9 March, 4 April and 29 April 2022.
- Posts on HI's LinkedIn page on 9 March 2022.

- Website content on HI website, from 8 March 2022.
- A letterbox drop to the local community (36,000 homes from 16 March 2022).
- Posters put up in high traffic areas at RPA from 22 March 2022.
- Flyers distributed at hospital entrance at screening desk from 22 March 2022 and approximately 750 distributed to cafes, staff and supermarkets on 27 and 28 April 2022.
- Intranet content uploaded on SLHD website from 22 March 2022.
- An Electronic Distribution Mailout (EDM) to staff on 18 March 2022 and a follow up on 29 April 2022.
- Targeted community presence at Missenden Road to intercept community and staff to complete survey on 27 and 28 April 2022.

Please see Appendix A to view material related to the targeted community presence.



Figure 2: The team during the targeted community presence

Survey development

The survey was developed collaboratively between SLHD and HI. The survey's purpose was to:

- Utilise a communication channel that was unbiased and non-intimidating to best respect the needs of the respondents and promote open and honest responses.
- Gather feedback in order to base decisions on objective information gathered to make important key project decisions.

- Provide a snapshot of the attitudes and behaviours around understanding needs– including thoughts, opinions, and comments – from the survey population.
- Use valuable feedback as a baseline in future project stages to measure and establish further benchmarking.

The project team set up the surveys in the 'SurveyMonkey' tool to best capture the data and allow for a comprehensive analysis of data.

The project team also recognised the value in including translated versions of the community survey to better service the multicultural community of the City of Sydney. Greek, Spanish, simplified and traditional Chinese languages were chosen based on data analysis and advice from the hospital and project team, and a translation company was engaged to deliver the surveys.

For each translated survey special coding was generated and matched to SurveyMonkey's survey builder to make sure the questions matched with the English version.

Methodology of analysis

To allow for respondents to answer in free text can provide more freedom in response, compared to multiple choice, or selecting pro forma answers. However, this does add a level of complexity to analysis as there are no set parameters for answering these questions.

The team analysed the free text data by:

- Manually classifying a percentage of the answers into pre-determined groups.
- Utilising our manual classification, then using machine learning libraries to build a model which then automated the remainder of classifications.

A thorough interrogation was conducted on the results to ensure the project team had a high level of assurance with the outcome.

SURVEY OUTCOMES

There were 357 responses to the survey for the RPA Hospital Redevelopment project. The survey was distributed and / or promoted using:

- A QR code on the project update.
- A QR code on posters strategically placed around RPA.
- A QR code on A5 flyers.
- A link on the Sydney Local Health District Facebook page in two posts.
- Physical copies of the A5 flyer distributed to the community, staff and left at local businesses.

The following table outlines the responses per question and most common answer or response category (for free text).

Table 3: List of top survey results

Number	Question	Top three answers or category/theming	Percentage %
1	Thinking about your most recent visit to RPA Hospital, what made you feel most comfortable and welcome? (Open text)	Friendly, welcoming, and professional staff	52%
		Nurses and doctors were professional and good	11%
		Nothing, not sure, not much, not good care	10%
2	Thinking about indoor public spaces that could be delivered as part of the redevelopment, what features are most important to you when visiting a hospital? <i>* You can select more than one answer.</i>	Improved seating and waiting areas	68%
		Variety of food, beverage, and retail options	63%
		Welcoming and inclusive entrances	45%
3	How can we make outdoor public spaces at RPA Hospital more welcoming and comfortable for everyone? <i>* You can select more than one answer.</i>	Open space areas that are shaded, green and easy to access	79%
		Plenty of seating, including tables and benches for eating at	78%
		Well-connected and safe pathways	66%
4	Do you have any suggestions for the project team that would improve your future visits to RPA Hospital? (Open text)	More and cost-effective parking	14%
		Better wayfinding (including in languages)	14%
		More staff	5%
5	Do you have any suggestions for how we can improve amenities for staff? (Open text)	Better amenities (kitchens and breakrooms)	27%
		Improved food options	9%
		Outdoor spaces for staff only	7%
6	How do you feel about the RPA redevelopment?	Very supportive	62%
		Supportive	26%
		Neutral	11%

7	Wayfinding signage uses visual cues such as maps, symbols and a contrast of colours to direct individuals to their destinations. How important is the installation of wayfinding signage around RPA hospital to you?	Very important	65%
		Important	29%
		Neither important nor unimportant	6%
8	What type of wayfinding signage would be most useful to you when navigating RPA hospital? <i>* You can select more than one answer.</i>	Directional signage	81%
		Hospital map or concierge	56%
		Building signs	56%
9	Gender.	Woman or female	74%
		Male	22%
		Non-binary	1%
		Prefer not to say	3%
10	Age.	31 – 45 years	42%
		46-55 years	19%
		56-65 years	17%
11	What is the primary language you speak at home?	English	92.4%
		Multiple	1%
		Cantonese	1%
12	What is your country of birth?	Australia	261 responses for Australia 77.22%
		United Kingdom	7%
		Philippines	2%
13	What is your postcode?	2050	10%
		2048	9%
		2040	5%
14	Which of the following best describes you? <i>* You can select more than one answer</i>	I am a staff member	45%
		I am a patient	34%
		I am a local resident	30%
15	How would you prefer to receive and contribute information on the RPA Redevelopment in future? <i>* You can select more than one answer.</i>	Social media	46%
		Project website	44%
		Project newsletter (electronic)	30%
16	Please register your email address to keep up to date with the RPA Redevelopment:	Provided email address	191 emails acquired 166 respondents skipped question

KEY THEMES

Responses were grouped into six common theming groups, with key points highlighted under each theme below.



Services and facilities

Respondents were descriptive in services and facilities they would like to see including:

- A dedicated drug and alcohol unit
- Appropriate storage
- More mental health facilities including sectioning away from other patients
- Bigger wards with room to expand and increase single room capacity
- Private rooms in maternity wards and for private patients
- Transgender departments and services
- Increased meeting rooms
- Wayfinding signage was rated very important to respondents
- Directional signage, Hospital Map and a Concierge are the top three most useful ways when navigating RPA Hospital
- Allows easy access for frail, older people to access high quality services
- Incorporating digital solutions
- Wayfinding is particularly important for:
 - older patients (particularly with dementia)
 - patients with visual impairments (braille and voice signage)
 - less mobile patients
 - patients from the CALD community



Wayfinding



Staff

- More food/beverage options
- Suggestions for improving amenities for staff include:
 - better tea / coffee facilities
 - bigger / more break rooms / breakout spaces
 - better facilities including showers for staff



Parking

- Free parking
- More options for parking
- Easy for less mobile respondents to park at the chosen site
- Short term pick up and drop off parking options



New building features

- The respondents described new building features they would like to see:
 - modern facilities
 - natural lighting
 - more space and more open planning
 - bigger / more break rooms / breakout spaces
 - more beds
 - make it easier to move between services
- Incorporating indigenous elements including artwork



Green spaces

- Critical in the new building design, particularly in post-COVID lockdowns
- Will help patients and families relax, talk and meet
- Staff would like to retain as much green space as possible
- Include green spaces in new design particularly rest areas

Appendix A – Promotion of the survey

Figure 3: Project update distributed to the community



RPA

HOSPITAL REDEVELOPMENT

PROJECT UPDATE MARCH 2022

Royal Prince Alfred Hospital is one of Australia's premier hospitals

The NSW Government has committed \$750 million to the redevelopment of RPA Hospital to deliver a new hospital building and refurbishment of existing spaces. It is the biggest transformation of RPA in its 140 year history of caring for our community.

The RPA Redevelopment will deliver an enhanced and expanded Emergency Department and Intensive Care Unit, as well as world-class medical imaging suites, operating theatres and maternity, birthing and neonatal areas and additional adult and paediatric inpatient beds.

RPA Hospital has a long history of working in partnership with our community to deliver excellent health services. To help us plan and design new facilities that best meet the needs of our community our patients and our staff we're inviting you to share your ideas.

Sydney Local Health District and Health infrastructure are committed to delivering a redevelopment that matches the world-class care provided at RPA today.



What services will the redevelopment deliver?

Since its foundation in 1882, RPA Hospital has been a respected provider of healthcare and a worldwide leader in innovation and healthcare excellence, maintaining the philosophy that *our doors are always open to those who need our help.*

Help us shape the future of the redevelopment

 <p>Expanded and enhanced Emergency Department and Intensive Care Units</p>	 <p>Expanded women's ambulatory and neonatology services</p>
 <p>State-of-the-art operating theatres and interventional cardiology</p>	 <p>Facilities and capabilities for integrated research, education and training</p>
 <p>Expanded and improved adult inpatient accommodation</p>	 <p>Additional adult and paediatric inpatient beds</p>
 <p>Increased interventional and imaging services</p>	 <p>Improved public domain and services including roads, wayfinding, landscaping and information and communications technology infrastructure</p>

Where is the project up to?

The RPA Redevelopment is currently in the planning and design phase with significant progress made since the project was announced for fast-tracking in late 2020, as part of the state's COVID-19 Recovery Plan.

Hospital planning is a complex process that involves extensive consultation with staff, patients, consumers and the community to ensure the right clinical needs are met. To find out more about the process visit www.rparedevelopment.health.nsw.gov.au

Key milestones timeline

EARLY 2019	Project funding announced
LATE 2020	Project fast tracking announced
LATE 2020	Integrated Project Team appointed
MID 2021	Master plan completed
LATE 2021	Design Excellence Competition launched
EARLY 2022	Concept design commenced ← WE ARE HERE
LATE 2022	Schematic Design commenced
LATE 2022	Planning approval lodged

Have your say on the RPA Redevelopment

We can't plan for this significant investment in the RPA Redevelopment without you.

Redeveloping a hospital is a complex process and we need your feedback to ensure it meets the needs of the community that it serves. We need to hear what is important to those who will use the new facility including all of our patients, carers, visitors, staff and community.

You are invited to share your views and ideas with the project team via an online survey. The survey will inform the next phase of detailed planning and design of the new hospital facilities, allowing the team to transform the healthcare experience for all who visit RPA.

Listening to our community

RPA is one of Australia's premier hospitals and is recognised as a pioneer of patient care. RPA Hospital has a long history of working in partnership with our community. The consultation builds upon the extensive engagement undertaken with staff, clinicians and consumers to understand the needs of our services and departments and will ensure the hospital is purpose-built to meet the growing healthcare needs of everyone who connects with RPA.



Scan the code to complete the survey or visit www.rparedevelopment.health.nsw.gov.au

Would you like a presentation?

We are committed to keeping you up to date with information on the RPA Redevelopment. Our project team is available to share project updates with your school, community, neighbourhood group, business or other organisation. Please contact us today to register your interest.



To subscribe to our project updates, please email rparedevelopment@health.nsw.gov.au

How can I contact the project team? If you have any questions or would like more information please contact our project team at the details below.

Email: rparedevelopment@health.nsw.gov.au | Web page: www.rparedevelopment.health.nsw.gov.au

Figure 4: A5 flyer and A3 poster with QR code

Have your say on the future of RPA Hospital

We'd like to invite you to be part of the \$750 million redevelopment of Royal Prince Alfred Hospital.

The RPA Redevelopment will be the biggest transformation of RPA in its 140 year history of caring for our community.

The redevelopment will deliver an enhanced and expanded Emergency Department and Intensive Care Unit, as well as world-class medical imaging suites, operating theatres and maternity, birthing and neonatal areas and additional adult and paediatric inpatient beds.

RPA is one of Australia's premier hospitals and has a long history of working in partnership with the community to deliver pioneering patient care and innovative health services.




Have your
say today

rparedevelopment.health.nsw.gov.au



Figure 5: 4 April 2022 Sydney Local Health District Facebook post with shares



Sydney Local Health District

4 April · 🌐

...

Have you filled in our online survey yet giving us your ideas on how RPA should be redeveloped?

“We’re inviting people to share their views and ideas about facilities that best meet the needs of our community, our patients and our staff,” says RPA’s General Manager Nobby Alcala.

“The consultation will help shape the detailed planning and design of RPA’s new and upgraded facilities as part of the redevelopment.”

The \$750 million redevelopment is the biggest transformation of RPA in its 140 years of caring for the community.


It will include a new hospital building and the refurbishment of existing spaces.

It will deliver an enhanced and expanded emergency department and intensive care units, as well as medical imaging suites, operating theatres, maternity, birthing and neonatal areas, and additional inpatient beds.

The NSW Government has fast-tracked the redevelopment of the hospital as part of the state’s COVID-19 Recovery Plan.

The survey is on the new RPA redevelopment website at www.rparedevelopment.health.nsw.gov.au

Jump on now and tell us what you would like to see.



👍❤️ 22
6 shares

👍 Like
💬 Comment
➦ Share

Figure 6: 29 April 2022 Sydney Local Health District Facebook post with comments

Sydney Local Health District
29 April at 09:43 · 🌐

It's the last day to let us know what you would like to see in RPA's \$750 million redevelopment.
Our survey closes at 5pm and will allow us to ensure RPA's services meet the growing needs of the area, visitors, staff and people it serves.
Your input will help shape our detailed planning and design of the new and upgraded facilities.
RPA has been ranked the best hospital in Australia and number 71 in the world in Newsweek's 2022 World's Best Hospitals list and is one of seven Australian hospitals to make this year's top 250 hospitals globally.
So, if you haven't done so already, please fill in the survey today by clicking here: <https://www.surveymonkey.com/r/6THP3CY>.
It's been translated into Mandarin, Cantonese, Greek and Spanish.
For more information on the redevelopment, visit: <https://rpadevelopment.health.nsw.gov.au/>

73 19 comments 10 shares

Like Comment Share

All comments ▾

Jude Kenny McMahon
A dedicated palliative care ward. With an outdoor area, space for family ,garden etc!
2 w 15

Roz Ford
Jude Kenny McMahon absolutely!
2 w

Meisy Ninamo
Jude Kenny McMahon - Totally agree.We definitely need a purpose built Palliative Care ward, designed to cater for our patients' needs.
2 w 2

Mel Young
Jude Kenny McMahon fantastic idea.
2 w 2

Niru Rai
I second that.
2 w

Sandhya Chand
Jude Kenny McMahon amen to that. From experience, the purpose built CCPC is not somewhere everyone wants to go as it's not local to the innerwest. A PCU at RPAH is very much needed.
2 w 2

Clive Robért
Is the giant construction site on the corner of carillon/hospital getting developed as part of this?
2 w

Mish Catalina
More outdoor areas that are under cover
2 w

Georgina Bitar
Fix up the entrance, so depressing and dirty
2 w