

Appendix K

Summary of community consultation

Appendix J

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Table J.1 **Summary of community consultation**

Date	Activity	Inform/Consult	Objective	Outcome
Healthcare professionals				
4 May 12 12 Apr 13	In person meeting with Sue Storrier at Marima Medical Clinic	Inform and Consult	To hear what issues there are in operating a practice in Goulburn	• Difficulty in attracting long term, full time doctors • Bulk billing practices are hard to run at a profit unless efficiently run - whereby GP and managerial roles are separated
16 July 2012 12 Apr 13 2 Mar 14	Discussion with Doctor Mike Burgess from The Goulburn Medical Clinic	Inform and Consult	To get a sense of the demand and supply issues of operating a medical and surgical practice in Goulburn and ascertain which services already have sufficient supply	• Difficult to attract Doctors to Goulburn • Issues in running an economically efficient practice
2 August 12 9 Sep 13 27 Feb 14	Phone discussion with NSW Rural Doctors	Consult	Hear about issues faced operating in regional NSW areas and advice about best course of action	• Form connections with doctor study groups at Westmead Library for instance • Go to nswrdrn.com.au; doctorconnect.gov.au for community guides. Place an add on their website when ready • Best model is to separate admin from doctors
15 Sep 12 2 Feb 14	Emailed GP Super Clinics	Consult	Find out if there are any Government National Programs currently in place for regional health developments	• While the GP Super Clinic initiative is currently closed. There is the possibility that the Australian Government will make further announcements regarding additional funding rounds
15 Aug 12 27 Feb 14	Emailed Doctor Connect	Consult	Form connections with GPs and specialists who may potentially be interested in working in Goulburn	• Informed about best line of communication when recruiting for doctors • Discovered Goulburn is in a district of workforce Shortage
10 Sept 12 24 Sept 12 5 Feb 13 11 Nov 13 16 April 14	Email and Phone Conversation with Sue Berry, Southern NSW Medicare Local	Inform and Consult	To inform Medicare Local about the current plans for the Health Development in Ross St, Goulburn and to get advice on how best to approach the development Obtain Statistics on Doctors operating in the area and an understanding of Medicare Locals State objectives	• Establishment and coordinate access to afterhours service • Develop a scoping exercise and needs assessment for the region

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Date	Activity	Inform/Consult	Objective	Outcome
20 & 27 July 12 20 Aug 12 13 Mar 13 20 April 14	Phone and email correspondence and in person meeting with Sietel Singh Gill, Rural Pharmacy Business Owner	Consult	Hear about experience operating in rural areas with regards to retention and recruitment Get introductions to rural medical centre set-up management companies	- Was introduced to Independent Practitioner Networks; Ochre Health and Balance Healthclinic - Encouraged to get connected to young doctors via social network initiatives and at the universities - Pharmaceutical facilities benefit Medical Centre efficiency
23 Oct 12 30 Jan 13 5 June 13 13 Dec 13 15 Mar 14	Phone conversation with Graeme Deane, practices and manages the Gunnedah Super Clinic	Consult	Hear about issues faced raising capital publicly and privately; developing and designing and then operating a community focused, rural, medical hub	- Good contact to liaise with upon setting up the clinics - he had a lot of information about the best internal design practices - Interested in being involved at a board level to share his knowledge
12 Sep 12 24 May 14	In person meeting with Martin Fisher, former National Property Manager at Independent Practitioner Network	Consult	Gain insight into how best to run a rural medical practice from construction phase to operation	Key contact willing to assist in informing of best course of action and connect with potential interested stakeholders
23 Nov 12 11 Feb 14	Phone calls with Liv, manager of Yass Hospital	Inform and Consult	Maximise stakeholder input early on in the development process and learn about practicing in the southern NSW region	- In 2004 they ceased doing surgery due to people seeking service in Canberra - They operate their 10 bed hospital at 85%+ capacity
15 Nov 12 24 Feb 14	Phone call with Brenda Shea, volunteer for Greater Southern Area health Service Patient Transport Unit	Consult	Gauge whether Goulburn is a net exporter of health in surgery and which specialist areas most patients travel for	- One to two vehicles are operated on a daily basis. Each vehicle carries on average 4 patients: elderly and disabled - Key reasons for transport: Radiotherapy; Colonoscopy; Cataracts; Eye Specialists; Orthopaedic and Dental Surgery
23 Nov 12 30 Sep 13	Phone call with Mona, manager of Crookwell Hospital	Inform and Consult	Maximise stakeholder input early on in the development process and learn about practicing in the southern NSW region	- The biggest problem they have is getting nursing staff - They operate at 80% capacity and have a very busy ED - Feedback was that this would be good for the community in Crookwell
23 Nov 12	Phone call with David Dumbrell of Goulburn Hospital	Inform and Consult	Maximise stakeholder input early on in the development process and learn about practicing in the southern NSW region	- There are 100 beds at Goulburn base which operate at 80% capacity - The most common day surgeries are gastroscopies and colonoscopies - The ED would be the most active ward of the hospital although most of the other areas are very busy as well - At any one time there are about 20 specialists including senior doctors working at the hospital and several career and junior medicals as well to support them

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15 Nov 12 5 Feb 13	Phone call and meeting with Gillian O'Connor, manager at Goulburn Community Health Clinic and Kerry Hort, Integrated Service Manager at Goulburn Base Hospital	Inform and Consult	Maximise stakeholder input early on in the development process and learn about practicing in health in the southern NSW region	Organised a meeting to discuss community health in Goulburn and hear what specific areas are in need of service
15 Nov 12 9 Sep 13	Phone call with Karen, practice manager at Bradfordville and Centro Medical Centre	Inform and Consult	Maximise stakeholder input early on in the development process and learn about practicing in health in the southern NSW region	- Both practices operate at full capacity. She said they hadn't had any difficulty in attracting doctors to town, especially when on a one or two day a week contract - Her boss in Bradfordville (which also operates allied health eg. pathology, dietician, oncology and others) is interested in expanding and relocating to larger, more modern premises
15 Nov 12 8 Aug 13	Phone call with John Bell, manager at St John of God Hospital	Inform and Consult	Maximise stakeholder input early on in the development process and learn about practicing in health in the southern NSW region	4 GPs/ VMOs operate on a permanent basis and 8 visiting VMOs. He said there were government restrictions placed on them to operate at an optimal capacity but they are kept busy tending to the 72 beds
15 Nov 12 7 May 13	Phone calls and meeting with Dr Rob McConnell and Maree Stapleton, practice manager at Goulburn Medical Clinic	Inform and Consult	Maximise stakeholder input early on in the development process and learn about practicing in health in the southern NSW region	Not very open to discussion and said that their feedback had been described in the letter submitted by Dr Rod McConnell to The Goulburn Post
15 Nov 12	Phone call with Goulburn Home Care Service	Inform and Consult	Maximise stakeholder input early on in the development process and learn about practicing in health in the southern NSW region	Very interested in the project and mentioned their workers and volunteers were at full capacity
7 May 13 9 July 14	Meeting with Max Alexander, CEO of Goulburn Hospital and Kerry Hort, GM	Inform and Consult	To keep hospital engaged in developments with GHH To gauge areas of need and possible synergies between GHH and hospital	GHH has potential working relationship with hospital and will focus on Goulburn's particular health needs
17 July 13 17 Mar 14	Meeting and phone conversations with Malcolm Passmore, Ramsay Health NSW project manager and Jenny Harper, CEO of Bowral Hospital and	Inform and Consult	To gauge the amount of Goulburn work that is exported to Bowral To ascertain if there's potential for Ramsay health to operate a day surgery or hospital in Goulburn	- There is a significant number of Goulburn residents seeking healthcare in Bowral - Ramsay sees potential in the Goulburn area.

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Date	Activity	Inform/Consult	Objective	Outcome
17 June 13	Meeting with Canberra Imagine Group	Inform and Consult	To understand the demand for Radiography in Goulburn	There's lack of competition for imaging in Goulburn and need for other radiography practice
20 Nov 13 6 Feb 14	Meeting and email correspondence with Dr Mena Shehata, surgeon at Goulburn Base Hospital	Inform and Consult	To discuss the general operation of Goulburn Base Hospital and understand what a practicing surgeon views as the areas for improvement	- Goulburn Base Hospital is in great need of redevelopment and equipment/theatre upgrade - The recent renovations have only scratched the surface in terms of required work
16 Mar 13 20 Oct 13 6 Feb 14	Meeting and phone calls with Dr Paul Faulks, independent doctor in Goulburn	Inform and Consult	To understand the GP climate in Goulburn Gauge what the patient base is like and to form a connection with existing doctors	- The bulk billing Practices have severely affected GP businesses in Goulburn - There are many single or 3 doctor practices operating who are approaching retirement
10 Dec 13	Meeting with Dr Ivan Constantine, owner of Argyle Medical Centre	Inform and Consult	To inform and discuss the GHH and to listen to concerns of local doctor community	There is demand for non-bulk billing practices who deliver the overall health service to its patient base
10 Oct 13 6 Feb 14	Meeting and email correspondence with Gen Lai, Director of Clinton St Medical Centre	Inform and Consult	To discuss the potential to work with Clinton St Pedical Centre at the GHH and to hear their views on the Goulburn GP market	- There is potential interest to work alongside the GHH - Regroup when building begins
23 April 13	Meeting with Andrew Gow, Director of Improvement at Queanbeyan hospital	Inform and Consult	To better understand the best practice for rural hospital Gauge outflow of patients from Goulburn to surrounding catchment areas	Queanbeyan has been highly successful at delivering a state of the art hospital to its community – follow its methods
28 Aug 12 4 Sept 12 22 Oct 12 15 Feb 13 28 Nov 13	In person meeting; phone and email conversations with Industry Capability Network Ltd (ICN)	Consult	How ICN, with the assistance of Wally Hirsch (Goulburn's representative) can assist with the setup of a health sector business in Goulburn. The peculiarities of operating in rural areas, specifically Goulburn Learn from Klaus Baumgartel (Sthn NSW Regional Manager of ICN) about setting up a rurally based Super Clinic in Albury	- Offer integrated health; tele health and partner up locally based health businesses - Contact Medicare Local Member - Separate management authority who coordinate management; billing and compliance matters from the doctors

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4 Sep 12 12 Oct 12 12 Apr 13 1 Aug 14	Spoke with and emailed Rhonda Lawrie, Southern NSW Business and Trades Rep	Consult	Get information on any relevant State Funding Initiatives	Rhonda will keep us informed of any grants that for which the Hub is potentially eligible
5 Feb 13 13 Dec 13 6 Feb 14	Spoke with Donna Stevenson, Medicare Local Southern Districts allied health rep	Inform and Consult	To inform Medicare Local about the current plans for the Health Development in Ross St, Goulburn and to get advice on how best to approach the development Establish an open line of communication to continue throughout development	- Discussed models that work: the one-person practice is not efficient. Better to outsource practice management and have practitioners focus on delivering healthcare - Delivered needs analysis study covering where the health gaps are in Goulburn - She suggested that rehab; oncology; and specialist care were particularly in need
5 Feb 13 9 Sep 13	Spoke to David Jeffery, Senior Planning Officer TeleHealth at Medicare Local	Consult	Find out about the Telehealth initiative and how it could be incorporated in the Health Hub	Build a purpose built video conferencing room in the complex that will allow patients to “see” specialists without the time and expense involved in travelling to major cities, and in many cases sooner than would otherwise be the case
23 May 13	Meeting with Marg Nichols, After Hours and Aged Care Medicare Local Rep	Inform and Consult	To understand best practice in terms of delivering after hours and aged care in rural areas	Became familiar with Goulburn’s after hours strategy and areas of future need for aged
Local business and community				
5 Feb 13 11 Nov 13	Spoke to John Kelly, childcare business owner in Goulburn	Inform and Consult	Establish the need for childcare in Goulburn	- The market is oversupplied with 10 centres in town with 30% capacity on average - Government regulations have caused prices to be so high that the working class demographic is cut out
22 May 13	Cameron at Crisis Youth Refuge	Inform and Consult	To understand the need amongst the disadvantaged youth in Goulburn in terms of healthcare	Bulk Billing is necessary for certain sections of Goulburn population
23 May 13	Meeting with Kathy Ross at Carer assist	Inform and Consult	To gauge the healthcare requirements and needs amongst the sick and elderly in Goulburn	Transport, convenience, accessibility and after hours are important factors for the elderly
26 Feb 2013 6 Nov 13 13 Mar 14	Community Forum at Soldier’s Club	Inform and Consult	Spoke at three Rotary Club and Soldier’s Club dinners to inform the community of our plans	Positive feedback without exception

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Date	Activity	Inform/Consult	Objective	Outcome
19 Oct 13 6 Mar 14 29 Aug 1	Phone conversation and meeting with Police Credit Union, South of Property	Inform and Consult	To inform neighbours of plans for GHH and receive any feedback or hear concerns from nearby stakeholders	• Positive reaction and support for plans • Welcomed the planting of trees on either their or our bordering land
2 July 14 19 Aug 14	Phone conversation and email correspondence with Cathryn Riddiford, Property Officer at John Holland's Country Regional Network	Inform and Consult	To negotiate lease of old railway line neighbouring property and inform manager of the land of our plans for landscaping	• Proceed with lease agreement
11 Nov 13 29 Aug 14	Meeting with chairman and volunteers at Growing Abilities Goulburn, Southern side neighbour	Inform and Consult	To inform them of our plans for the GHH and engage their charitable organisation in the planting of trees in exchange for donation.	• Growing Abilities Goulburn is engaging the Lions Club, Rotary Clubs and local schools in the planting of trees on the property in exchange for donations from the GHH
2 July 14 19 Aug 14	Phone conversation and email correspondence with Cathryn Riddiford, Property Officer at John Holland's Country Regional Network	Inform and Consult	To negotiate lease of old railway line neighbouring property and inform manager of the land of our plans for landscaping	• Proceed with lease agreement
11 Nov 13 29 Aug 14	Meeting with chairman and volunteers at Growing Abilities Goulburn, Southern side neighbour	Inform and Consult	To inform them of our plans for the GHH and engage their charitable organisation in the planting of trees in exchange for donation.	• Growing Abilities Goulburn is engaging the Lions Club, Rotary Clubs and local schools in the planting of trees on the property in exchange for donations from the GHH
Government				
2 April 12 27 Mar 13 7 May 13 Sep 9 13 8 Aug 13 7 Nov 13 9 April 14	Discussions with Goulburn Mulwaree Council: Mayor Chief Planning Officer Deputy Planning Officer Chief Engineer	Inform and Consult	To present to council reasons why the concept of a medical hub in Bradfordville would be beneficial to Goulburn and save the local health industry Stay well informed about Council's DA procedures and process Discuss zoning; flood levels and any other possible town planning issues Keep Council well informed about the project's developments	• Several issues were raised concerning: flood levels; zoning requirements etc and overall the council members are receptive to the proposal • Receive feedback about their thoughts and best course of action

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3 May 12 16 July 12 11 Sep 12 15 Oct 12 12 April 13 17 May 13 12 Nov 13 17 Mar 14 16 April 14	In person meetings with Economic Developments Projects Officer and follow up conversations in person, via email and over the phone	Consult	To find out about best market research practices and sources for the Goulburn region and to discuss the area's economic situation	- Directed to all relevant websites that would assist us in building a demographic picture of Goulburn - Connected with ICN; local radiographer and Business Development Manager at NSW Trade & Investment
12 May 12 12 Jun 14	In person meeting with past councillor Neil Penning	Consult	To find out what areas of health Goulburn is in most need	Particular attention was placed on the need for oncology and radiography facilities within Goulburn
24 Sep 12 24 Apr 13 29 Aug 14	Meeting with Pru Goward, Local State MP for Goulburn	Inform and Consult	Discuss potential Government Grants and Involvement and familiarise her with the project, particularly with regard to the hospital	- Ensure that our objectives are in line with Government's health initiative - Connect with appropriate government stakeholders - She is supportive of the rezoning
6 May 14 10 June 14 28 July 14	Meeting, email correspondence and phone calls with David Ballantyne, Steven Hall and Sam Sangster from Health Infrastructure NSW	Inform and Consult	To inform Health Infrastructure of our development plans at the GHH To understand the State's plans for the Goulburn Hospital in terms of possible relocation or redevelopment or change of operation	- Familiarise State with our willingness to work with the government where possible in order to deliver the best health services to the Goulburn community - A business case is currently being carried out on Goulburn Base Hospital to determine the best way forward
22 Feb 14 28 April 14 2 Aug 14	Meeting with Angus Taylor, Local Federal Member for Hume	Inform and Consult	To inform Federal member of plans for GHH and understand how we could work with government. Understand Governments plans for health federally and for the region	- Structure the GP operation to fit in with Government's plans - Familiarise Federal member with our plans to make Goulburn a growth town
10 Nov 12 8 Feb 13 13 July 13	Meeting and email correspondence with Jim Styles, Manager of Community Services for Goulburn Council	Inform and Consult	To understand community needs in Goulburn and get connected to the various community bodies to enable flow of information and constant feedback on Goulburn's community requirements	Constant email correspondence that informs GHH of community happenings and charitable groups

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Date	Activity	Inform/Consult	Objective	Outcome
Neighbours				
19 June 14 6 July 14	Phone conversation with Tony Lamara, owner of tannery to the North of property	Inform and Consult	To inform neighbours of plans for GHH and receive any feedback or hear concerns from nearby stakeholders	• Enthusiasm to work together • Willingness for us to plant trees on his property
29 Aug 14	Phone and in person Conversations with Industrial neighbours: Highland Glass Safety Glass Solutions Hydraulic and Plant Repairs Argyle Protection Heffernon Seeds Romp and Stomp Oxley Timber TTH Industries New Holland Agriculture Hopes Goulburn Cordials Goulburn Storage	Inform and Consult	To inform the businesses within the Bradfordville Industrial of our plans to rezone our land for medical purposes while maintaining the parkland integrity of the property	• There was support amongst the all of the Industrial business owners • Many could see the benefits of having a health hub in close proximity to Industrial operations • Without exception the businesses welcomed the potential growth in activity for the area



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