

Stage 2 Community Engagement Results

How can we make the new Front of House (reception area and main entrance) at Nepean Hospital more welcoming and convenient for you?

Run time: 24 February – 23 March 2021

Collection method: Social PinPoint (online feedback platform)

Phone call back system

Facebook promotions (NBMLHD and Western Weekender)

Instagram promotions (Nepean Redevelopment)

Email to consumer database (56 recipients)

Letterbox drop to households within a 10km radius of Nepean Hospital (83,585 houses)

Total responses: 52 comments on Social PinPoint

Key responses:

Operational	Design
Access to WIFI Electronic hospital directory/map An interactive wayfinding app Directory of services 24/7 security presence 24/7 concierge presence More signage that is clear, easy to understand and in multiple languages Healthy and affordable food options Volunteers/Administration/Help Desk A golf buggy type of transport /travellator similar to those at the airport Cafes that stay open for longer	Aboriginal artwork Artwork by local school children More comfortable seating Covered/shaded outdoor areas Covered pick-up and drop-off areas 10 minute parking zones A garden/outdoor space for visitors Large, open and light entrance More outdoor lighting Wider & accessible pathways and hallways Adequate space and areas to allow for social distancing when visiting the hospital Designated smoking and non-smoking areas More toilets for staff and public Fresh water dispensing/refill stations Variety of shops to purchase food, drinks and gifts An entertainment/play area for children Use of materials that are “self-sanitizing” A charging station for phones/laptops etc. Car park to be more accessible Affordable parking

Top comments:

The below comments received the most ‘likes’ on the Social PinPoint page.

Designated smoking and non-smoking areas (16 likes)

Open spaces, comfortable seating, enough room to socially distance from others & map of hospital (11 likes)

Having a large, bright and open area for the entrance/front of house (8 likes)

Local Aboriginal artwork (7 likes)