

# Stage 2 Community Engagement Results

*What would you like to see in the waiting rooms and other public areas in the new hospital to improve your experience?*

**Run time:** 13 July 2021 – 30 August 2021

**Collection method:** Social Pinpoint (online feedback platform)

Phone call back system

NBMLHD Facebook & Nepean Redevelopment Instagram

Email to consumer database (61)

**Total responses:** 12 comments

## **Key themes:**

- More space in waiting rooms
- Comfortable chairs/lounges in waiting rooms and by patient beds
- Bright artwork and plants
- An outdoor eating area
- Clean waiting rooms
- Air-conditioning system to control temperature in the room
- Guides to help take you where you need to go
- Power points/sockets to charge your phone
- Free, unlimited WiFi
- Use warm and soothing tones/natural light to make rooms more 'homely'
- Entertainment system i.e. television
- Better signage
- Café/small shop or food and drink options like a vending machine
- More toilets
- Filtered water stations
- Ability to leave prescriptions near the main entrance so the elderly/disabled don't have to walk through the hospital.

Recommendation from ED staff member: "I think it would be a real boost to patient confidence if we displayed photos of our Staff Specialists and Management Team in the waiting room. Patients would recognise staff members during their stay which would foster trust in the delivery of our service."