

BETTER HEALTH

Community Presentation



01

WHERE WE'VE
BEEN




WHERE WE'VE BEEN



October-November 2021

- Community engagement: face-to-face meetings with staff, community representatives, community updates and online and print out surveys
- Maldon Hospital community engagement page and other online communication

December 2021

- Final report in preparation for Maldon Hospital and Castlemaine Health boards
 - Includes review and analysis of community engagement
- 

02

STAKEHOLDER
ENGAGEMENT



ENGAGEMENT

Engagement with staff, community members and wider stakeholder networks began in mid-October 2021 and included:

- 100+ face-to-face meetings or phone calls – including meeting Castlemaine Community Consultative Committee
- Fortnightly meetings with Maldon Hospital staff
- Online communication made available to all staff and communities of both health services
- Five in-person community information sessions – 4 in Maldon, 1 in Castlemaine
- Social media posts distributed to a network of more than 4,200 people
- Written/online/print communication distributed to the communities of Mount Alexander
- A community survey



STAKEHOLDER FEEDBACK

- Two contrasting perspectives: those who saw opportunity and those concerned about the loss of independence and services for Maldon
- There are a small minority of voices who are opposed to amalgamation, largely based in Maldon
- Concerned local service offerings will diminish and there will be a net loss to community
- Many have had their fears assuaged through conversations with the board chairs



KEY COMMUNITY FEEDBACK

- Must retain Maldon Hospital building and name
- Improve access to a diverse range of GPs
- Maldon Hospital must maintain local representative structures
- Increase services for LGBTQI+ and gender diverse people
- Concern Maldon Hospital will lose its “independence”



03

COMMUNITY
SURVEY

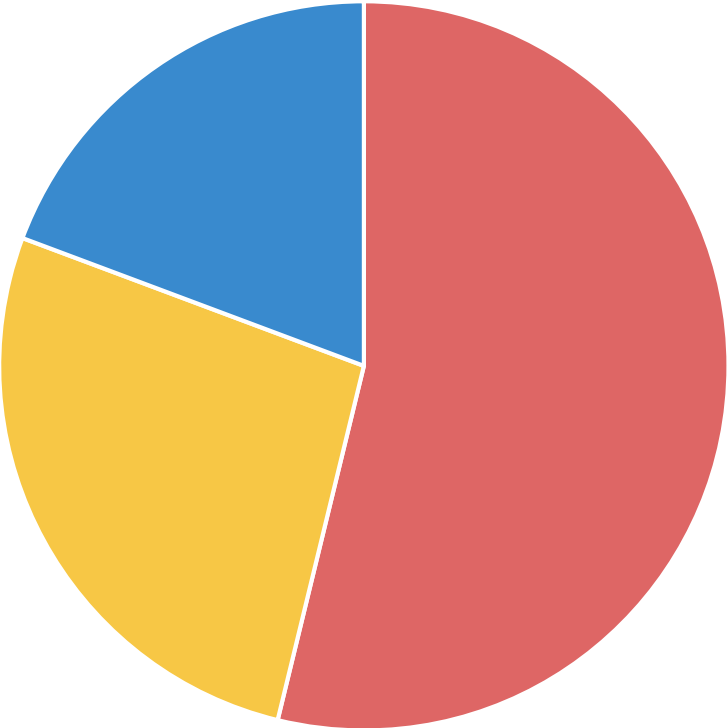


COMMUNITY SURVEY

- Survey at Maldon Hospital and Castlemaine Health websites, Tarrangower Times, Castlemaine Mail and Midland Express
- Hard copies available at Maldon Hospital, Maldon Butcher and Maldon Pharmacy; Castlemaine Health (Cornish St and Mostyn Street campuses), Castlemaine Community House and Mount Alexander Shire Council Offices
- Available to complete 4 – 28 November 2021
- 174 responses – 137 online, 37 print outs
- Results independently collated and analysed
- Nine key themes identified from open text responses



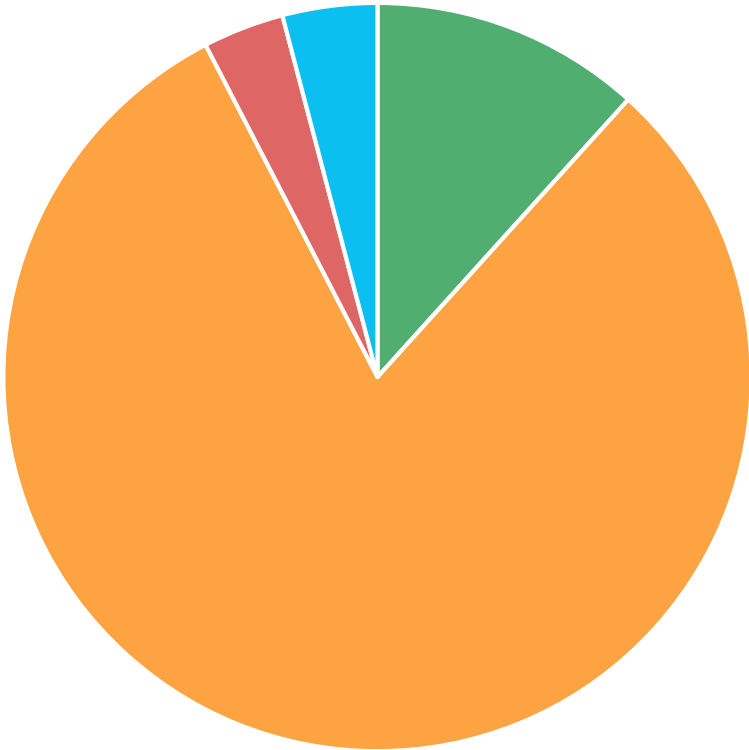
LOCATION



- Maldon: 94
- Castlemaine: 46
- Other: 34
 - Harcourt
 - Newstead
 - Campbells Creek
 - Elphinstone



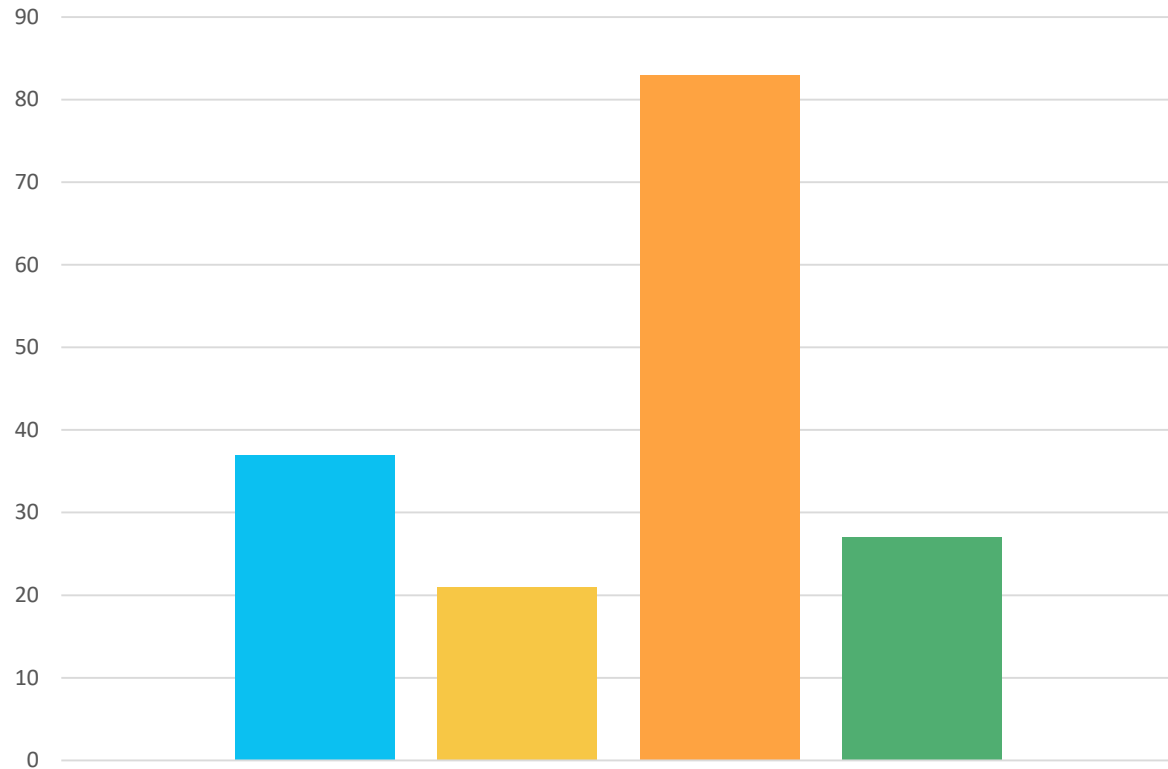
RESPONDENT BREAKDOWN



- Staff member: 20
- Member of the community: 141
- Aged care resident, or their family member/carer/guardian: 6
- Health service volunteer: 7



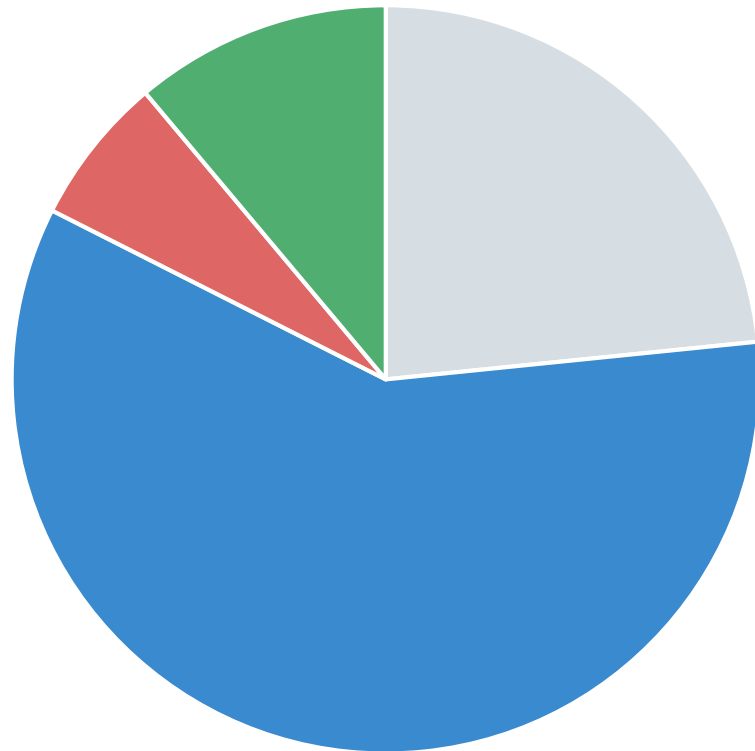
OTHER THAN YOUR GP, WHICH HEALTH SERVICE PROVIDER DO YOU USE MOST?



- Maldon Hospital: 40
- Castlemaine Health: 83
- Bendigo Health: 27
- Other: 22
 - St John of God
 - Podiatrist
 - Physiotherapist
 - CHIRP Community Health



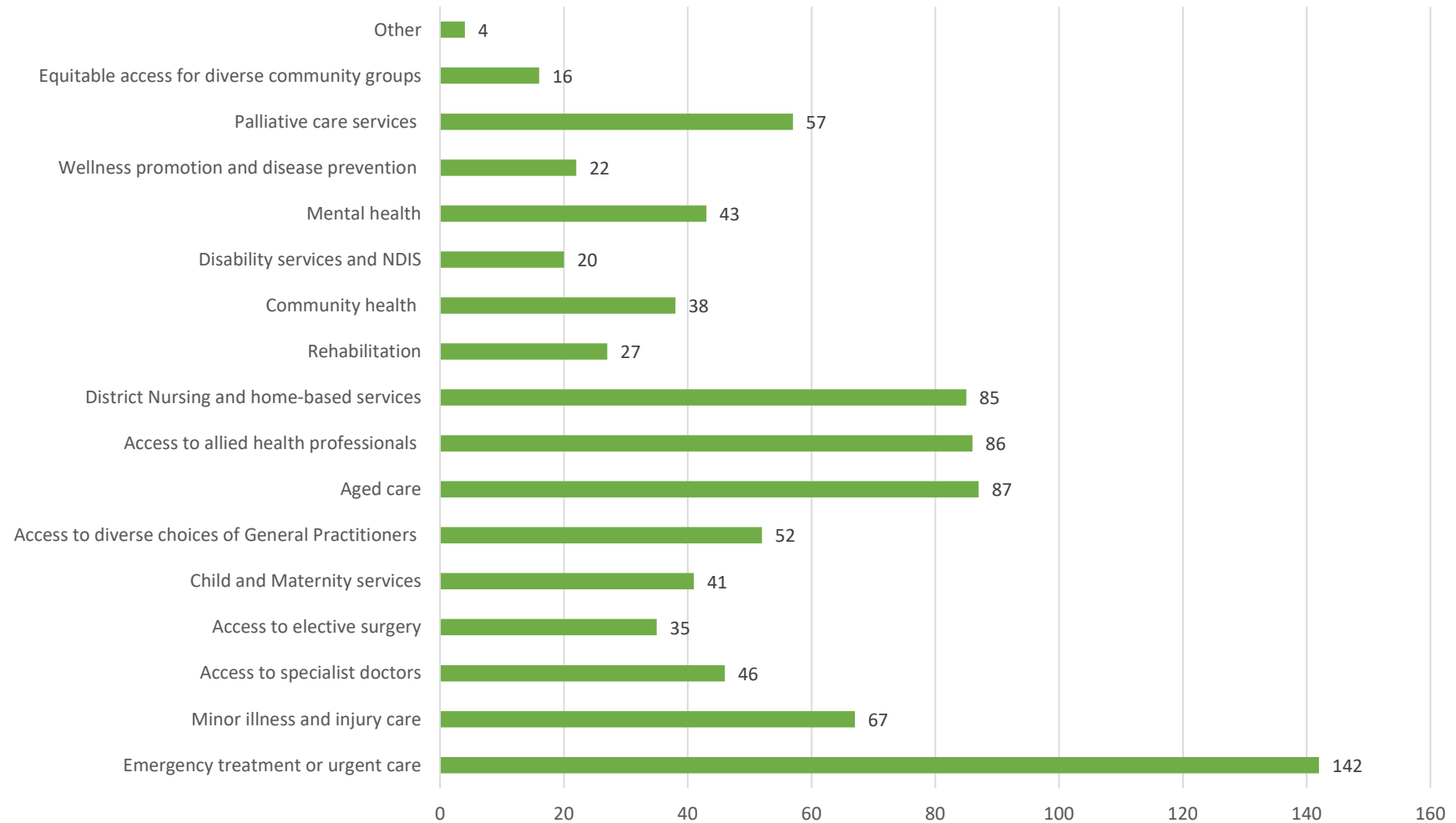
GENERAL PRACTITIONER (GP) LOCATION



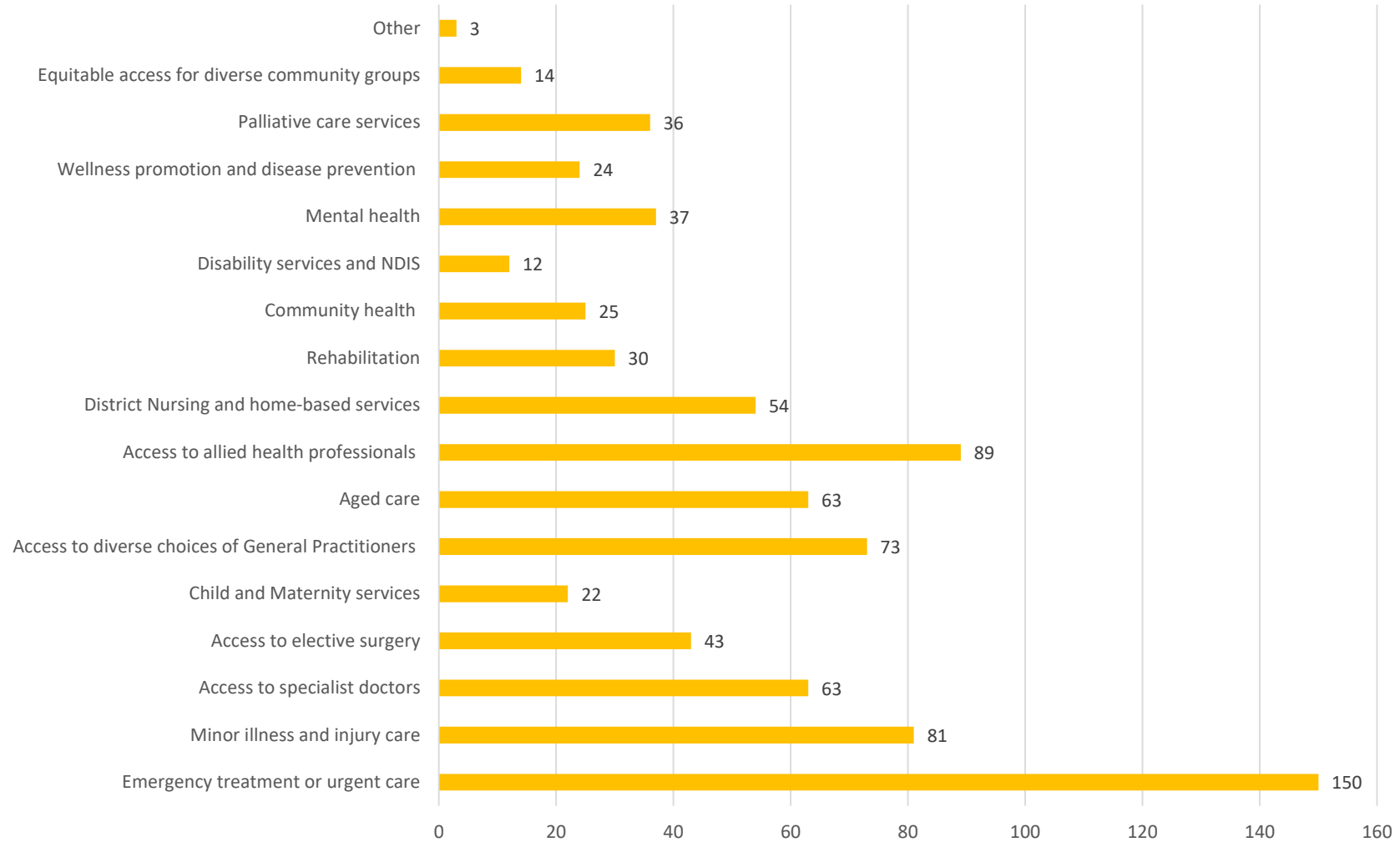
- Maldon: 43
- Castlemaine: 101
- Bendigo: 11
- Other: 19
 - Kyneton
 - Melbourne
 - Daylesford
 - Ballarat



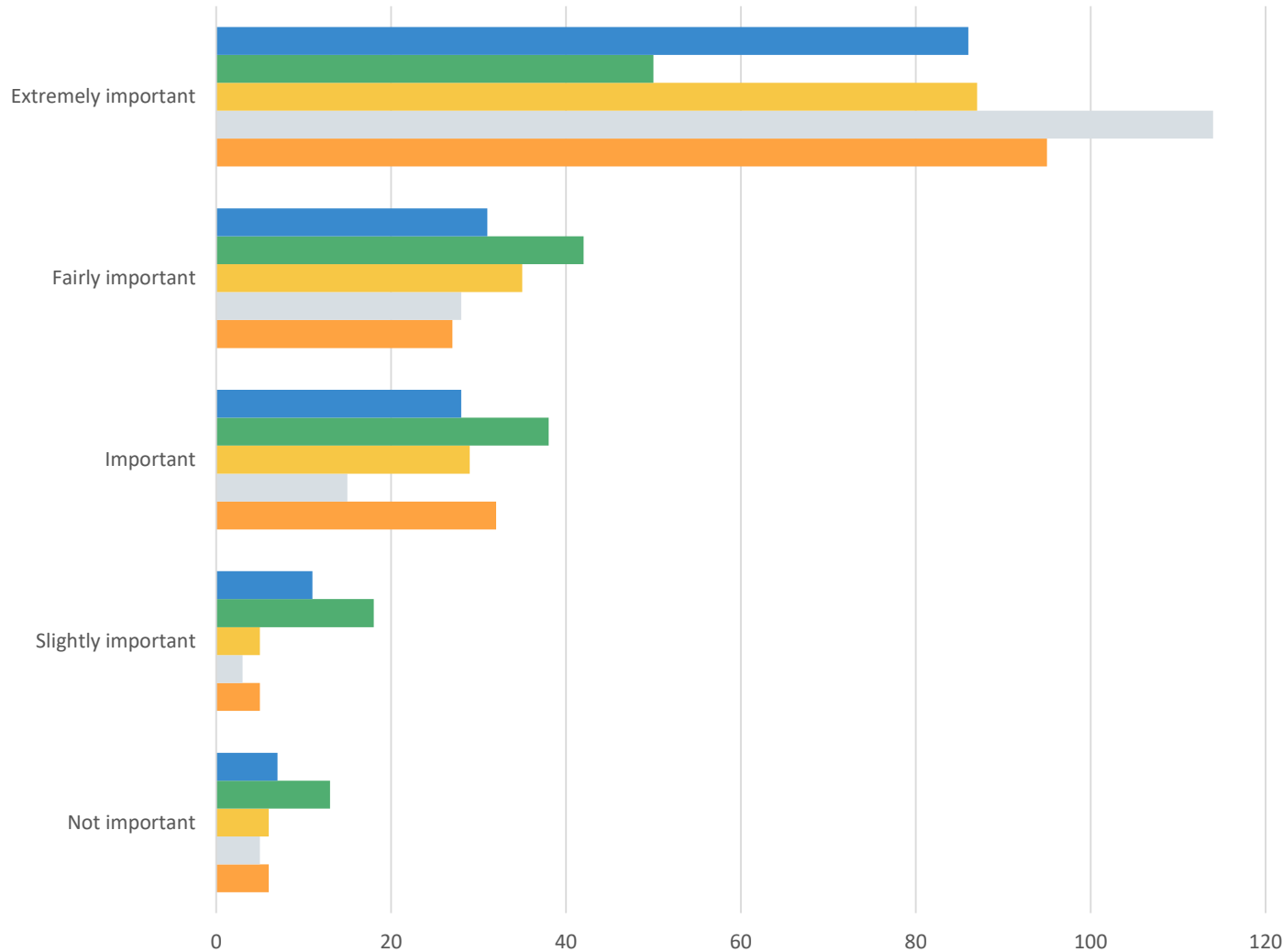
THE MOST VITAL HEALTH SERVICES (COMMUNITY)



THE MOST VITAL HEALTH SERVICES (PERSONALLY)



KEY FOCUS AREAS



- Focusing on equitable access to healthcare for the diverse needs of the community
- Reducing the compliance burden (extra administration) on staff
- Investing in primary and allied health services
- Supporting our staff, attracting and sustaining a strong medical and clinical workforce
- Greater investment in local aged care



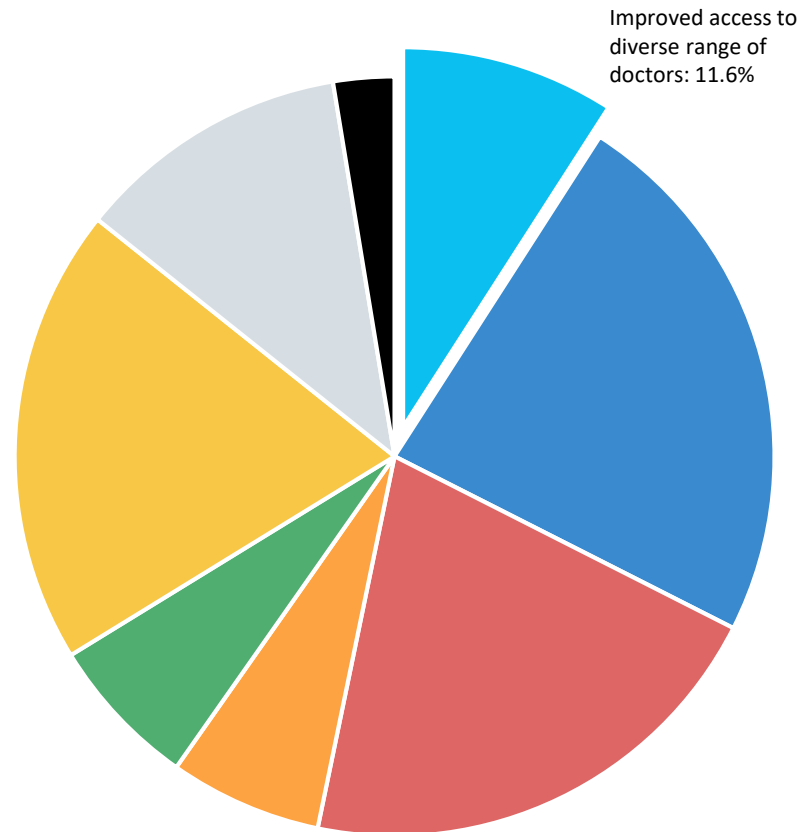
WRITTEN FEEDBACK THEMES



- Improved access to a diverse range of doctors: 7
- Loss of existing services: 18
- Improved services: 16
- Greater specialisation: 5
- Management structure: 5
- Local identity: 15
- Transparency: 9
- Diversity: 2



THEME 1: IMPROVED ACCESS TO A DIVERSE RANGE OF DOCTORS



“

We need more GPs in Castlemaine because it's so hard to get an appointment.

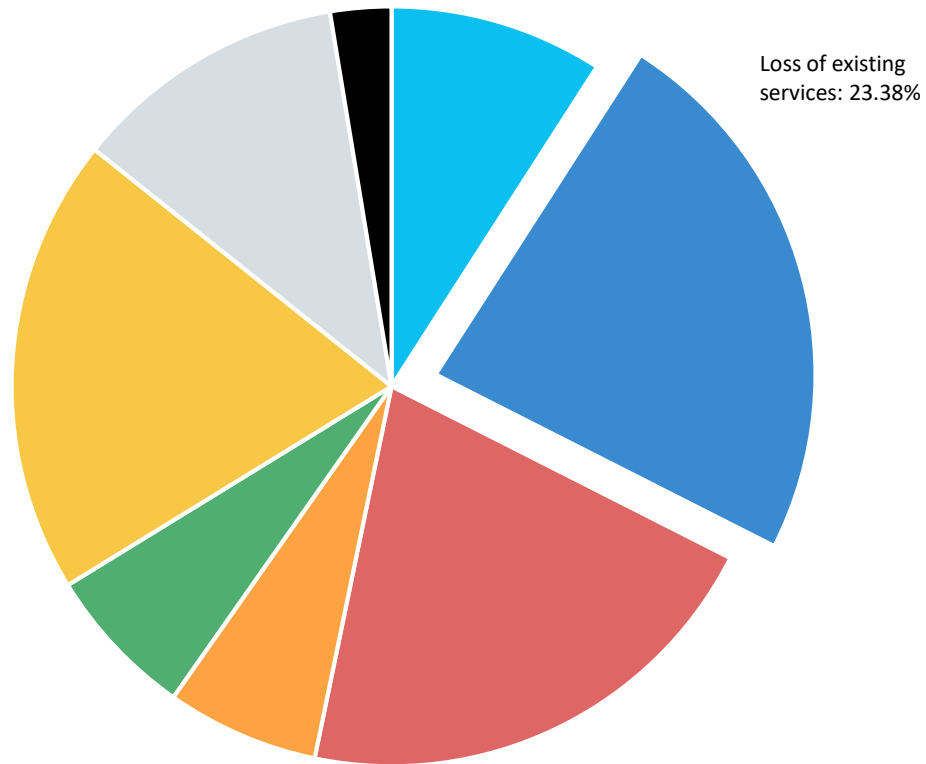
There is desperate need for more GPs across the board.

Access to more than one GP in Maldon. Preferably a female doctor.

More doctor availability in Maldon, not just one doctor with no options.

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THEME 2: LOSS OF EXISTING SERVICES



“

I am very concerned that current services would be lost and moved to Castlemaine. We need to at least maintain current services and continue to grow more.

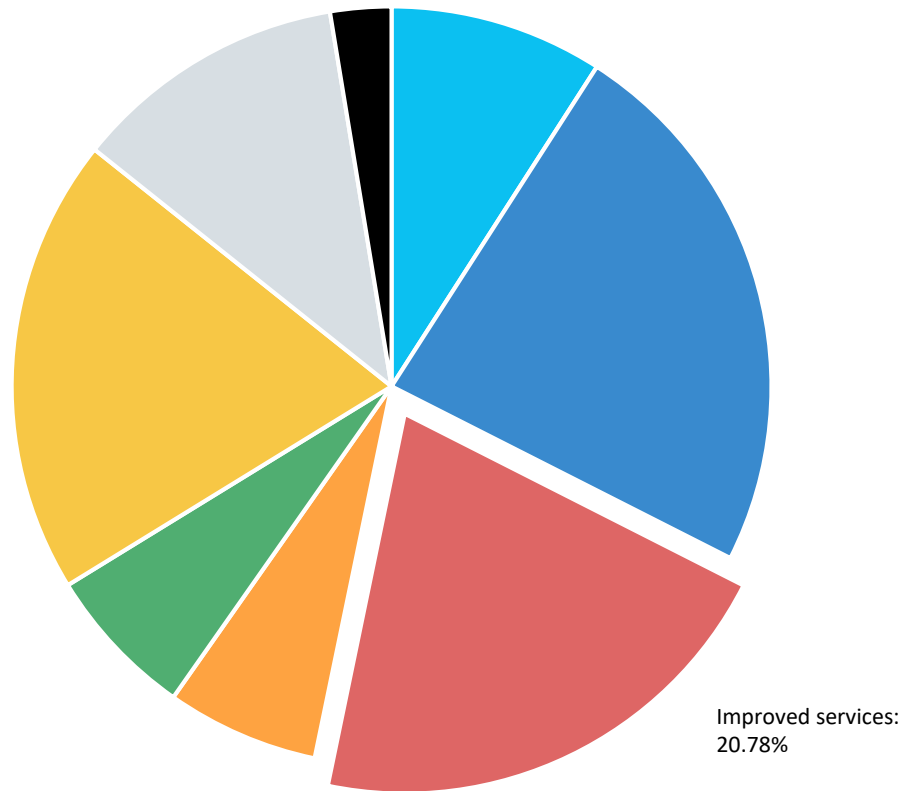
Excellent idea, as long as it improves our already great services and does not diminish them.

I fear that this will reduce accessibility to what is already an under resourced area. The population has expanded and diversified and the health system has not kept up.

Maldon Hospital is an integrated part of Maldon - please do the best to maintain its services. Travel can be a problem for some.

”

THEME 3: IMPROVED SERVICES



“ Love if this happened. Maldon needs more services and this is a great solution.

I am pro any and all improvement in services, in particular care and services for dementia (for non-aged care patients) and allied health.

The area needs significantly better access to GPs, it's hard to find and get in to see a good GP in a reasonable amount of time.

It would be good if more services could be offered by Maldon Hospital. If an amalgamation means this would happen, then our family would support it.

”

THEME 4: GREATER SPECIALISATION



Greater specialisation:
6.49%

“ Youth mental health services and support seem quite under serviced ... I would like to see greater investment in youth mental health, starting from primary school age.

Access to specialists for those on public health care can be hard. I have had difficulty getting an appointment with an ENT specialist as there is only one for public health in Ballarat and none in our area. The waiting list is long.

More support for local families is vital, including more access to specialists, good GPs and allied health professionals. Very little currently for general health and special needs children.

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THEME 5: MANAGEMENT STRUCTURE



Management structure: 6.49%



There must be provision for Maldon residents on the management committee.

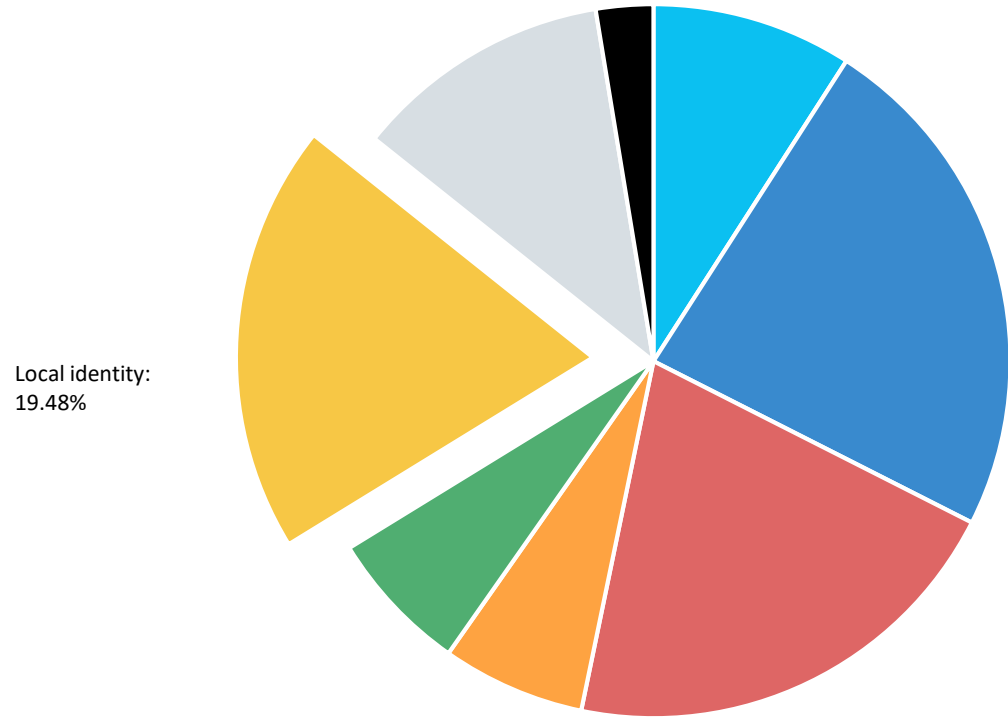
Once amalgamation happens there is no going back. I encourage the Maldon board to really consider this and think of the Maldon community. Not many of the board members on the Maldon board are local and live in community.

We have just moved to Maldon from Melbourne. Our experience of Maldon healthcare is so far limited. However, I fully support a structure that keeps the community flourishing and well.

I am NOT in favour of the proposed amalgamation. Having lived through the amalgamations of organisations for which I have been employed, I believe that 'bigger' is not necessarily 'better'.



THEME 6: LOCAL IDENTITY



“

Maldon Hospital must retain the name Maldon Hospital.

While I support the idea, I have concerns. Mainly loss of identity. We've seen Mum miserable, frightened, and teary in the 'big' impersonal feel of Castlemaine aged care.

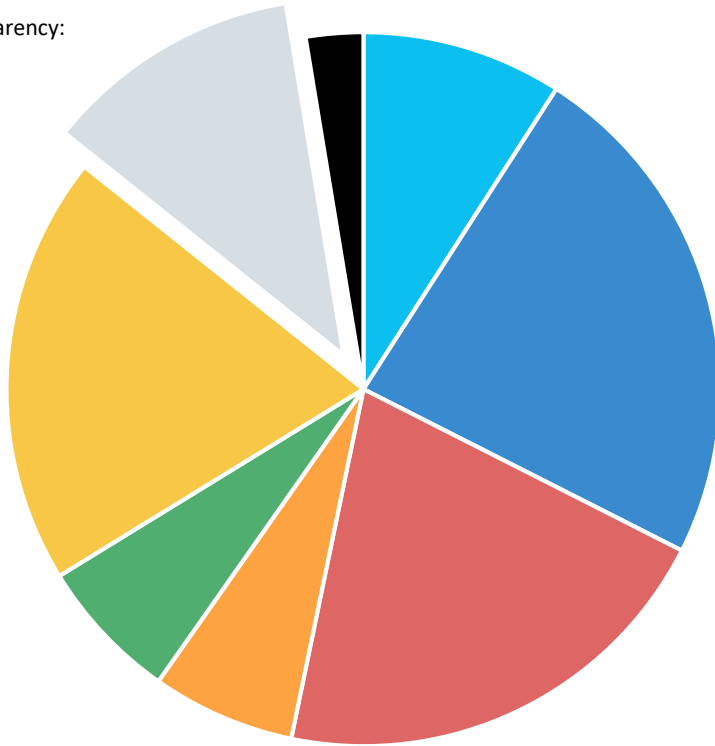
I support the amalgamation if it strengthens the viability of Maldon Hospital in the future and maintains its unique local community connection.

Once amalgamated, Maldon will be forgotten and it will be all about Castlemaine Health.

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THEME 7: TRANSPARENCY

Transparency:
11.69%



“

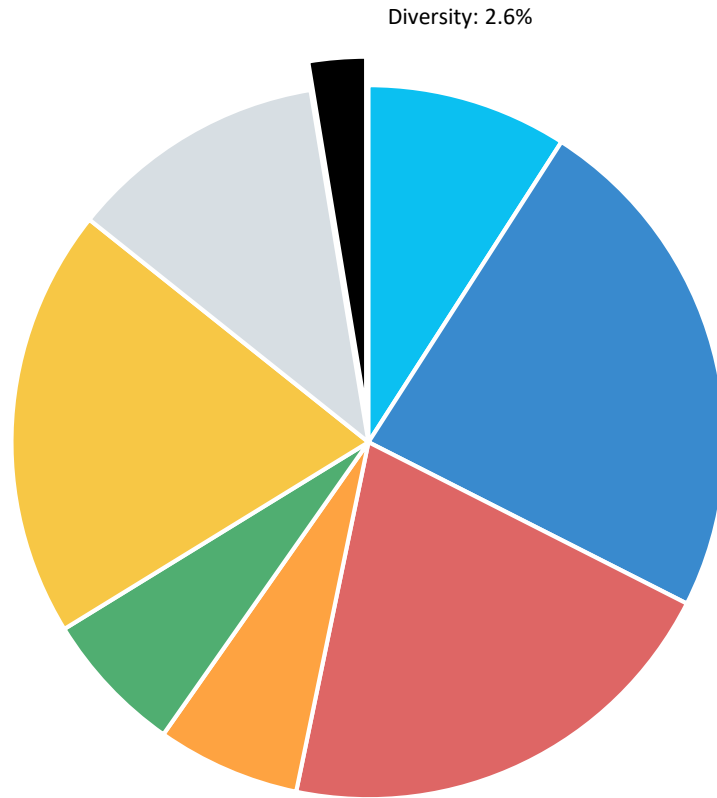
It is important to keep the community informed and promote community consultation. Does the amalgamation provide an opportunity for outreach services to the smaller towns in the region?

Clear communication as to what the amalgamation might look like prior to implementing. Community input into processing with amalgamation.

It is not clear what is to be gained for our Maldon community and hospital from this proposed amalgamation. There is, however, potentially a lot to be lost. We are not in favour of amalgamation.

”

THEME 8: DIVERSITY



“ The merged organisation should gain the 'Rainbow Tick' (as CHIRP has) to ensure it is LGBTIQ knowledgeable and welcoming.

Outlying communities and diverse communities need to be front and centre of this decision, as well as consideration of employment and great working conditions for employees.

”

04

WHAT'S
NEXT



CLEAR COMMITMENTS

- The strong continuum of urgent care, already established, will continue to effectively service the communities of Mount Alexander
- Maldon Hospital and Castlemaine Health will remain as registered business and trading names however there will be an underpinning new entity name
- Mountview Home and Jessie Bowe House will continue to provide the same excellent care they always have
- A new entity would ensure local fundraising for each health service will go directly to that local health service
- Volunteers will be recruited and work locally
- There will be no loss of services at either of the healthcare services
- There will be no reduction in staffing levels and people will be able to work when and where they work today, unless they wish to change
- Local representation on the board for both communities would be strongly recommended to the Minister for Health, and community advisory committees in Maldon and Castlemaine would be mandatory
- Local community will continue to have opportunities to participate in engagement about the future of the health service
- Clients and patients will continue to have choice as to where they access care



THE OPPORTUNITIES

We acknowledge that no one can predict exactly what a unification of two complex health services would look like, but we can give the communities of Mount Alexander the assurance that any unification would strengthen health services in our region. Opportunities include:

- Many new share services will become more accessible due to Castlemaine Health's integration with CHIRP Community Health
- Increased access to allied health professionals and community services including physiotherapy, podiatry and dietetics
- Increased access to community services including counselling, disability and children's services
- Financial stability of a unified service would be achieved by reducing the compliance and paperwork burden, directing funding and attention to frontline services
- Exploration as to how community health models of care can be built on, expanded and more closely linked with acute services across a broader network. This must consider elements including access, multi-disciplinary care approaches, stepped care and cross referrals



NEXT STEPS

- Final analysis, report prepared
- Health Services review report independently
- If the voluntary amalgamation proposal is recommended, and meets the requirements of the Health Services Act 1988, the report is provided to Department of Health Secretary for review
- If voluntary amalgamation is agreed to be in the public interest, the report and recommendation is sent to the Health Minister
- Should the proposal be approved by the Department, we'll commence the consultation process for a new Strategic Plan and new Clinical Services Plan in the new year, which will include defining a shared vision and setting out the long-term direction for the future.





MALDON HOSPITAL

Partnering with the Community



castlemaine
HEALTH