

Building our future together

Introduction

The Blacktown Mount Druitt Hospital Expansion Project is currently the State's largest health capital works project. Throughout the project, a systematic, comprehensive and ongoing program of community and consumer consultation has been implemented. This has encompassed all elements of the project, from the early stages of planning right through to post occupancy evaluation. Consumers have participated in the project governance and in meaningful decision making at all levels.

The program of community and consumer engagement undertaken by the Project is recognised as a best practice example for partnering with consumers on a capital works project.

Key activities

At the commencement of the Project, the team undertook a review of recent major health capital works projects. Consumer engagement in the majority of these projects was found to be relatively limited either in terms of extent or duration. Where undertaken, projects reported positive outcomes.

In response to this and in keeping with the NSW Health CORE values, the project team commenced a program of ongoing community and consumer consultation via a number of means.

Key achievements

As a direct result of this engagement, a number of innovative and patient focussed improvements have been made encompassing changes to design, models of care and operational procedures. These have included innovations such as dedicated carer accommodation in patient bedrooms for overnight stays and a café style infusion lounge designed to reduce social isolation during chemotherapy.

The success of this program has now led to elements being adopted by capital works projects across NSW through incorporation in the Health Infrastructure Consumer Engagement Toolkit.

Acknowledgements

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