

What We Heard

How your feedback is shaping the redevelopment

The Ryde Hospital redevelopment team carried out a wide range of consultation throughout 2022 to inform the design of the new hospital. This builds on the early engagement with staff and the community (via survey and pop-up sessions) at the outset of planning for the hospital in 2021.

Consultation has included a mix of face-to-face briefings and online discussions with local residents and consumers, hospital staff, key health stakeholders, community members, local community groups and a range of government agencies including City of Ryde Council and Transport for NSW.

The latest round of consultation included a series of pop-up sessions in local shopping centres to answer questions and gain feedback from community members, as well as online consumer feedback sessions.

The community has also been providing feedback via the dedicated project website and the project email address and phone number.

Around 200 Project User Group and Project Working Group meetings have been held, working through the detail of each of the departments included in the redevelopment. These user groups are made up of hospital management teams and staff, as well as patient and community representatives.

The involvement of the community together with consumer representatives, staff and clinicians for input into the design has been integral to the redevelopment. This helps ensure the redevelopment team can create a facility that meets the needs of staff, patients and visitors to the hospital well into the future.

Services to be provided

The Ryde Hospital redevelopment will include:



A new and expanded emergency department



Adult overnight inpatient beds



A new and expanded medical imaging department



A new purpose-built ambulatory care centre



A new and expanded intensive care unit



A new paediatric short stay unit



New operating theatres



Improved landscaping, urban spaces and car parking.

Benefits of the redevelopment

Planning and design for the redevelopment of Ryde Hospital is well progressed. Among a range of benefits, the redevelopment of Ryde Hospital will meet the needs of staff, consumers and the community by;

- transforming the health facilities for Ryde and surrounding suburbs, ensuring people can get the appropriate care they need close to home;
- enabling Ryde to have a state-of-the-art hospital, meeting the long-term needs of the community
- implementing new models of care to ensure patients are receiving the best possible care
- enabling Ryde to have a technologically advanced facility, using technology to enhance the delivery of healthcare
- strengthening key academic relationships with tertiary providers to bring about a range of opportunities including clinical placements, teaching and research.

How we connected with you



Around **1,500** community and staff **participated in a survey** during site selection phase



10 staff and community **newsletters**



20 pop-up sessions in the community and hospital



Fact sheets, FAQs distributed via letterbox drops, database and website



9 Consumer Reference Group sessions and 3 Community Design Reference Group sessions to seek feedback on the design



7 General Manager **all staff updates**



5 local community group briefings (Eastwood Business Chamber, Ryde Intercultural Network, Ryde District Neighbourhood Watch and others)



Consultation with key government agencies (Government Architect NSW, City of Ryde Council, Transport for NSW, Rural Fire Service, NSW Environment and Heritage Group, Heritage NSW and others)



Around **200 project user group and working group meetings**



The appointment of **two multicultural project champions** as a direct link to multicultural communities and translation of information (survey, fact sheets).

Consultation

The redevelopment team has received a number of enquiries and had useful discussions with a range of staff and community members throughout the extensive consultation activities.

Responses to key questions are outlined below including an update on the approach to the car parking following feedback.

The revised car parking proposal will be available for public comment in early 2023 (via the Department of Planning and Environment).

The redevelopment team will continue its consultation and will provide up to date information throughout 2023 as the project progresses.



Your Questions Answered

SERVICES

What health services will be included in the redevelopment?

The Ryde Hospital redevelopment will transform health facilities for the local community, providing a range of new and expanded services including a state-of-art emergency department, medical imaging, operating theatres, intensive care unit and overnight inpatient beds. The redevelopment will also provide a dedicated purpose-built ambulatory care centre and paediatric short stay unit at the hospital for the first time.

The redevelopment of Ryde Hospital will also make best use of the current services available at the Ryde campus, including the Graythwaite Rehabilitation Centre.

Will maternity services be provided?

Ryde Hospital will continue to provide maternity services through its midwifery group practice (MGP) model of care. The MGP model allows women to receive their antenatal care from a known midwife, close to home, and then birth at Royal North Shore Hospital with the same midwife.

This model of care allows women to receive continuity of care by the same midwife, have access to medical and anaesthetic support if the woman wishes and receive midwifery in the home from their known midwife after discharge.

DESIGN

How will the new hospital building interact with the Blue Gum High Forest?

The hospital building is being designed to take in the views of the Blue Gum High Forest and beyond to Sydney Olympic Park.

The redevelopment will be respectful of the nearby ecological community, with bush regeneration, maintenance and ecology mapping to be carried out. These works will have a significant environmental and conservation benefit, and also help to reduce the potential fire risk in the area.

Will windows and natural light and areas such as terraces and courtyards be included?

The redevelopment team understands the importance of natural light and windows throughout the new building. The new hospital building will ensure each patient bedroom has access to natural light. It is expected the intensive care unit will include an external terrace. External courtyards will also form part of the landscaping.

Will there be space for carers in the patient bedrooms?

Yes, the redevelopment team recognises the importance of having space for carers in the patient bedrooms, where possible. Carer spaces will be incorporated in a proportion of patient bedrooms throughout the facility.

Will Denistone House remain a feature of the hospital?

Retaining and enhancing Denistone House and the inclusion of green space has been central to the design.

The redevelopment will include a new green space in front of Denistone House for staff, visitors and the community to enjoy.

PARKING AND ACCESS

Will the plan for car parking change given feedback from local residents?

Yes. Following the latest round of consultation with staff, the community and key agencies, changes are being made to the plans for car parking. The redevelopment team, together with Northern Sydney Local Health District and Ryde Hospital have listened to the feedback and are working through revised options that meet the needs of surrounding residents while providing enough car parking spaces for staff, visitors and the community.

Will the community have a say on the revised approach to car parking?

Yes. A period of public exhibition will be held by the Department of Planning in early 2023 to seek feedback on the updated car parking proposal.

Will public transport linkages and roads surrounding the hospital be improved?

The project team continues ongoing discussions with City of Ryde Council and Transport for New South Wales (TfNSW).

Keeping them updated on planning allows them to consider any necessary changes to surrounding roads and walkways as well as local transport options, given this sits outside of the hospital project.

Where will the logistics/delivery access be to the hospital? Will it be noisy for residents at night?

Access for logistics/delivery will remain off Ryedale Road. No heavy vehicle deliveries will occur overnight.

STAFFING/WORKFORCE

How will you attract staff to work in the new hospital?

The new facility will provide for enhanced education and training for staff to build and develop their skills, this includes working with university partners to strengthen undergraduate and postgraduate education. Supportive professional networks will assist in attracting specialists. The hospital redevelopment will be supported by a workforce plan to train, recruit and retain staff.

SERVICE DISRUPTION

Will the hospital remain operational throughout construction?

Yes. The hospital will continue to operate throughout all stages of construction. Some services will be temporarily relocated on the campus to allow construction to take place. Appropriate signage will ensure patients and visitors can find their way around.

How disruptive will the works be?

During construction there will be some disruptive works. The project team will work closely with the builder to minimise services that may be impacted, such as power, noise, and dust. The redevelopment team will liaise with the hospital to manage these impacts for staff, patients and nearby residents. This is a robust process to ensure all parties are satisfied with the proposal before work commences.

INNOVATION

Will consideration be given to innovation and the latest technology for the redevelopment?

The redevelopment provides an opportunity to consider the latest technologies and the recent advancements in digital health. The implementation planning for digital systems and IT infrastructure is progressing and the project team is looking at opportunities to imbed innovation in building systems and clinical operations.

SUSTAINABILITY

What's being considered in terms of environmental sustainability?

In addition to the base design that is inclusive of credits to achieve a minimum 5-star Green Star equivalency, further sustainability initiatives have been identified to contribute towards Northern Sydney Local Health District's Planetary Framework. Consideration is being given to initiatives such as 100 per cent electrification (i.e. no natural gas for energy purposes provided), infrastructure to support the provision of photovoltaics (PV), electric vehicle parking and comprehensive waste management facilities among others.

GREEN SPACE/LANDSCAPING

Will there be areas of green space available for patients and visitors to the hospital?

The inclusion of green space on the hospital campus has been central to the design. Open landscaped areas to the east and west of the proposed hospital building will create a sense of connectivity to the Blue Gum High Forest. These areas will be available to the hospital users and visitors as well as to the wider community.

Ryde Hospital is an old colonial hospital. Will this connection be upheld as part of the design?

Ryde Hospital was previously known as The Ryde District Soldiers' Memorial Hospital as a mark of remembrance for those who gave their lives in the Great War. The colonial history of the area has helped to inform the design for the redevelopment with Denistone House being a key focus of the design.

In addition, the green space at the facility will feature marker trees representing symmetrical colonial planting character and an ANZAC commemorative space, the heritage curtilage and ornamental drive will be re-instated with a transplanted rose garden.

SIGNAGE/WAYFINDING

Will the signage at the hospital be improved to make it easier to find your way around?

Yes, internal and external wayfinding forms a key component of the design. The redevelopment provides an opportunity to implement new signage to ensure staff, patients and visitors can move around the campus with ease.

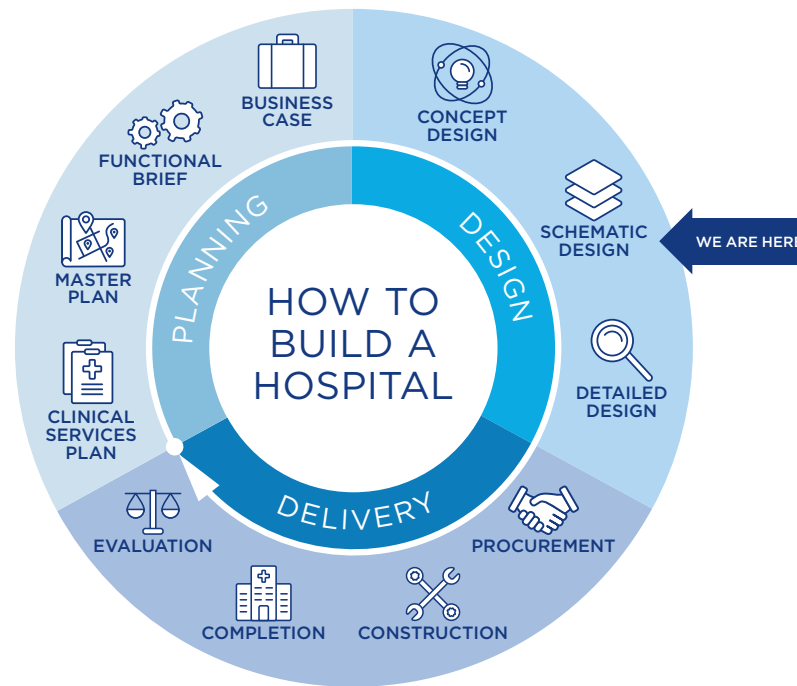
HOSPITAL CAPACITY

What will the capacity increase be from the redevelopment?

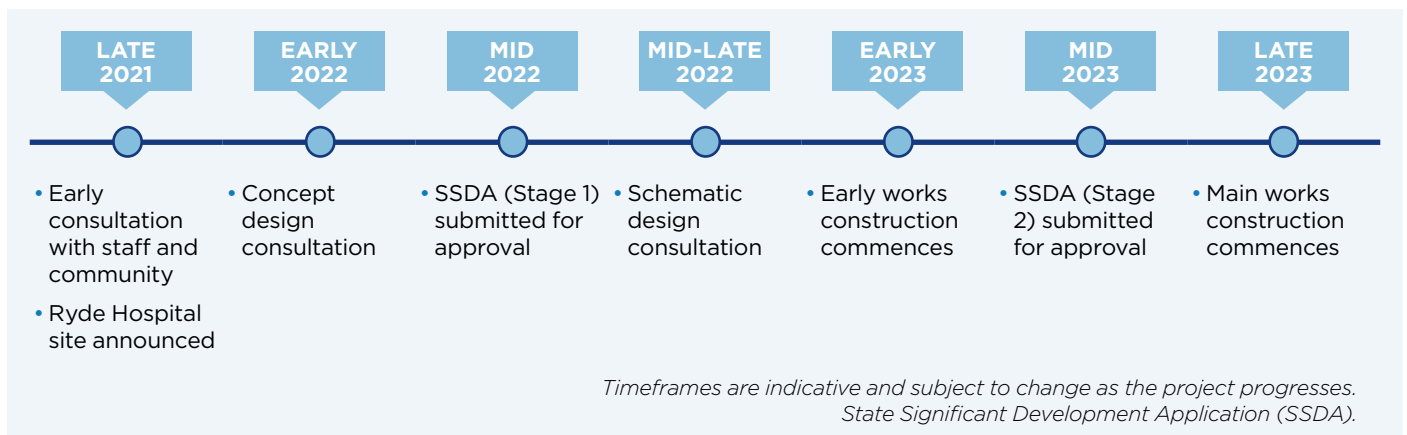
There will be a significant expansion of a range of services as part of the redevelopment. It is expected the emergency department will almost double in size. The new medical imaging department and intensive care unit will be significantly expanded and there will be nearly twice the number of operating theatres. Importantly, the redevelopment will vastly increase the number of adult inpatient beds.

Next steps

The redevelopment team, together with the architect and health planners and a range of specialist consultants, are considering all the feedback received as part of this valuable stage of consultation. The feedback will help to inform the next stage of design, ensuring the redevelopment meets the needs of the community well into the future.



Key Milestones



How can I contact the project team?

If you have any questions or would like more information please contact our project team.

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