

Topic 1: Getting to and Around Canberra Hospital

1. In what ways do you usually get to the hospital campus?
 - Why do you choose those ways?
 - What works well in getting to the hospital campus?
 - What needs improvement?

2. When you are at the hospital campus, how do you move around? (walk, wheelchair, courtesy bus etc.)
 - What factors make your journey easier/ more manageable/ more efficient?
 - What makes things harder or could be improved?

3. Do you use drop off and pick up points within the hospital campus? Especially interested in Emergency area and Main Entrance area.
 - What works well at drop-off/ pickup points?
 - What needs improvement- suggestions?

4. This question is about how you find your way around the hospital campus and the signage and wayfinding tools that are available to help you. You could think about signage ,electronic kiosks ,maps ,volunteer assistance ,staff assistance.
 - What works well?
 - What needs improvement- suggestions?

5. Do you have experience of any features of other health facilities that you would like to see in this building/ campus?

6. Do you have any other comments or needs that relate to getting to and around the hospital campus, and specifically getting to and around the new Critical Services Building?

Topic 2: Features of Consumer-Focused Clinical Areas In Hospital

Thinking about the following areas:

1. What features would improve consumer's experience and care in these places?
2. What features should be avoided?
 - reception areas
 - waiting areas
 - triage/assessment area
 - staff stations
 - patient rooms
 - patient common areas
 - family and carer spaces
3. Thinking about the Emergency Department, do you have specific comments/ examples of design features which would improve consumer experience and care here?
4. Thinking about the Mental Health Short Stay Unit, do you have specific comments/ examples of design features which would improve consumer experience and care here?
5. Thinking about the Intensive Care Unit, do you have specific comments/ examples of design features which would improve consumer experience and care here?
6. Thinking about the Coronary Care Unit do you have specific comments/ examples of design features which would improve consumer experience and care here?
7. Thinking about wards where patients stay the night generally, do you have comments/ examples of design features which would improve consumer experience and care here?
8. Do you have any other comments or needs that relate to the areas discussed today?
9. Of everything that you've mentioned today, which design feature is the highest priority for you?

Topic 3: Public Spaces and Facilities In The Critical Services Building

1. Thinking about the following areas below:
 - a. What features would improve consumer's experience and the experience of families and carers?
 - b. What features should be avoided?
 - Main entrance, including the reception and waiting area
 - Access around and between floors e.g. public lifts, stairs
 - Amenities such as café, toilets, change facilities, parenting/ breastfeeding rooms, shops
 - The pedestrian link between the Critical Services Building and the Main hospital entrance
2. Thinking about the outdoor spaces which surround the building,
 - What do consumers and families/carers need from the outdoor spaces?
 - How will these spaces be used and what features will be important?
 - Where, in relation to the Critical Services Building is it most important that patients and families have access to outdoor space?
3. Do you have any other comments or needs that relate to the areas discussed today?
4. Of everything that you've mentioned (or heard) today, which design feature is the highest priority for you?

Topic 4: Designing an Accessible and Inclusive Hospital For All Consumers

Thinking about your own experience or that of the community you belong to, for the Critical Services Building:

1. What building and design features would help you to
 - feel welcomed and at ease
 - feel and be safe

2. What building and design features would help you to
 - easily and independently get around the building and surrounds
 - participate in your own health care (or that of the person you care for)
 - be a carer for others, or a parent

3. What is the highest priority for you and your community in what you've mentioned?