








Proposed Closure of Crown Roads

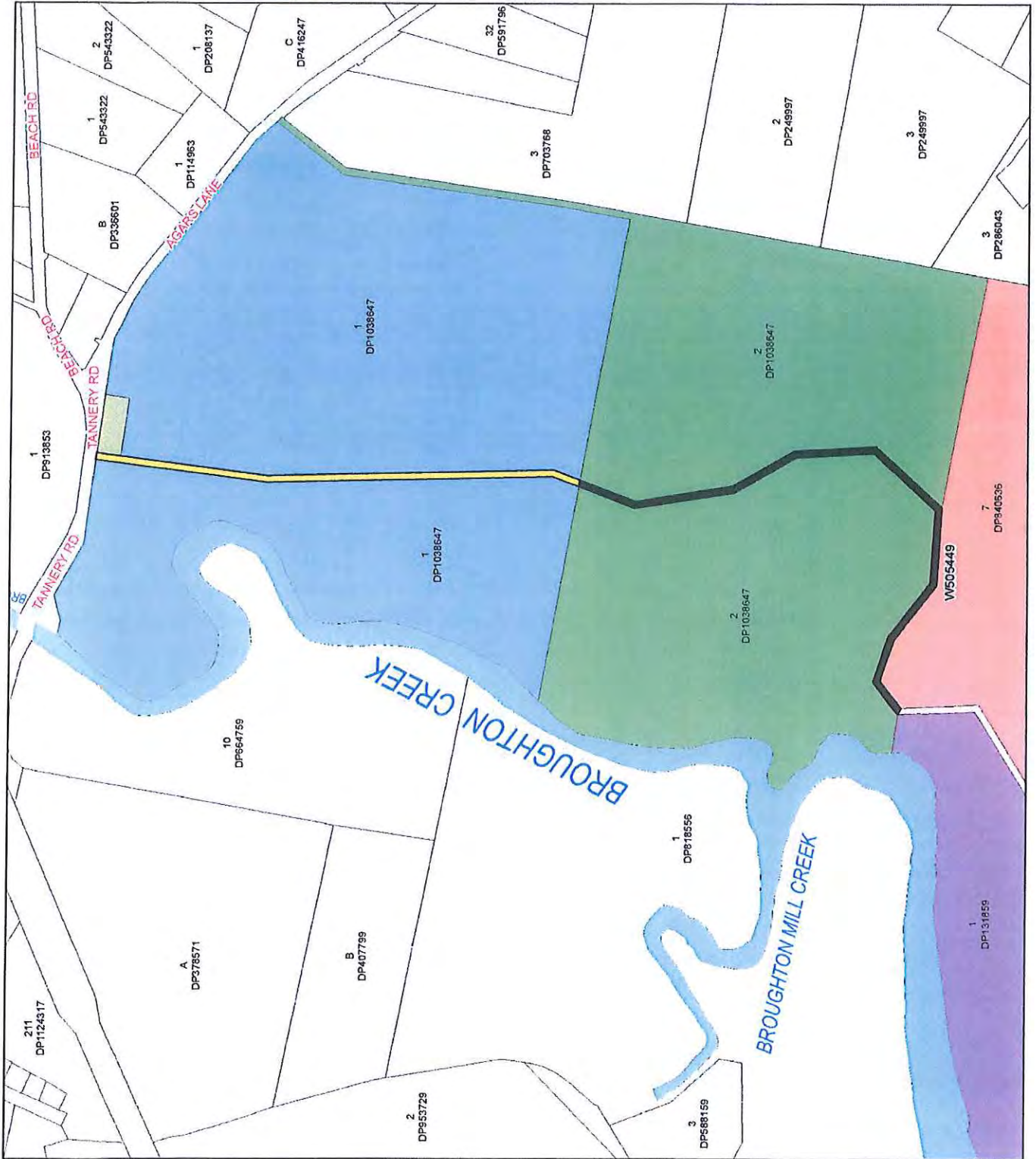
LGA: SHOALHAVEN
 LOCALITY: BERRY
 PARISH: COOLANGATTA
 COUNTY: CAMDEN

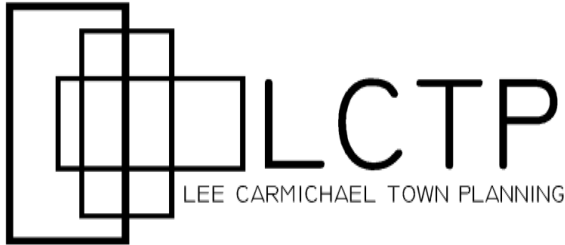
Legend

	CRAIG MATTHEW HOLLWAY		COUNCIL ROAD UNDER APPLICATION
	ROBERT FREDERICK MCINTOSH		ADDITIONAL COUNCIL ROADS
	FREDERICK RICHARD LEACH		
	MARY JANE TOOHEY		
	THE STATE SPORTING VENUES AUTHORITY		



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14.10.2013

REF: PHAM

PO BOX 174
VINCENTIA NSW 2540

Shoalhaven City Council
PO BOX 42
NOWRA, NSW 2541

Attention: James Bonner / Robert Russell

DA13/1750 - PROPOSED PHARMACY - 53 ISA ROAD WORRIGEE - IN EXISTING MEDICAL CENTRE

I refer to our meeting together with my client Mrs Pham and Council's Robert Russell on the 10th of October 2013.

As requested by you and Robert Russell during our meeting, the following advice is provided to Council concerning the current general medical centre operations, individual room uses and recent building alterations in response to concerns Council staff have regarding traffic and car parking issues.

- 1) Additions to existing professional consulting rooms to create a medical centre were approved by Council in 2010. The application was reported to the elected Council by staff. Car parking was the issue of concern at the time. The resolution of Council to approve the 2010 medical centre application read as follows:

(Resolved) that in respect of DA10/1688 for alterations and additions to an existing professional consulting room to create a medical centre at Lot 1101 and Lot 1002 DP 1069795, 53 and 55 Isa Road, Worrigee Council resolve to support the applicants request based on the provision of 22 car spaces notwithstanding that the Development is defined as a medical centre in the DCP, on the basis of the site characteristics and the demonstrated social need in this location.

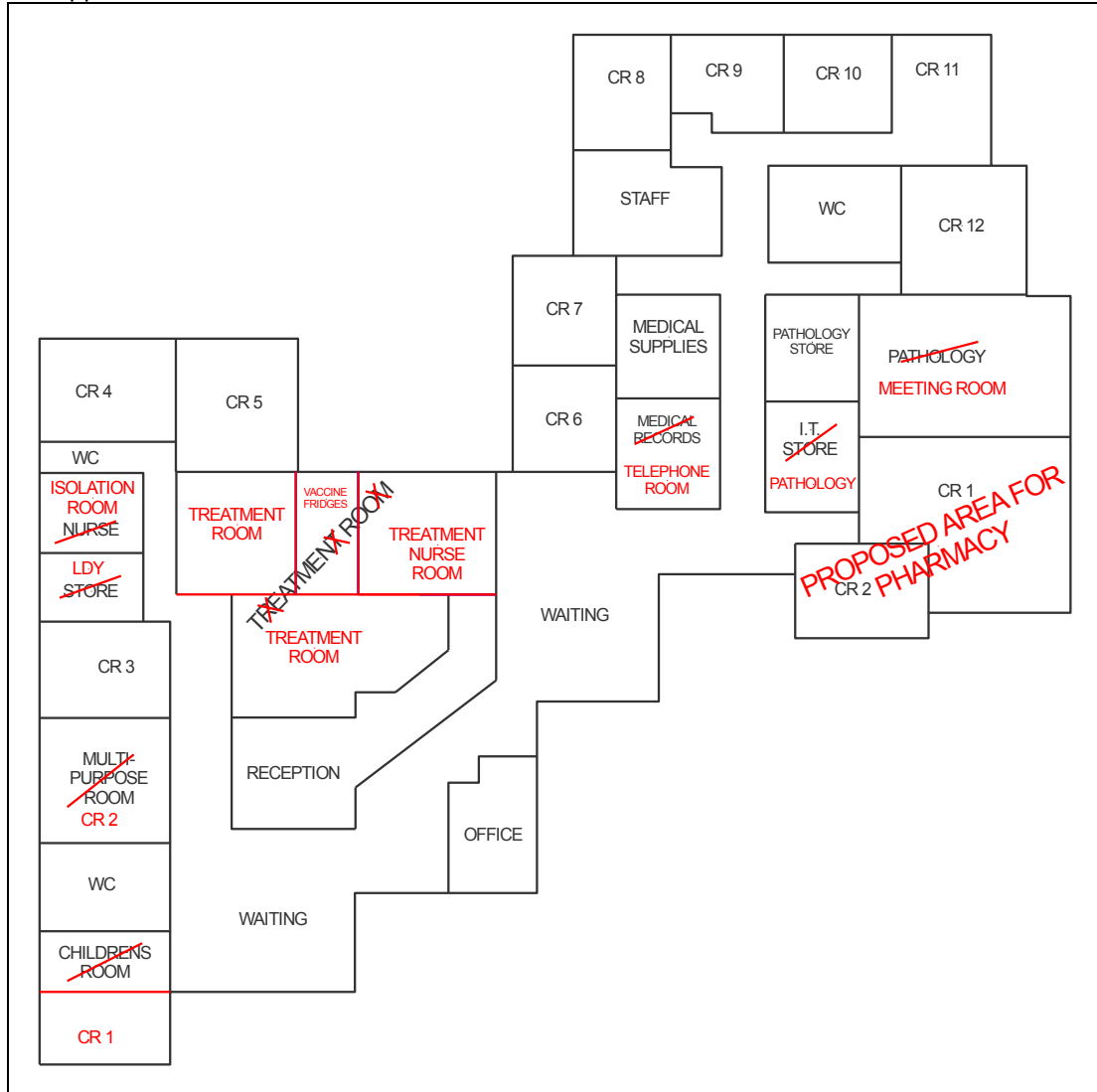
- 2) The above resolution indicates that the Council was of a view that 22 car parking spaces was sufficient for the development.
- 3) The plans approved by Council in DA10/1688 included;

- A children's room
- A multi-purpose room
- A general store room
- A nurses room
- Reception area
- Waiting rooms
- An office
- A staff room
- A pathology lab
- Pathology store
- IT store
- Medical records store



- Medical supplies store
- 12 consulting rooms

4) The following is a diagram illustrating the current actual use of the building. Changes to the approved uses are noted in red.



5) The changes to the way in which the building is used (as illustrated above) are summarised as follows:

- Children's room reduced in size and is now used as a general consulting room;
- The multi-purpose room is now used as a general consulting room;
- The store room is now used as a laundry;
- The nurses room is now an isolation room for infectious patients;
- The open plan treatment room has been divided with permanent walls and this space now includes the nurses room;
- The pathology lab is now used as a meeting room;
- The I.T. Store is now used as the pathology lab;
- The medical records room is now a telephone and server room;
- Consulting rooms 1 & 2 are proposed to be used for the purposes of a pharmacy.



- 6) It is considered that the 9 changes detailed above are or will be of no consequence to the car parking demands of the medical centre. Reasons for this are as follows:
- i. The children's room was used by paediatricians as a consulting area for children only. The room has now been reduced in size and is only used casually as a general consulting room by casually employed or temporary medical professionals on an as needs basis.
 - ii. The multi-purpose room was used for a variety of purposes (staff administration, records management, visiting doctors and specialist) and it is now a general consulting room. The extent to which the space is used has not changed. Rather than be a room with many functions, it is now simply serves as a standard consulting room.
 - iii. The store room being used as a laundry is of no impact on parking demand for obvious reasons.
 - iv. The nurses room being used as an isolation room does not attract more patients to the medical centre. This space is simply used to isolate infections patients from those patients in the general waiting rooms.
 - v. The treatment room was an open plan space and could be divided with hospital curtains. The curtains have been replaced with permanent walls for improved patient privacy. The nurses room, which was located in the isolation room has moved to this area and this will not generate additional parking demands. A vaccine storage / fridge room has also been established through the construction of internal dividing walls. No additional floor space is being used in this area for the treatment of patients.
 - vi. The amount of space originally proposed to be used for pathology purposes has decreased. The pathology collection room was established in what was intended to be the IT store.
 - vii. The pathology lab room is now used as a meeting / education room for staff. It is not a generator of parking demand. Only staff who work at the medical centre use the meeting room for work education sessions and the like. The existence of the meeting room is not something that attracts more patients to the medical centre.
 - viii. The medical records room being used by telephone operators is not considered to be a generator of parking demand. The telephones were originally operated from the main reception area, however, in the interests of providing better client confidentiality (i.e preventing patients within the waiting rooms from overhearing conversations with other patients) and a quieter more relaxing waiting room, the switch board was relocated to a private room.
 - ix. The use of consulting rooms 1 & 2 as a pharmacy will not generate significantly more demand for car parking than an additional two medical professionals working from the building. The pharmacy is proposed first and foremost as a facility that will provide added convenience to patients who have been to see their doctor at the medical centre. It is expected that around 80% of the trade of the proposed pharmacy will be from existing patients who, regardless of the pharmacy being operational will be attending the medical centre to see their GP. The parking demand associated with the proposed pharmacy use is therefore expected to be less than the demand generated by 2 full time doctors.
 - x. Under Council's own parking DCP, the proposed pharmacy use the proposal shouldn't trigger the need for more car parking as it simply will be positioned within the existing two approved consulting rooms. The area proposed to be used attracted a parking rate of 1 space per 24m² in DA10/1688. The use of the same space for the purposes of a



pharmacy (a shop for the purposes of DCP 18) also attracts a parking rate of 1 space per 24m².

- 7) Much of the way in which the building is utilised is merely reflective of the fact that the medical centre is housed within a purpose built, modern and spacious structure. Compared to a traditional doctors surgery within a building which was once a dwelling for example, where space is limited, the subject medical centre has dedicated rooms set aside for specific functions. In more traditional low key practices, minor surgical procedures are undertaken within GP offices, not dedicated treatment rooms. Infectious patients must sit with others within waiting rooms. Practice nurse administrative duties are often performed behind the practice reception desk in cramped conditions adjacent to disruptive waiting rooms. Staff meetings are held within lunch rooms or within a single doctors office, not within a dedicated meeting room. The point to be made here is that whilst there is little doubt that the subject medical centre is a busy place and a generator of parking demand in the locality, much of the floor space within the building and how it is used does not directly generate demand for parking. The parking demand for the Worrigeer medical centre is primarily linked to the number of general practitioners working from the premises and not the quantity of floor space alone.
- 8) The submissions received by Council have been noted and it is considered that these should be given only limited weight. Two of the four submission received were from consultants representing un-named clients. One submission was from the owner of the land opposite to the medical centre with approval for yet to be constructed local shops and the other was from the owner of a number of local pharmacies in the Shoalhaven region. No submissions were received from nearby or adjoining residents. This is reflective of the excellent working relationship the Worrigeer medical centre management has with its neighbours. As applicants for this proposal, it was both surprising and pleasing to note the nature of the submissions received in response to Council's advertising of our DA. Evidently, the situation with respect to car parking only seems to bother the owner of the yet to be constructed local shops and other pharmacists in the region. None of the residents who actually live in the area and the associated parking demands of the medical centre objected to the proposal.
- 9) It is acknowledged that during busy times the medical centre generates demand for on street car parking. The Council was mindful of this when, in 2010, it decided to support the establishment of the medical centre in the locality. Whilst on street parking demand is being generated by the medical centre, the local road network functions well. Isa road is a local collector road and as such has been constructed to enable cars being parked either side of the street with enough space for two vehicles to pass within the main carriageway.
- 10) Recently, the Worrigeer medical centre began extended consultation hours up until 10pm each night and on weekends. The effect of this has spread the demand for the services on offer at the medical centre and has thus spread the demand for car parking also.

Concluding Remarks

I trust the information provided to Council herewith will enable it to approve the current development application for the proposed pharmacy. Our clients have invested significant funds into the establishment of the Worrigeer Medical Centre which is and will remain a full bulk billing practice. The approval of the pharmacy is of great importance to the practice owners and its patients and staff. With the recent commencement of extended trading hours for full time working families or patients who



become suddenly ill and require treatment, the addition of the pharmacy to the practice is critical. With most pharmacies in the area operating during normal business hours only, it is sometimes impossible for patients to obtain prescription medication following an after-hours consult with a GP at Worrigeer. Further, it is often extremely difficult for very sick patients or parents with sick children to attend busy shopping districts during the day time to get the medication they need. We believe that the proposal is one that will provide even better medical services to the community and it will represent a major enhancement to the services on offer at the Worrigeer Medical Centre.

Just how busy the practice is, is testament to the fact that facilities such as the Worrigeer Medical Centre are greatly needed in the area.

My clients require this development application to be determined as a matter of urgency. I therefore look forward to receiving development consent for this project in the near future.

Enclosed is a floor plan of the subject building providing details of the current and proposed usage of the medical centre including the proposed pharmacy. It is requested that Council accept and endorse this plan.

Please don't hesitate to call me on 44417692 or 0422 027 444 should you have any questions concerning this matter.

Yours Faithfully

A handwritten signature in black ink, appearing to read 'Lee Carmichael'.

Lee Carmichael

