

**Submission
No 7**

**THE SAFETY AND QUALITY OF HEALTH SERVICES PROVIDED BY NORTHERN
BEACHES HOSPITAL**

Name: Mr David Owen

Date Received: 28 March 2025

On the 12th January 2024 at about 6 pm I attended Northern Beaches Hospital emergency suffering from strong chest pains.

I was discharged 5 hours later having spent the time sitting in reception.

It then being approximately 11 pm, I asked the lady in charge to order me a taxi to take me to Avalon Beach where I live.

She advised it was hospital policy that I must stay in reception for the taxi driver to come in and take me to the taxi.

We were both surprised to discover the cost of a taxi this time of night, another person said there was a bus arriving very soon, just across the road, that would take me to Dee Why where I could get another bus to Avalon.

It being the last, I was told to grab my bag and hurry if I wished to catch it, which I did. Getting off the bus in Avalon and walking some 10 min up a steep path arriving home very late.