

**Submission
No 10**

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

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I am a local northern beaches resident, and live only 5 minutes drive from the hospital. However we have now had so many shocking experiences with my two young kids that I now drive to North Shore instead of visiting NBH emergency department. I believe the decision to place the hospital in private hands whose priority is profit was a terrible one.

One specific example which I complained to the hospital about, and received in my view an unsatisfactory response is detailed below. This relates to a stay at paediatric emergency. This isn't our first stay, and there continues to be an issue every time with no regular updates on status and nurses and doctors clearly not communicating amongst each other.

My specific complaints though are more specific and I'm actually left feeling shocked by how poorly this was handled. At this stage we will do our best to avoid the NB hospital if we can as it just isn't acceptable.

My 3 year old son was admitted at 6am on Thursday morning for a deep splinter that couldn't be removed. When we arrived he had not eaten since the night before, as Mona Vale urgent care had advised us he would need gas and a local so to come NIL by mouth. He was denied all food and water repeatedly until 2pm... That is 20 hours without any food or water for a 3 year old.

This whole time he was crying and desperately hungry and dehydrated and the nurses and staff completely ignored our pleas and just said "it's just hospital procedure, we don't know how much longer until an OR will become free and we won't have any notice when one is". Finally at 2pm someone let us have some food, only for a different nurse to then come and say "oh what? He should've been going down for surgery". another 3 hours later we were sent home to return the next day for the surgery. On reflection, that is completely absurd and given it was a not life threatening injury, if they weren't certain he was going to get a spot in OR then they should have let him eat much much earlier. 20 hours without food for a child is unacceptable

We have visited the paediatric ER about 8 times now and have always felt we were left alone for long periods with no updates for hours, and no one checking in on us. In contrast, whenever we visit the public royal north shore emergency with our kids we are treated promptly, kept up to date on progress and regularly checked in on.