

**Submission
No 21**

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

Name: Robyn Townsend

Date Received: 4 April 2025

Partially
Confidential

I am a single mother of 3 children aged 10, 8 and 2 and although I don't make a lot of trips up to the hospital anymore there have been times where I've sat in the triage area until 2am with my child who is visibly unwell only to be told after all there tests and all that waiting that my child is fine and just needs antibiotics.

I was in the waiting room from 7pm-11pm with a 2 year old [REDACTED] because she had a rash on her Leg that had been getting bigger over the period of a couple of months and I finally decided to get it seen to only for them to finally look at it after I spoke to them and they took a Quick Look at it and sent her home with antibiotics which do not appear to be working.

They seem to be really dismissive of me when I go up there with my concerns and I recall one time before northern beaches hospital was open and I went to Mona vale hospital where I was up there with my newborn son who would not breastfeed or take a bottle and was unsettled only to be told to give him small regular feeds and not be listened to when I said I could because he wouldn't feed and when I screamed at them for not listening to me they called mental health on me as though I had a problem when I was just distraught over my newborn son not feeding and if it hadn't have been for a specialist walking past our room and hearing how my son was breathing he wouldn't feed never have been diagnosed with the airway disorder that he had that was causing him not to be able to feed.