

**Submission
No 35**

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

Name: Caitlin Hook

Date Received: 8 April 2025

My family and I have been patients of Northern Beaches hospital on numerous occasions since 2022. We have accessed the following services:

Antenatal care for two pregnancies,

Labour ward for two pregnancies,

Special care nursery for one child,

Emergency ward on multiple occasions,

Paediatric emergency on multiple occasions,

Outpatient surgery.

Every attendance was as public patients.

On every occasion we have experienced the most wonderful and caring staff. Our concerns were heard with patience and understanding. We were given clear advice and treatment plans. I have been especially impressed with the way that the staff involved me in me in decisions about my care and my children's care. On one occasion I needed surgery on my hand for a fracture sustained whilst pregnant. The doctor explained the risks of generally anaesthetic whilst pregnant and I was able to make the decision to have just a local anaesthetic whilst the surgery was performed.

On another occasion when attending the paediatric emergency ward, the doctors discussed with me that they were not confident with a diagnosis for my son's extended period of gastrointestinal symptoms. They involved me in the decision making as to how many tests they should perform to try and asserts in the cause of the symptoms. They explained the risks and benefits of each diagnostic tool and I was incredibly appreciative to be so well informed and empowered. I believe the staff went above and beyond to get the right treatment on each occasion.