

**Submission
No 72**

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

Name: Ms Annemie Verbeke

Date Received: 11 April 2025

Partially
Confidential

[REDACTED]

[REDACTED]

Key Issues:

Delays in Diagnosis and Treatment: The inability to perform an MRI scan in the evening at Mona Vale Hospital and subsequent long waiting times at Northern Beaches Hospital significantly delayed diagnosis and treatment. Having to wait a week for an operation of 2 broken mandibles.

Inadequate Patient Comfort: while waiting to be seen and while receiving antibiotics

Poor Communication and Scheduling: The postponement of surgery without timely communication caused distress.