

**Submission  
No 97**

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

**Name:** Mrs Tina McConnell

**Date Received:** 14 April 2025

Partially  
Confidential

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

When I called I was told that they could not do this as it was the hand injury and this is more delicate. I was given a further number to call.

I called the second number to make an appointment.

At the end of the call was told that there would be a cost for the appointment of up to \$185 plus \$100 for a cast. Plus costs for follow up appointments as required. At no time was I told this would be a private appointment by the NB team when I originally called to make the appointment. This is misleading and not ethical, assuming that I can afford to pay for the appointments. We thought we were coming in as a public patient as she had been referred from Mona Vale urgent care,

Is this just laziness because they cannot be bothered or is NB hospital not trained to treat hand injuries at NB hospital via the public system.

This is disgraceful, being referred to a private clinic without explaining or being given a choice .

Please acknowledge receipt.

Public patients should be public patients not assuming that everyone can afford to them be pushed to be treated as a private patient .

Kind regards Tina