

**Submission  
No 106**

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

**Name:** Mrs Carolyn Ann Lamotte

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Partially  
Confidential

My husband and I have had several reasons in the past year to attend emergency at the Northern Beaches Hospital. On each occasion we have been beyond impressed by our treatment. We have immediately had our details taken and checked and fully questioned about our symptoms, and our general health status. We have then been placed in the appropriate chairs in the emergency waiting area and offered pain killers, water and kind words of comfort. Within a short time on each occasion, we have been taken for X-ray, or treatment applicable to our condition before approached by a doctor to update the next phase of treatment. We have also been offered sandwiches and juices, or tea and coffee while waiting. On the occasion of a back accident and after the reading of the X-ray I was able to go home; when I attended with shortness of breath I was quickly moved into an emergency bed and attached to a monitor and attended to by doctors and nurses for the period I was there before being sent to a ward. [REDACTED]

[REDACTED] My time in the private part of the hospital with my shortness of breath episodes, was exceptionally good. I had every test possible to sort out my condition. The cardiac doctor assigned to me visited me at least once a day even over the weekend, and the nurses answered my call button within a minute on every occasion. From our experiences I would hope that if the hospital goes back to public management, that it achieves and maintains the amazingly high standard that, as far as we could assess, currently exists.