

**Submission
No 161**

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

Name: Mr Terence Winslade

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Partially
Confidential

I have been a patient at Northern Beaches Hospital on a number of recent occasions, [REDACTED]

[REDACTED] I spent 24 hours in Emergency on the first occasion and was required to have numerous tests. For each test or imaging that I was taken to, there was a technician awaiting my arrival and was ready to undertake the test or imaging immediately. During my stays in the Hospital I have the utmost respect for the quality of care and attention given by all members of staff. (Doctors, nursing staff, wardsmen and the cleaning staff). I cannot speak highly enough of the care that was provided.

However whilst in Emergency and also the second time, whilst in a ward, I witnessed first hand severe problems caused by elder members of the Northern Beaches community.

It appears to my observance that Aged care facilities on the Northern Beaches are not equipped or are unwilling to care for their occupants who are experiencing Dementia and other similar illnesses. It was apparent that the occupant was simply sent off to emergency for care. I witnessed numerous times where the person did not require medical treatment but required almost constant care and attention. They were disruptive, constantly calling for attention and in some case abusive to staff. I also witnessed drunken people being brought to emergency. They too required constant supervision to prevent falls happening.

Once in the ward I experienced patients who obviously could not be restrained, and needed to be kept close to the nurse's station, causing severe disruption from dusk to daybreak. In fact in the middle of the night one such patient came into our room, woke the patient in the bed next to mine and then stood at the bottom of his bed. A number of such patients were supervised almost one on one for extremely long periods of time.

There needs to be improvements made to the way aged care is managed on the Northern Beaches so that such patients do not need to be housed in the Hospital whilst alternative accommodation can be arranged.

It is my belief that the Hospital is providing outstanding care and treatment under extremely difficult circumstances. This in turn makes it very difficult for staff to find the required time to attend to patients requiring medical care.