

Submission

No 81

## INQUIRY INTO THE ROYAL NORTH SHORE HOSPITAL

Name: Miss Barbara Newrick

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8th October 2007

Joint Select Committee  
on Royal NR Shore Hospital

Hon. Rev. Fred Nile  
Committee Chairman  
Ref: Call for Submissions

Dear Rev. Nile,

I couldn't call up an appropriate Server Protocol on my computer, so I have decided to handwrite my submissions as listed.

- (1) Quality Care of Patients involving clinical management, Staffing & organisational structures involving efficiency of allocation tasks, in particular emergency Dept. etc.

I feel the above problems could be very simply dealt with if:

- (a) Nurses were hospital trained and not University trained.

I believe that it doesn't take a degree to be a good Nurse.

I believe if we reverted back to the old days when all patients received benefits on quality care (the result of in-hospital training) then we

would have compassion in nursing.

I think the money saved from University Training could be directed, together with Federal subsidies into the following idea:

- (1) Fire 70% of Health Dept Bureaucrats!
- (2) The resultant revenue gained could be spent on building accommodation right near the Hospital, so that Nurses could live-in
- (3) The revenue gained from Nurses paying a weekly rate for live-in accommodation, means:
  - (a) There would always be adequate staff
  - (b) less parking problems
  - (c) A less likely occurrence (as the young Mother having her baby in the toilet of RNSH.)
  - (d) Girls leaving school would be more attracted to the profession

I believe this is one of the reasons why we have a shortage of Nurses.

When a nurse is trained in-Hospital she is on hand this, inadvertently relieves pressure on Senior Nurses and Sisters.

Leading to: less tired Staff  
 less mistakes  
 less Complaints

Our emergency Depts are renowned for Patients waiting hours and hours.

Here again, Strategies need to be implemented to alleviate this problem.

Because of such long waits, ambulances have unnecessary overtime - and this revenue could be saved. Ambulances need to be on the road.

So, in-hospital training, results in more Nurses available and more Junior Doctors. Of course it is necessary for a Doctor to be University Trained and, here again - supply live in Doctors quarters.

It, I feel says: With extra Staff living in, there's going to be less mistakes, less errors, and plenty of Staff.

With respect, I feel that the core to this is our Administration Division. It is not necessary for Government to have all these Health Dept Bureaucrats! I believe that unless they actually work in a Hospital, they cannot accurately advise those higher up. With less Bureaucrats (as the Hon Tony Abbott proposed) we are going to have less administrative problems.

And ... more revenue

For, beds, and much needed equipment, and ... the construction of live-in accommodation quarters:

This, I feel would benefit all Public Hospitals.

### 3. Individual patients complaints being directed to HCCC.

This I emphatically disagree with for the following reasons

- (a) We need an Independent body to deal with these complaints.

We need ordinary people in the public (without any Government bias) - and without any Hospital affiliation. A few years back the HCCC were found to be covering mistakes by a bureaucrat who had, in the area of mental Health, defamed a person, mistated the complaint, so that the complainant never had the chance to state their true allegations, and complaint. Instead, a false lot of allegations went through from a Hospital employee working in with an Insurance person, to create a false defence, and denial of all civil court rights due to unnessesary protection in Government, due to false instruments being created to justify their lies!

The Health Dept need an independent Body of people that are unbiased and not connected to Government.

- (B) This would eliminate unnecessary litigation if:

The hospital spoke directly to the Complainant instead of holding private meetings on how to cover things - instead of unbiased and impartial discussion. An example being -

(c) Why wasn't the mother that had her baby in the toilet at RNSH allowed to attend a discussion on her own plight?

Why does Government insist on holding such matters private

Surely the public that vote the Politicians in, have a democratic right.

Are we heading toward a Socialistic system of Government that the people (Patients) have no right to expression.

Why can't the Health Dept say sorry and admit if they're in the wrong. A recent example of this is when a Dr Boyaires was advertised in the paper as quoting to a medical person 'don't worry we have public indemnity for you.'

Does this mean that a Doctor can leave a scalpel in a patient, and the Hospital - protected by its Insurers, never have to admit liability?

I therefore believe, that if an independent body were formed, independent of Health Dept and independent of Government consisting of:

One on-call Solicitor (a different one for each complaint)

Two retired Doctors

Two Nurses

One Minister of a Church

and about five ordinary members of the public

Then, I believe, we would have a balanced point of view at these complaint meetings. Add the Complainant and we would have impartial resolution.

I believe that the Rev. Fred Nite would and could be impartial if the complainant were present at these meetings because I believe he is a person of high integrity.

I am not sure if it is fair that members of either House - who is not on the committee - be unable to vote. If it is good enough for such a politician to attend, then let's have fair representation. Hopefully without too much of a Government committee.

I agree (section 10) that the Committee report by Friday 14 December 07

In conclusion, I trust my submissions will be viewed without bias, and that they may help in some way. Certainly, in our Health System, major structural changes need to be implemented toward a fair and workable system - for all.

Without 'blowing my trumpet' I have a diploma in Administration from Unitech NZ, of Ta-plus markings in 7 subjects, topping two Uni classes

Presently I am on the pension. I am being wasted, because I want to do the Diploma

in law next year, having gained a 90% marking in law  
(as part of the diploma in NZ)  
and... it all depends on whether I succeed in  
gaining what is rightfully owed to me in a legal  
matter.

At present I am training a Labrador Dog  
for the Blind Foundation, who I will eventually  
give up as a guide Dog.

I reiterate, I sincerely hope my comments  
are food for discussion and maybe of some  
help.

Yours Sincerely  
Miss Barbara Newrick