

Submission

No 65

## INQUIRY INTO THE ROYAL NORTH SHORE HOSPITAL

Organisation:

Name: Mr John M. Clark

Date Received: 15/11/2007

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Theme:

Summary

*Rec'd 7 November*

9A Stuart Street  
Longueville 2066  
04/11/2007

Dear Hon. Fred Nile M L C

**Re R. N. S. H Inquiry**

I died in R. N. S. H in 2003, or nearly.

After being rushed into emergency I was cared for by a wonderful South African Doctor & various caring nurses.

I cannot speak highly enough of the attention I received, with an emergency stent procedure at 2AM & later a pacemaker.

Hospitals should be run like one ship in a fleet of ships. Doctor CEOs and Doctor CEOs of other ship departments, nurse-union representatives and support experts and eventually reporting to their Area Health.

Area Health should run the group (fleet), not the ship. Area Health should communicate with Hospital Department Heads via the Doctor (Captain) and not directly.

Essentially, all Area Health section leaders should have had hospital experience.

This organisational system would overcome any problems.

I could introduce you to computer/ IT programmers in order to establish an IT program for each hospital, covering everything from theatre bookings to staff dances, wages, leave etc.

I do hope that with all your efforts, standards are lifted a notch or two with cost efficiency.

Thanking you for the opportunity to comment.

Yours Faithfully,

*John M. Clark*  
John M Clark  
Ph: 9427 3048

Enclosed

Cutting North Shore Times 02/11/2007

Copies:

The Hon Joe Hockey MP

## JOINT SELECT COMMITTEE ON THE ROYAL NORTH SHORE HOSPITAL CALL FOR SUBMISSIONS

The Joint Select Committee on the Royal North Shore Hospital is inquiring into the quality of care for patients at the Royal North Shore Hospital and is calling for written submissions from interested persons and organisations.

The Committee was established with the following terms of reference:

1. That a joint select committee be appointed to inquire into and report on the quality of care for patients at the Royal North Shore Hospital, and in particular:
  - (a) clinical management systems at the hospital
  - (b) the clinical staffing and organisation structures at the hospital
  - (c) the efficiency, effectiveness and appropriateness of resource allocation and utilisation within the hospital, and in particular the operation of the Emergency Department
  - (d) the effectiveness of complaints handling and incident management at the hospital, and
  - (e) operational management of Royal North Shore Hospital in general but in particular, the interaction between area and hospital management as it relates to hospital efficiency, effectiveness and quality of care
2. That the committee consider any strategies or measures in place or proposed for improving quality of care for patients at the hospital which may also benefit New South Wales' public hospitals
3. That any individual patient complaints identified in the course of the inquiry be referred by the committee to the Health Care Complaints Commission.

The terms of reference are available on the Committee's website at: <http://www.parliament.nsw.gov.au/royalnorthshorehospital> or they can be obtained from the Committee secretariat on telephone (02) 9230 2412 or fax (02) 9230 2981.

Written submissions addressing the terms of reference can be emailed to [royalnorthshorecommittee@parliament.nsw.gov.au](mailto:royalnorthshorecommittee@parliament.nsw.gov.au), lodged via the Committee's website, or sent in hard copy, addressed to:

The Director, Joint Select Committee on the Royal North Shore Hospital, Parliament House, Macquarie St, Sydney NSW 2000.

*The Committee will consider requests that a submission remain confidential and not be released to the public. Please note that submissions to inquiries become Committee documents and are made public only after a decision of the Committee.*

**THE CLOSING DATE FOR WRITTEN SUBMISSIONS  
IS MONDAY 12 NOVEMBER 2007**

Rev Hon Fred Nile MLC  
Chairman

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NORTH SHORE TIMES, Friday, November 2, 2007

## Super-efficient, kind, outstanding care at RNSH

I AM a senior who has just undergone major surgery for breast cancer via the public health system at Royal North Shore Hospital and I have been overwhelmed by the efficiency of the doctors, nurses and the whole system.

The pre-operative care and education was faultless. I was allocated a breast cancer specialist surgeon and the surgery and in-hospital care were absolutely five star.

After the operation, the assistant surgeon, with the registrar, saw me three times in the first 24 hours - and every morning following.

In three days I was also seen by my surgeon, a social worker, a physiotherapist, my breast cancer co-ordinator nurse and APAC, to arrange for care at home.

The nursing staff in the '23-Hour Ward' were super efficient, with a kind and dedicated attitude. I was

then attended every day by an APAC nurse at home for 10 days plus two visits by a physiotherapist. This is in addition to five outpatient visits at the hospital in the past two and a half weeks.

I cannot understand why so many people complain about this hospital and I am angry that the staff - who are all underpaid - are being made to feel so unappreciated.

And worse still is that all this bad

publicity will turn away young people from wanting to enrol as nurses and health care professionals, when we are so desperate for new recruits.

For every person with a genuine complaint there must be 1000 patients like me who have been fortunate enough to be part of the Royal North Shore Hospital system.

Julie Teague  
Willoughby