INQUIRY INTO OPERATION AND MANAGEMENT OF THE NORTHERN BEACHES HOSPITAL

Name: Dr Caroline Rogers

Date Received: 14 June 2019

As a GP who has worked on the Northern Beaches for the last 15 years I have first hand experience, and have heard from many hospital staff and patients, about the effect the opening of this hospital and the closure of Manly and Mona Vale hospitals have had on our local community.

My particular points of concern are;

1. Poor communication that we as GPs have with the hospital. No discharge summaries for the first 6 months of operation, fax machines not working, information not being shared.

2. The lack of public facilities available to patients. Patients being told implicitly or explicitly that the only way for them to access care is to do so in the private sector. Patients who believe that they are being treated as public patients, both in the hospital and in the GP clinic attached, being sent bills for hundreds of dollars after their discharge for pathology services.

3. The lack of publicly funded out patient services, which GPs are able to refer to. We lacked outpatient services for the Northern Beaches in key areas eg gastroenterology, ophthalmology, orthopaedics, prior to the NBH opening, and there had been a hope or expectation that these would form part of the services offered at the new hospital. However this has not been the case, and we have lost cardiology and neurology clinics which GPs were able to refer to at Manly and Mona Vale, and now find there is no provision to do so at NBH. Patients are suffering due to the lack of publicly funded outpatient clinics.

4. The lack of oversight and public accountability of the services being provided and the efficient use of the tax payers money.

5. The effect on staff (both clinical and non clinical) of the transition to NBH. The lack of preparedness and transition arrangements have have significant, lasting effects on individuals who had worked at Manly and Mona Vale hospitals for 20 years or more.