

INQUIRY INTO OPERATION AND MANAGEMENT OF THE NORTHERN BEACHES HOSPITAL

Name: Mr Richard Liverpool

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Good morning

On 12th June 2019 I had double knee surgery at The Northern Beaches Hospital.

From admission to pre-operation care in Day Surgery to post operation recovery, I had a fantastic experience. From the friendly administrative staff, to the nurses everyone was brilliant.

After speaking with the Physiotherapist in recovery, it was decided that I should stay the night as I live alone on the 3rd floor of my apartment block and would struggle with the 44 stairs.

I was admitted to Room 27 in Ward 5B in the Private Hospital. The room was clean, quiet and comfortable. The care I received that night and the following day from nurses and Occupational Therapist was thorough, professional and friendly.

Since then, I have visited the Physio at the Medical Centre and again, cannot speak more highly of my experience.

I know there has been a lot of press about bad news stories so I thought I should attempt to balance the argument with a good news story.

Thank you for everyone involved in my stay at our fabulous new hospital.

Richard