

## **INQUIRY INTO OPERATION AND MANAGEMENT OF THE NORTHERN BEACHES HOSPITAL**

**Name:** Ms Britta Hüttel

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I was a patient for 20 days in February and early March 2019 (15.2 to 4.3.19).

I was admitted via ambulance from my doctors office in Dee Why, and received by a very competent team in the ED as soon as I was wheeled in.

I entered as a public patient, although, as it happens, I do have medical insurance.

As I was very ill (pneumococcal pneumonia, as it turned out), they immediately called in doctors from the ICU, who informed me that they'd start me on medication straight away, but if I did not get considerably better by the next morning, they'd have to put me in a coma.

And that's what happened, although I have no recollection of that or of course the following days whilst I was unconscious.

I do know that not only did I receive the very best medical care - they literally saved my life twice in the first 48 hours, when firstly I didn't react as would normally be expected to the medications given, and then when sepsis set in - but they were very kind and considerate towards my family, making this very scary situation easier for them by taking the time to explain what was happening and how, hopefully, I would recover.

Also, my Danish brother, who, although now retired, has worked for many years in his role as a professor of anaesthetics at a university teaching hospital, was accommodated by speaking to my treating doctors in ICU on the phone several times, so he could reassure my family further, cutting through the medical terms for them.

After being extubated and brought around again, I spent another few days in ICU, and was then admitted to Ward 6C for a few days, before, with the help of all the NBH staff, being discharged to Manly Waters Rehab Hospital as an in-patient.

Even on the ward, I was very well looked after, being seen by ancillary staff (PT and OT), a dietitian, a neuropsych specialist (discussing if I had any mental trauma from being in the coma), a respiratory specialist (who I still see now) and a number of the ICU doctors still checking on my progress.

So, my experience of NBH was a positive one for the entire time, much as it was also traumatic to go from a completely competent adult, to someone needing help with just about everything!

My only complaint would be that the food was not very appealing, but I thought that was a small worry, compared to what I went through and survived with the help of such competent staff.

As needed, please feel free to contact me by phone or email

Kind regards,  
Britta Hüttel