

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

Name: Name suppressed

Date Received: 9 July 2019

Partially
Confidential

I am concerned that there is a failure to follow standard procedures such as safe discharge, adequate risk assessment for falls/heart attack and lack of care for chronic, complex and vulnerable patients and failure to create adequate patient file notes.

My husband and I have had 2 interactions with the ED.
The first on March 15 concerned my husband,
The second on May 9 concerned me.

I have lodged a complaint regarding experience and we will be attending a mediation next week, I'm not sure if this complaint automatically gets to this committee apologies if I'm doubling up, but I thought the committee may benefit from our experience. Attached is my complaint regarding lack of care. Please note that the reason we are proceeding to mediation is that the hospital denied some of what reported and my aim is to let the staff know that I do not feel confident about returning to this hospital - I would rather drive him to either RNSH or St Vincents than call an ambulance and risk him going back to NBH. I'm attaching the complaint I made for

My own experience relates to the lack of any file notes being made about my time in ED and not being given the scans or reports from the admission until I contacted the Customer Service Manager who then forwarded the CT Angiogram report to my cardiologist 10 minutes before my scheduled follow up appointment a fortnight later. Thank you for your time.