

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

Name: Name suppressed

Date Received: 11 July 2019

Partially
Confidential

The letter below was delivered 5/7/19 by me in person to the Concierge at the Northern Beaches Hospital. When I commented I wanted to deliver it in person to the Head of Nursing I was told I would require an appointment. I was told that I could leave it there in the mailbox which they pointed out had not been distributed yet. Today 11/7/19 I have not had any return correspondence.

Head of Nursing

Northern Beaches Hospital

2/7/2019

Dear Sir/Madam

I am writing to you concerning my recent admission to the Northern Beaches Hospital. See copy attached re my admission details.

First of all I would like to say that I found all the staff very friendly & professional. The following is not a complaint particularly of staff members unless they have said that they were going to do something but haven't. My complaint is regarding the failed processes to be prescribed medication on 2 occasions.

1. On Saturday 29/7/19 I had asked the nurse for some more Panadol for a consistent headache I'd had since Friday. She suggested maybe something a bit stronger as the Panadol did not seem sufficient. I mentioned that I did not want Endone as I had had a bad reaction in the past. She suggested Ibuprofen & I replied that I didn't think that was ok due to my blood pressure medication. She then replied that she would speak to a Doctor & chart something up. This was perhaps around midday. Assuming that this had all been followed up I think approximately 8 pm I asked for something for my headache & was told that I could have Panadol. I mentioned that I had been told that there was to be something stronger. The nurse checked the records & returned to say that there was nothing ordered. I took the Panadol. Approximately 12am I then complained (quite strongly) that I needed something stronger for this headache as I could not deal with the pain any longer. See enclosed picture of My Patient Care Board. I was told that they could not administer anything stronger. I was given another 2 Panadol. I approximately had 4 hours sleep.
My question is was the medication ever ordered & if so why was it not available when requested?

2. On Sunday 28/7/19 I was still awake at around 10 pm that night & I asked the nurse if I could have something to help me sleep. She organized a medication which from memory did not arrive til maybe 12 midnight. The nurse commented that she would organize to order the medication as ongoing so I would receive it if needed each night. The next morning I asked the nurse now on duty if the medication had been ordered & she returned to say no & she would order it. I then asked the nurse on the next shift approximately 6pm if I had a sleeping medication prescribed for tonight. She returned to say "No" & she now said she would ensure that it was ordered!! She even came back to confirm this. Prior to her leaving for the day she commented that the paperwork was ready for a Doctor to sign.
Again assuming that all was ok I waited till about 10 pm & went & asked if I was to be given something to sleep tonight. After checking the nurse said there was nothing allocated. I was dumbfounded. I was so angry. At first it seemed that nothing was going to be done about it. Eventually I was told that a phone order was not being allowed & that I had to wait till after

11.00 as there was a Doctor shift change at 11.00. I received the medication some time after 12.00.

Both nurses from the previous day were again rostered on for Tuesday & without my prompting both insisted that they had ordered the medication. My question is the same as the one above! I would have to insist that there is a definite pattern between the two issues above.

3. This matter deals with the issue I found with my medical history & occurred both in Emergency & in the ward. I found that I was having to recall my medical history (which unfortunately is becoming extensive) to a number of Doctors & Nurses. My assumption that with the "My Health" program that my medical history was available. For me to try & give a date when I had my 5th stent & what sort of stent (all coronary) is not something that I should have to recall. The facts should be available & will also be correct.

I would appreciate an explanation regarding this matter please.

Again I would like to reiterate that the staff are great & I had some good laughs. My concern is that the NBH has a fairly poor reputation in our community. I have had friends prior to mentioning the issues above as to why I went there in the 1st place. I live about 2 km from the hospital & feel that I should have full confidence in being able to use it.

My reason for this letter is to bring attention to my above experiences. They were not life threatening obviously but regarding patient care & comfort was well below acceptable.

I look forward to a prompt reply on all matters please,

Regards.

I hand wrote my email address on the hard copy delivered 5/7/19.

Supplement added 11/7/19 on insistence by my GP.

This matter was not addressed in the above letter.

This subject relates to my experience in the ER 28/6/19.

I was called into the ER by a Doctor & asked to lie down on a bed. After some consultation he then proceeded to attempt to cannulate me. The 1st attempt was in the area of the inside elbow of my right arm but was unsuccessful. The 2nd attempt was the top of my right hand. This was the sight of where a cannula had been inserted for the endoscopy 2 days prior. My hand had signs of bruising & also a small scab where that cannula had been inserted. I explained the above but he still attempted to insert a cannula in this area without success.(this hand was completely bruised for a week later).

At this point a nurse came in & took over. She then attempted to cannulate where the 1st attempt had been tried. She seemed to take a bit of time & when I looked down there was quite a bit of blood on the bed. Another nurse appeared & commented on why the blood on the bed & the 1st nurse replied that she had actually punctured the artery. There were comments such as that had not been done before & was unusual.

The 2nd nurse then cannulated my left arm on the 1st go!

As the two nurses & Dr discussed what had happened the Doctor mentioned that he was still basically practicing cannulas & needling as he was from Brazil & in Brazil it was Nurses that did this generally & he had not had been trained.

The 1st nurse that punctured the artery had only been in Australia since January 2019.