

**Submission
No 74**

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

Name: Mr David Loomes

Date Received: 21 July 2019

I have been a volunteer with the Northern Beaches Hospital for almost a year.

Starting before the opening I was involved with assisting with the orientation of the new staff to the new Hospital and equipment.

In the position I spoke with staff transferring from Mona Vale and Manly Hospitals and on the whole found that they were very pleased with the new and modern facilities. The only complaint that arose was their concern with their salaries after the initial 3 year agreement expired.

Since the opening I have largely been on the concierge desk and escorting patients to the day of Surgery and Emergency.

In this position I have had considerable dealings with the public both patients and visitors and have on the whole found all to be very pleased with the new facility.

There may have been some early problems associated with the new layout and equipment but from my experience at the Hospital there are now very few complaints.

There may be some decisions made higher up in the organisation to do with planning and implementation that could have caused some problems but these seem to be now being rectified. My personal complaints are only with the design of the layout of the new Hospital. There is considerable distances between the car park and the Emergency, Outpatients and Medical Imaging departments.

Also the entrance to the Hospital is not well protected from adverse weather such as wind and rain.