

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

**Name:** Name suppressed

**Date Received:** 27 July 2019

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Partially  
Confidential

To whom it may concern,

I am writing to you in regards to my experience at Northern Beaches Hospital during my pregnancy, birth and after care in March 2019.

I had an emergency c-section after my waters broke two weeks early (earlier than my booked in csection for our breech presented baby).

In brief point form my concerns from my encounter and care I received at NBH are as follows:

- Lost test results on three occasions
- Insensitive care and judgement by nursing staff during pregnancy and after birth
- Staff were aware of my previous mental health history, I have had depression before, years ago, and staff were aware of this during my pregnancy consultations and stay at NBH, however I was discharged I feel earlier than I should have been (under 72hours), despite voicing my concerns, being in constant tears and severe pain and being sent home with strong pain medication and a suspected infection, which was not resolved on discharge.
- My husband and I had to constantly chase tests, ask for extra scans and tests to do with my pregnancy, such as monitoring my low blood pressure, low platelets, which were constantly dropping, pre-eclampsia risk, breech presented baby and my petite size.
- The staff eluded to my baby being a 'difficult baby' who was too hard to settle or deal with, and at one point offered to take her so I could rest for a while overnight after having major surgery, but brought her back and placed her in bed with me, saying there was nothing they could do for her and to basically suck it up and get used to this difficult baby, as I was going home soon.
- I had to return to NBH twice after discharge due to the pain and suspected infection not getting better. It was then I was advised my results were lost and had to stay another night in the Maternity Ward.
- On both occasions the maternity ward was understaffed.
- The night I returned to the ward, a week later, my baby and I were basically left alone at the end of the ward.
- My last day at NBH prior to discharge my husband and I had to chase my missing results, we still hadn't had our baby's hearing tested, we hadn't been shown how to bath her, we had to chase and remind staff about a physio coming to see me before I left, remind them I wanted to talk to a Doctor once again about my pain concerns and also try to see a psychologist as well. It was a massive rush to cram everything in as I was told very firmly 'you ARE leaving today'. The ward was not full, they didn't need my bed, so why push a new mother out who was clearly not ready to go home, mentally and physically.

All of these things I feel contributed to the downfall of my mental health in my baby's early weeks and months and the need to rely on my family heavily for support, whilst they were still having to continue their work commitments. The experience I had at NBH deeply impacted myself, husband and family, especially my mother, who was extremely concerned for my mental health and the welfare of my family unit.

This experience has tarnished motherhood for me, it has affected the way I saw my longed for (we struggled to fall pregnant and had to have fertility treatment to fall) baby in the early months

and continues to make me feel guilty, sad and disappointed. An experience I hope no other mother or new mother and family has to through.

Please do not hesitate to contact me further for my full experience.