

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

**Name:** Name suppressed

**Date Received:** 28 July 2019

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Partially  
Confidential

Dear Sir

I am writing this in regard to the treatment my mother at NBH.

I found that the care, treatment and attention in emergency excellent.

Mum was a patient there 3 times over a 6 week period.

On each discharge the pharmacy was totally inept and were unable to do their duties on time.

When a patient in ward 4C the staff and treatment of my mother was commendable.

The system failed us in ward 6C which seemed to be a reflection of one particular Sisters attitude which influenced younger staff members.

Mum was released from hospital unwell and with an unstable INR level.

It was assumed that she had lost confidence and was malingering.

Mum deteriorated overnight to return to hospital the next day in extreme pain.

She was readmitted to 6C with the instruction for pain relief.. endone and INR management.

The following day I found the sister refused to give mum her prescribed pain relief and lied to me about it being "written up". 2 days later it was found mum was critically ill with 2 bleeding blood vessels. I witnessed staff bullying my mother and ignoring her need for aid. This changed once they realised she was genuinely ill. To be told by staff on arrival to a ward that "You shouldn't be in this bed the lady who was still needed it more" is appalling. I felt the communication between staff dreadful. Also just general knowledge of visiting hours etc is unknown by staff. The nurses seem unable to look at the bigger picture of a fragile ,scared 93 year old woman ,whom is mentally alert, being witness to her own maltreatment.

Regards