

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

Name: Name suppressed

Date Received: 28 July 2019

Partially
Confidential

I have had 3 occasions that I or my wife have used the hospital:
I had simple elective surgery as a private patient, and my wife has twice used the emergency service.

My private elective surgery was satisfactory.

Both of my wife's visits were disappointing. The first time she presented with breathing difficulties and chest pain. She underwent a number of tests but was discharged with no treatment or follow-up plan. A few weeks later she was sent for chest x-rays by her specialist, and the radiologist found blood clots in her lungs, and immediately sent her back to the hospital.

Once again she had many tests (including repeating the x-ray) and was at first told that no treatment was necessary. On expressing concern, she was given treatment and discharged. Once again she was not told what to expect in the future, and no follow-up consultations were arranged. She had to consult our GP to get a referral to a specialist. This process took considerable time, and a number of weeks were lost before a full treatment plan was in place.

Both times she left the hospital without a full treatment plan, and without being told what to expect in the future or how to proceed. As her symptoms had not reduced, she was extremely anxious, and had little confidence that her illness had been addressed. As she then had delays before she could see a specialist outside the hospital, she felt isolated and panicky.

Overall, her experience was that the hospital had no interest in her long term care, but simply wanted to get her out of the hospital as quickly as possible