

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

**Name:** Name suppressed

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Partially  
Confidential

A topic you may not have come across is the interaction between Northern Beaches Hospital and two local services run by the Health Department's Northern Sydney Local Health district. These are the Northern Sydney Home Nursing Service (NSHNS) and the Acute Post Acute Care Service (APAC). Both of these services are impacted by the new arrangements and the staff in both have to work around this a lot.

When we had government hospitals in this district the staff of those two services could access the patient records when necessary. They can no longer do this directly. There are several other areas where things are pretty broken too.

One example of the problems here – when patients are discharged from hospital and arrangements are made for the community nurses to visit the patients at home they used be able to access the discharge summaries directly and any further information they needed as necessary. Now they might get sent a discharge summary several days after they start seeing the patient. Also they can't access the information in the hospital's system about the patient. A solution to this was promised even before the hospital opened but nothing has been delivered to date.

One of the main reasons community nurses visit patients is to ensure dressings and medications are being handled appropriately. Clearly this could lead to problems. They ending up having to spend additional time and effort to contact the hospital and/or GP to find out exactly what the situation is.

Another example is the APAC team – they often need to get blood tests done for patients. They used to be able to take these to Manly or Mona Vale for quick results. Now I understand they can only use Northern Beaches hospital during weekdays/office hours. The alternative is they have to take the blood to RNSH's lab to be processed. This is a huge time waster for all concerned.

The information I provide here is second hand from an employee so it will need to be confirmed as I may have misinterpreted some of the things I was told. It is also possible that some of these issues have since been addressed but I don't believe so.