

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

Name: Name suppressed

Date Received: 28 July 2019

Partially
Confidential

Thank you for the opportunity to make a submission. I was a patient at Northern Beaches Hospital earlier this year. I was admitted to the emergency department where I received good medical attention. I was transferred to a ward after 12 hours in emergency as a private patient and remained in hospital for a few days. This time was incredibly distressing due to a combination of things: apparent indifference by some staff and on one occasion serious aggression; non-existent communication about procedures and medication that had been ordered (or not depending on whom one asked) which involved waiting for hours for procedures or medication that hadn't been booked although assurances were given it was all under control; a general lack of coordination and basic care. I missed the water jug delivery one day and that was it - the tea person didn't do water, the various nursing staff were too busy and so on. It was a very distressing experience and the next time I had to visit emergency, I did not return to the Northern Beaches Hospital. While I understand that the new building had its teething problems (a bigger operation than either Mona Vale or Manly, technology, new systems and processes, many agency staff who were not appropriately inducted), the lack of respect and care for patients should not be excused - after all the purpose of a hospital is to provide care for people who are ill.