

**Submission
No 192**

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

Name: Mr Paul Davidson

Date Received: 24 July 2019

The Director,

My 22 year old son has recently being diagnosed with Ulcerated Colitis out of nowhere and prior to the Northern Beaches Hospital opening he had to be admitted to Mona Vale Hospital, to which I assume you are fully aware of the condition of the building and facilities , the doctors and nursing staff were fantastic to my son who has been admitted two times for 5 and 3 days respectively in a very sick state having lost 15kg in two week, their care was exceptional, the conditions they worked in were third world.

My son has also been admitted twice to NBH since its opening and from memory the first time was only a day after it opened, the building and amenities are out of this world, he was admitted around 2am on the first occasion via Emergency and the care and compassion he received was something to behold they were beyond excellent, the second time was a few months later in the afternoon and again exceptional standard of service, facility and care.

As above I find it extremely disappointing that some small minority of people seek to criticise the hospital and its staff for such minor items, I recall an article in the Manly Daily advising that they were unable to get a Panadol when it opened, I would say look around at the facilities and care you are receiving from the staff, Doctors and Nurses, they are working their hearts out and the tiny minority of people want to complain about absolutely insignificant items and to make it worse the media makes it front page , there is no news on how many people have been saved but a full page on “No Panadol” and guess what now we are spending millions on this investigation, once again the 1% minority win again, so rather then put the money into health its put into hearing minor complaints and sure there may be some major ones eg there was an operation which removed the health leg or organ which I fully understand needs investigation, but as per my experience my personal experience has been the best ever for a hospital.

In conclusion the majority of complainants are coming from the Mona vale and Manly Hospital areas where they don't want to lose the service next to where they live and I fully understand it and personally believe that the compromise may be to have a small emergency ward at both but not for sore fingers, broken arms, cut toes or other minor items but for Life and Death Emergencies.

I can only pass on my comment on my personal experiences and they are absolutely extremely positive and I can only thank the staff for the care they showed to my son.

Many thanks