

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

**Name:** Name suppressed

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Partially  
Confidential

Hi

I'm sending this on behalf of a former patient and another recent visitor to emergency

1.

9 month baby taken to emergency with breathing difficulties x 4 in 5 weeks Drs could not agree on diagnosis and twice sent home with a "virus" to recover at home On the 3rd time baby with increased breathing difficulties did get admitted but it took 10 hours for a bed even though many beds on ward were not filled.

Baby sent home less than 24 hours with some treatment but quickly got worse again On 4th hospital visit after another admission to ward the attending dr was concerned as to why this baby was sent home previously without effective treatment plan ?

Dr also commented no discharge summaries available for previous visits.

On observation many beds were empty but staff put another distressed child in same room so sleep or rest was impossible for mum or bub and made it very uncomfortable for other family - our mum and bub had to ask to be moved.

Of course this happened during the night and early hours of the morning.

Baby was taken to Acute Care at Mona Vale Hospital before being sent to NBH and they were helpful but this centre needs an observation bay where patients can be monitored.

This could lessen need for transport to NBH and the need to sit waiting in emergency .

The emergency room is so tiny and emergency parking is usually taken up so you have to go in to car park which is really difficult to negotiate especially when you are concerned regarding a sick person

There doesn't seem to be any organised system for triage and "next " is called out - on one occasion a man was noted laying on the floor vomiting - why was he not given a bed and privacy - apparently he was "public" patient ?

2.

Another person has told me she had to "beg" for a MRI to be performed as she had been in constant back pain for days Dr told her she would have to pay for it - on questioning this he told her management weren't approving any for public patients .

Unfortunately this child will have to be taken much further to another hospital if she needs more treatment as her family is not satisfied this hospital can provide the best care she needs

I hope this helps - it's so disappointing