

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

Name: Ms Mavis Bickerton

Date Received: 28 July 2019

To whom it may concern

I am writing to register my dissatisfaction with the manner in which the Northern Beaches Hospital was opened and the confusion with the ongoing management of what should have been the "jewel in the crown" on the Northern Beaches. As a resident of the area I found it hard to understand why two local hospitals were closed in the same week as our new hospital was opened. Big mistake as both staff and patients were confused and also put at risk. The outcry on the closing of Mona Vale was justified as many of the patients blocking the A&E at the present would have previously gone to their local hospital and only if it was required be transferred to North Shore hospital. I have also concerns about the overworked nurses who are subjected to abuse at not being able to give the care they were educated to do. I understand that the hospital employs a large number of agency nurses which does not promote continuity of care and puts both patients and nursing staff in a stressful situation when there is a new nurse on every shift. The Northern Beaches deserve a level 5 hospital but they had hoped to have been provided with services both private and public normally provided by a hospital with such a high rating. I am concerned that local residents are opting to travel to PA or North Shore to feel sure they receive the treatment they deserve. My husband and I live in a retirement village and the ambulance is called on a regular basis for injuries which do not require then to wait hours in the A&E at the Northern Beaches only to be discharged the same day. Before the opening and the closure of Mona Vale these patients would be taken to hospital either by local ambulance or private car, a diagnosis would be made and treatments commenced and if necessary be admitted for observation overnight knowing that their relatives could visit.

Only today my husband was called to help a disabled wife to pick up her husband who had fallen in the lounge room. The wife was very anxious and worried that if she called an ambulance he would be taken to hospital and she wouldn't be able to contact him.

Please be assured that I am supportive of progress in the health care system in which I have worked for 50 years but do feel that what is happening at the moment needs to be resolved. Local hospital could be triage centres with overnight stays also outpatient services for the needs of public patients. I wish your committee every success in your deliberations.