

**Submission  
No 220**

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

**Name:** Mr Simon Lyon

**Date Received:** 31 July 2019

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Dear Sirs

I write in answer to the recent request for submission in mind and the almost constant nay saying and criticism of this hospital

There are always gripers in the community, and giving them an opportunity to voice their opinions is adding fuel to the fire. There is NO fire and so much made of the few complaints that have followed this hospital's opening in October 18

I have been involved with the Hospital since its opening as a Volunteer; I am probably one of the youngest volunteers, of which there are 80, and my role is evolving monthly; currently I serve the community in the Emergency Department.

There I see first-hand the various issues that are aired by dissatisfied people; in the most part these are minor and petty complaints. Some people as I mentioned above just love complaining; it's in their DNA. My role is to try to ensure that the whole patient/family experience is a tolerable one and that the communication levels are kept high and ensure that each patient/family member is looked after to the best of our ability. I believe from my experience that this occurs in 90-95% of the cases.

Mostly the people complaining are those without what I call severity issues, in that their illness is NON urgent and could simply be better treated at a GP's surgery; it is too easy to turn up at Emergency Departments and get free treatment when really they should visit their Doctor. Of course sometime thee practices are fully booked so appointments cannot be made on the day in question.

As these people sit waiting to see a Triage nurse before being assessed by a doctor in ED, they are placed in a queue, which obviously can grow as the day goes on as more urgent cases arrive; these people are then pushed back in the queue and then start complaining about how long they have had to wait. The facts are that this is an EMERGENCY service where ambulances arrive constantly bringing in really serious cases, which obviously take priority over considerably minor injuries or infections. Rarely do these complainers accept their fate.

Others do of course and we have had many really positive remarks about how patients/family members have been treated. Observe the Manly Daily Letters page and there are 4 to 1 positive vs negative articles, each week.

Many of the complaints are so out of date that they are irrelevant; the changes that have been effected at the Hospital both in staff and administrative changes since inception are enormous, and it is the Hospital's ambition to constantly raise the bar.

For people like Matt Secord who probably has only heard third hand what is "wrong with NBH" without even stepping into the building is a typical example of a waste of tax payer's monies on an enquiry that will stoop to the gutter press and another minority group of whingeing people.

By all means let's have a review of health services throughout NSW and the Nation; let's not have a witch hunt but a constructive series of processes that raise the bar for medical services.

I believe that asking individual paid employees in the hospital to voice their own grievances is totally wrong and will only add to the sense of whistle blowers in every ward, that has crept in since this ridiculous enquiry was called.

Make the politicians come here and take a look around; interview patients who have been looked after and whinged, but also take a straw poll of those who have had a wonderful experience at the NBH. I am sure that you will find that the latter far outweigh the former.

I for one will be asking how much the Government intends to spend on this project and how much of that money could have been better spent improving services and equipment for patients

Thank you for listening