

Attachments:

Letter to Health Minister Hazzard - address removed .docx

From: jamelle wells

Sent: Friday, 15 October 2021 12:17 PM

To: Portfolio Committee 2 <PortfolioCommittee2@parliament.nsw.gov.au>; Vanessa OLoan <Vanessa.OLoan@parliament.nsw.gov.au>


Subject: Health outcomes and access to health and hospital services in rural, regional and remote New South Wales - Post-hearing responses - 10 September 2021

Dear Vanessa,

(Secretariat - Transcript corrections redacted)

*Attached is a sample of correspondence requested by the committee and a SMH story on the correspondence. For privacy reasons, I have removed my address from the correspondence.

<https://www.smh.com.au/national/nsw/incredibly-distressing-minister-intervenes-over-patient-death-and-bungled-records-20200806-p55jac.html>

	<p>'Incredibly distressing': Minister intervenes over patient death and bungled records - SMH.com.au</p> <p>An investigation is under way into the death of a man whose family were given the wrong medical records and claim he suffered "Third World conditions".</p> <p>www.smh.com.au</p>
---	--

□

I am mindful the committee has been sent a large amount of material already, so have nothing to add at this stage. I wish them well for the remaining sitting days and thank them for their hard work.

Attention to the regional health crisis in New South Wales is long overdue and I look forward to the inquiry recommendations.

Kind Regards , Jamelle Wells.

July 29, 2020

The Hon. Brad Hazzard, Minister for Health and Medical Research
Mr Ryan Park, Shadow Health Minister
Mr Roy Butler, Member for Barwon

Dear Minister Hazzard,

RE: Dubbo and Cobar Hospital 'Inquiry'

I draw your urgent attention to an email I received from Western NSW Local Health District (WNSWLHD) on July 24, 2020 about your public undertaking to investigate horrific patient experiences at Dubbo and Cobar Hospitals.

After concerns were raised in the Sydney Morning Herald (SMH) by Shadow Health Minister Ryan Park and Mr Roy Butler, Member for Barwon, you stated in the SMH on May 20, 2020 that you directed the WNSWLHD to conduct a review of patient experiences and to report the findings back to you.

On Friday July 24th, 2020, I received an email from the WNSWLHD stating that the concerns I raised with your Ministerial review team about the substandard care my late father Allan Wells received have been excluded from the report.

The excuse stated in the email from Director of Quality and Clinical Safety, Adrian Fahy was 'It was not possible to delay the submission of the report.' His statement is a complete contradiction to what I was told during my recorded meeting with two members of your Ministerial review team on July 9th, 2020.

Despite working on this review since May, your team did not schedule a meeting with me until 2pm Thursday July 9, 2020 - just one working day before they were due to report to you on Monday July 13, 2020.

When I asked for confirmation at the meeting that my concerns would be included in the report to you, Dr Clare Skinner and Dr Melanie Berry stated that because they were serious concerns that needed to be addressed in the report to you, the deadline would be extended.

Please note that the meeting was recorded (by consent of all present) and I had two observers with me. My concerns were backed by page references in medical records and witness accounts.

I was not made aware of the omission of my concerns until July 24, 2020, which was a week after your reporting deadline.

Some of the many concerns I raised include why Dubbo Hospital staff filled out consent forms to withhold blood and other vital treatment from my father without patient or family knowledge, or any consent ever being given.

Also why there was unexplored, untreated bruising all over my father's body, no record of a doctor reviewing him until 13 hours after a surgery and why a junior doctor was left unsupervised to fail three times at a procedure he had no experience in on a distraught 85-year-old.

I asked your Ministerial review team to investigate why a Dubbo Hospital manager stated in the hospital that my father had to go without food and water on a long weekend because no staff were rostered on, or would be called in, to do a 'sip test', yet the hospital stated in the SMH on May 19, 2020 that staff are always available weekends and public holidays to do the test, with all nursing staff trained to perform sip tests with patients. 'These tests can be performed any time' the hospital told the SMH.

I asked your review team to investigate why my father was not given pain relief the day a nurse wrote in his records that the surgical ward had no morphine, yet the hospital told the SMH on May 19, that there have never been morphine shortages and 'All clinical areas in the hospital have 24-hour access to pharmacy stores'.

There were many other concerns I asked your review team to investigate. I note that the email advising me my patient experience was withheld from you was not copied to Dr Clare Skinner - the only independent member of the team.

As the events I have outlined raise questions of a possible cover-up, Mr Hazzard I call on you to seek the full report from the WNSW LHD that you publicly committed to. A report containing the experiences of all the patients your review team spoke to.

I look forward to your reply.

Yours faithfully,

Jamelle Wells.