

Submission

No 66

INQUIRY INTO THE ROYAL NORTH SHORE HOSPITAL

Name: Mr Tyson Roach

Telephone:

Date Received: 16/11/2007

Theme:

Summary

ATTENTION FRED NILE

RE, Feedback for adapt pain clinic,"R.N.S." group 207, 27/11/06 – 15/12/06

Pre admission interview for group 202 commencing 24th July, admission canceled because pre lead up investigations had not been carried out or a check to see if they had prior to traveling down to Sydney 500KS round trip, postponed until 27th November, Xrays missing from folder, to date adapt still unable to locate,

Some staff did not make themselves familiar with individual's cases, with no compassion and complete lack of understanding by some staff members, As some staff had the worst attitudes and didn't mind badgering or harassing patents to do certain exercises or answer questions with the answers they wanted. One staff member had an ongoing problem with falling asleep during desensitizing and needed to be woken up on family day as the session had gone an extra 10 minutes, Some family members were shaking there heads in disbelief.

Facilities were very "B" rate only limited exercise equipment, When asked the reply was that it needed to be the same as what would be found at home, but not to many people would have a caloric counting bike, a mini trampoline or wobble board. The room was small with no air-conditioning or windows. Lunch that was supplied was one very stale sandwich and an apple that could easily be curved into door knobs without fear of splitting so most bought our lunch, sewerage flooding the toilets and waiting room and an electric jackhammer constantly working on the back wall added to the quality of care.

Follow up 18/1/07

Same quality, an around table meeting that I was asked if it would suitable to have at the follow up had been forgotten about and I was asked if I would be willing to come back another time, [550ks don't think so].

There were only two staff in attendance and the group that did return for the follow up all felt that they had wasted there time as we mainly sat and waited for everyone to be interviewed, We had lunch together and discussed the program and how much we had benefited, it was unanimous everyone was worse and that it was a waste of time and money

Unfortunately the report seemed to be funding orientated, it read that I had avoidance problems with using my arm unless prompted but failed to say that the task asked of was to fold a piece of paper with an arm that has nerve damage even the physio acknowledged that but not the report, Try doing that with no sense of touch numbness burning and limited motor skills but none of this was in the report, Chronic regional pain syndrome is what the physio diagnosed but this isn't in the report either .

The report also said that I missed some sessions but failed to say that this was because there was a jackhammer working on the back wall and although there were numerous complaints we were told to get used to it [desensitize] with the distractions of the room it would be a miracle if anyone's condition improved and as for getting little benefit from the program I had already been doing some exercise and stretches at home, under the guidance of my GP DR CUSSIN.

There were fabrications in the progress report, at no time did I demonstrate tying my track pants, and my name was incorrect on some pages of the report, I wondered why so many things were left out of the report that painted the complete picture such as the trauma from the accident, current medical condition, psychological status, future treatment and what does the future hold?

It would be interesting to see the success rates overall with the program from ten years ago to present as I think it has lost its direction, what started with the best intentions for the patents has been LOST!!!!!!

*Acknowledged
6/11/07
Fredy*