

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

Name: Name suppressed

Date Received: 24 June 2019

Partially
Confidential

From:
Sent: Monday, 24 June 2019 9:42 PM
To: Portfolio Committee 2
Subject: Inquiry - individual experience

Hello

My mother went through one of the most distressing and excruciating situations at Northern Beaches Hospital. Her recent stay was 50 days from 3.5.19 to 21.6.19. The horrific event happened on 21.5.19 and is outlined in red on the timeline below. I was with her throughout this experience and I was shaking with the stress throughout the six hours.

I made a formal complaint to the hospital and the response has been attached below.

Regards

Good afternoon

Thank you for taking the time to both speak to Paula and myself today, as well as for highlighting your concerns below regarding your mothers management at Northern Beaches Hospital. We take feedback very seriously as an opportunity to grow and improve, and your feedback will be distributed to the appropriate managers within the hospital for their investigation and feedback.

In the interim, if there is anything further you wish to add or discuss, please don't hesitate to contact us.

Kind Regards,

Anna

Anna Parnell | Patient Experience Manager
Northern Beaches Hospital

Website www.northernbeacheshospital.com.au
Twitter [HealthscopeAU](https://twitter.com/HealthscopeAU)
LinkedIn <http://www.linkedin.com/company/healthscope>



This email, together with any attachments, is confidential and intended for the named recipient(s) only. If you are not the intended recipient or have received this email in error, you are asked to immediately notify the sender and delete this email and any copies of this email from your computer system network and destroy any printed copies of this email. Any form of unauthorised disclosure, modification, distribution, publication or use of this email is prohibited. You are responsible for the handling of all information once you open the email. You should not print, copy or forward the information without first ensuring that it can be done securely.

From:

Sent: Thursday, 6 June 2019 5:18 PM

To: Feedback NBH

Subject: Northern Beaches Hospital COMPLAINT OFFICER

Dear Sir

I need to make an appointment with you as soon as possible to raise a formal complaint. It's taken a few weeks for me to have the capacity to do this as it's been a very distressing time for my mother and myself. I have been with her for 10 hours a day since her admission on the 3rd May 2019.

The length of time and number of tests over this period have been many and still we're told it will probably be another 2 weeks till there is a prognosis and any treatment for stage 4 cancer. One doctor mentioned Stage 4 in passing with no other details. This is very distressing to hear those words with no explanation at all.

Our main complaint is highlighted in RED below - one of the most horrific experiences I've seen someone go through. There needs to be a change of procedures so no one ever goes through this again - let alone a lovely 83 year old woman.

My mother is here for at least another 10 days but I would appreciate a meeting tomorrow, Friday 7th June. Please email me or send me a text on

My mother is Bed in ward

Regards

- Admitted to Northern Beaches Hospital 3.5.19 under rheumatology team.

- MRI 3.5.19. Not very successful as mum's leg when straightened was 10/10 pain

- MRI 6.5.19. I said she needs a twilight aesthetic to do this properly. Done only with undone and sedatives. Once again 10/10 pain and she was screaming and pushing the button to stop. They pushed further, ignoring her to do a few more minutes of scanning

- Catscan and ultrasound 8.5.19

- We were told she had a spontaneous stress fracture on her hip and they planned to send her to rehab so she could go home. I saw her mobility was still decreasing and pain increasing and insisted they test more.
- They said she had a mass around her ovary but that wasn't a concern and someone at RNS can attend to that later on as an out patient.
- They still wanted to send her to rehab and [redacted] from Mona Vale Hospital came to assess her and refused to take someone so incapacitated.
- Hospital did more X-rays and tests over the next few days. The radiographer insisted that the MRI showed nothing but they finally involved orthopaedics. They were instantly concerned about a shadow on the femur. They suspected maybe cancer and also that the femur was in danger of breaking.
- The doctors did a biopsy of the tumour on her hip under a local anaesthetic. [redacted] was screaming in pain through the procedure.
- The results revealed it was a secondary cancer.
- [redacted] ultimately was confined to bed as they thought her femur would break and on 21.5.19 orthopaedics operated and inserted a rod in her femur to stabilise it.
- **She came out of surgery and back on the ward with 10/10 pain. She was incredibly distressed and luckily I was waiting in her room. I ran immediately to get a nurse. The only thing offered to her were 2 panadol - there was nothing else to dispense. [redacted] was crying in pain.**
- **1.5hrs later they gave her a morphine injection. It did nothing. Half an hour later a second one - nothing. Then a third - nothing. So 3 hours later finally the pain management team and anaesthetist were called and a painkiller IV with a pump was ordered. It took another 3 hours for it to arrive. [redacted] was rolling in total agony for all this time. As her daughter, I found this incredibly distressing - I was shaking and very upset over this ordeal.**
- Since then there has been changing plans. They discovered a mass in her lungs. They said the tumor on her hip indicated gastrointestinal cancer but after a colonoscopy and endoscopy, it revealed nothing. They also said the ovary mass is cancer.
- They booked radiography for this week to shrink the tumour on her hip so ultimately rehab would be possible. She still can't get out of bed on her own and walking is very difficult.
- Tuesday 4th June - the hospital cancelled the radiation saying it needed to be 14 days post op and it was only day 9. I was amazed as it was actually the 14th day. They had their dates wrong.
- They came up with a plan to do a bronoscopy next Tuesday, do rehab in this hospital, then do radiation next week. Possibly go home or to Mona Vale rehab if needed.
- Wednesday 5th June the plan changed. They were going to now do a lung biopsy instead, Thursday morning and follow the plan.
- Thursday 6th June the plan changed. They said they planned on doing the biopsy this morning, then send mum home next week. This was infuriating as she has less mobility than when she arrived. She can't go home as it would be impossible to get into or out of a car.
- She now has a UTI. The catheter was in for around 10 days and this developed 2 days later. She needs to drink lots of water but can't as she is nil by mouth because of the procedure.

- I'm really angry and she can't get out of bed on her own and there is no way I can get her in and out of a car. I told the oncologist, who arrived at 4pm of mum's lack of mobility and he listened. He also said her muscles would have wasted away being inactive in the hospital since the beginning of May. So I am hoping he will now keep her here and send her to radiology from here next week. Apparently the hospital is still waiting for the Tuesday appointment to be confirmed and the following ones for the rest of the week.

- We were told at 4pm that the procedure has been bumped to tomorrow morning. So since fasting from food and drink since midnight, mum can finally have some water. She feels so sick from the UTI and having no fluids has made it worse.

- There is still no diagnosis and we've been told that will take another 2 weeks. It takes that long for the biopsy to be analysed - firstly in Bella Vista then down to Melbourne.

- We were told her stitches from the operation on the 21st needed to be removed on the 10th day. I reminded the nurse today that they hadn't been removed and today was day 16.