

**Submission
No 7**

**INQUIRY INTO HEALTH OUTCOMES AND ACCESS TO
HEALTH AND HOSPITAL SERVICES IN RURAL,
REGIONAL AND REMOTE NEW SOUTH WALES**

Name: Mrs Christine Thomas

Date Received: 23 September 2020

In November 2016 my mum had a fall and broke her pelvis. She was taken to Maitland Public hospital . She had suffered brain surgery and radiation treatment earlier in the year. She was 84 . On the first day of her admission to hospital a resident doctor shocked both my father and myself telling us she would probably die not from the broken pelvis but from being in hospital. My dad and myself visited her every day for the next 8 weeks. She was sent to a neighbouring hospital at Kurri Kurri 3 times and returned twice with infections and delirious and we were never actually told why she was deteriorating so much. She would be very agitated saying she was not attended to when she wanted to go to the toilet. Then she was told she needed to try to walk and was using a walker. .then all of a sudden that was taken away and a nurse said she was never supposed to start rehab yet. So much confusion and no one still explained to us exactly what would happen to her. No communications or accurate ones anyway.

And then it was Christmas we were going to try to get her home just for a couple of hours but on Christmas Eve she apparently had a stroke and was transferred close to a nurses station for observation her confusion level was beyond belief. On the day after Boxing Day I got a call from my dad very upset saying they were transferring mum back to Kurri hospital for rehab. I was very angry with this decision and went straight to Maitland hospital mum was screaming pleading not to be taken back there as she had already been there twice and sent back very sick both times. I argued with the nurse that it should not happen but she said there was no choice as it was about numbers.we were allowed to go in the ambulance with mum and she was crying all the way .even the ambulance drivers seemed upset. When we arrived at Kurri hospital we were met by a nurse who made a comment that surely someone else could have been transferred today.

Mum died two days later she was broken by this stage and made a comment to me that when you get to a certain age they don't care about you any more.I said it wasn't true at the time but ponder that question every day. Mum was a wonderful Wife ,Mother,grandmother great grandmother sister and friend to many I miss her every day. My daughter sent a letter to Maitland Hospital and we did receive an apology for her treatment after an investigation.

Too late.