

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

Name: Name suppressed
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Partially
Confidential

My 88 year old mother went to Orange Base Hospital by Ambulance after breaking her hip she had surgery, after the surgery she was moved to the ward. I stayed with my mum and when the nurse looking after my mum came in to do her obs. I noticed my mothers blood pressure was very low I mentioned this to the nurse and she got another cuff but it was still low. I asked that she tell the doctor as I was concerned. The nurse returned later to take mums obs again and once again her blood pressure was very low I once again said I was concerned and could she make sure to let the doctor know. The nurse returned again no sign of the doctor and again she took mums obs and this time her blood pressure was lower I said this blood pressure is extremely low especially for my mum, this time my mum said yes my blood pressure is always high when I'm around doctors and nurses. I asked when the doctor would be in she said she wasn't sure but he would definitely be in. Visiting hours were over so as I was leaving I once again mentioned that when the doctor came in to please mention my concerns about mums low blood pressure.

The next morning I received a call from the hospital telling me my mum had had a stroke. Long story short they discovered mum had had a heart attack that caused the stroke. Luckily for mum it was mild, they gave her a blood transfusion and put her on Iron tablets. I asked could blood loss and low blood pressure cause the heart attack and stroke I was told possibly but unlikely. Six weeks after, we went to see a cardiac specialist she said mums heart was good I told her mums story and I once again asked could the blood loss and low blood pressure have caused the heart attack and she said most definitely yes. The fact I kept saying I was concerned should have been enough for the nurse to tell her supervisor at least and at best the doctor as I kept asking. Two weeks after my mum came out of hospital my 88 year old father went in with a crush fracture they moved dad to a ward then put him on that strong a pain killer he was seeing things and talking to non existent people I asked the doctor could it be the medication she said no.

The next day he couldn't feed or toilet himself he kept tapping his head and saying it wasn't working. The physio came in and dad couldn't follow simple actions, hop on the bed, lie down. I noticed he was more lucid in the morning then after the medication trolley had been an hour later he would start to see things and talk to the wall again. Three days on my family were concerned my sister and daughter were in tears I mentioned our concerns to the doctor and she said dad had delirium. I thought he was fine when he came in just a sore back. Concerned and frustrated I ordered my father be taken off the drugs. Thankfully dad improved and was moved to a private hospital which we thought would be better but once again he was put on strong drugs that sent him off, then laxatives that gave him the runs then sleeping pills they treated him like an old man who wouldn't get any better. Once again I asked them to take him off all the drugs.

We took dad home he is back to toileting and showering himself walking and doing exercises. Making breakfast getting coffee for himself and mum all things the hospital said he couldn't do. They sent him home on two sleeping pills in his Webster pack each day but didn't tell us. We worked it out when he kept sleeping during the day. The way dad was treated according to many people I have spoken to is common for old people, heaven help people who have no family to keep an eye on them and help feed them and fight for their rights.

I think there needs to be more training of nurses, and doctors need to be more accessible to nurses and all should listen to family members. Taking notes and writing notes is not passing on concerns. I would never want what we went through to happen to another family. My parents thank goodness are both good now.