

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

Name: Name suppressed
Date Received: 8 October 2020

Partially
Confidential

Dear Sir/Madam,

For your Committee Inquiry, I wish to detail some of our experiences with Coffs Harbour Hospital. Experiences for which we still have yet to have our questions satisfactorily answered.

I am the carer for _____ aged 67 who has several major health problems.

During our time in Coffs Harbour, since 2014, _____ has spent time in Coffs Harbour Hospital on a number of occasions.

Serious incidents have occurred on the following occasions.

1. After being admitted to the ER on a Saturday night, I arrived at the Hospital on the Sunday morning to just catch her specialist _____ leaving the hospital. I asked him how _____ was doing. His answer was to question whether she was in fact in hospital as he had not been advised yet the hospital file was clearly marked who was her specialist. He immediately got his team to visit her in the ER. On arrival they found that ER staff were just about to give her drugs that could have further damaged her kidneys.

One must ask why _____ was not informed that _____ was in the Hospital? When I approached the Nursing Unit Manager I was informed that things fall through the cracks. Is it acceptable for a patient's kidneys to be damaged because she was given the wrong medication?

2. _____ file was clearly noted that she had to be given Novorapid insulin prior to her meals. On one occasion two nice meals were delivered without the insulin being administered and the meals were let go cold and taken away. The result was that she was given a sandwich instead of a hot meal.

3. _____ experience in the Medical Ward or Ward C has left a scar on her and she remains very anxious whenever that ward is mentioned. Several incidents there in memory for a long time.

4. When she arrived in the ward she was placed in a 4 bed ward and was opposite a lady called _____. _____ had been sent to the hospital and she appeared to have been made a prisoner. She had the same clothes on for four days and even her underwear was not changed. _____ gave _____ a dress to wear that was brand new and had just been washed. I went and bought _____ some new underwear from Target and _____ refunded me the purchase money.

5. After this all happened _____ was chastised by nursing staff for being unhygienic yet it was the Hospital who allowed _____ to sit there for four days without changing her underwear, isn't this really being unhygienic?

6. At no stage have our questions been answered and we have not been advised of any changes implemented to prevent a recurrence of these incidents.

I am sure there have been other incidents at this hospital.