

Submission
No 57

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

Name: Mrs Ellen Spencer
Date Received: 26 November 2020

Partially
Confidential

CHAIR
Legislative Council Portfolio Committee
2-Health
NSW Parliament
Macquarie St.
SYDNEY

Please find attached a copy of complaint letter and emails sent to General
Manager Manning Base Hospital, Taree over a period of several months.

The complaint is in relation to my elderly mother aged 94yrs being refused an X-ray and sent home with a fractured hip after coming into emergency by ambulance.

24th December 2018

A hard copy of complaint was posted to Manning Base Hospital on the 24th December, 2018.

10th February, 2019

I contacted and was told "They hadn't received it,, they were
having trouble with their mail". The complaint was sent clearly addressed with a return address in
an A4 envelope . A copy was emailed that day and confirmed by phone with they
were now in receipt of my complaint letter.

11th March 2019

Contacted by a by phone saying the complaint had just landed on his
desk....that is a full month to get to his desk.
He communicated to me that he would look into the matter and call the following week. I
received no further contact from the hospital.

15th April, 2019

A copy of email sent for attention is attached. Requesting again a response to
my complaint. I also tried to contact by phone through her assistant a number of
times.

Approximately another 2 months passed with no response. It was then that I contacted the
Health Care Complaints Commission.

It was only then that contacted me by phone, in an agitated state now keen to speak
to me about the complaint. Asking "was I in town now? As she was available."

I advised I would wait to discuss this when the appointment was arranged by the Health Care
Complaints Commission.

The meeting took place on the 22nd July, at 10.30am with
from the Commission.

During the course of this meeting I found to be nervous, unprofessional and
unprepared. Her responses to my serious allegations of neglect regarding my mothers treatment
were "lame, unsatisfactory and at times unbelievable."

I have no doubt had no intention of responding to my complaint had I not involved the
Health Commission. How many more complaints are not addressed.? Manning Base Hospital
has been downgraded recently, has difficulty in keeping doctors and specialists, together with a
bad reputation in the district.

Time for some qualified and professional management to
be appointed in these positions.