

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

**Name:** Name suppressed  
**Date Received:** 28 November 2020

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Partially  
Confidential

Dear Sir/Madam,

I wish to make a submission for this inquiry noting that my Carer might also make a submission because my memory of events is not great.

2010 January

Windsor/ Hawkesbury hospital that told me to go home, insisted I go home, When I was sent to hospital by my doctor . I had had an enormous headache from a fall 4 days earlier and had that morning lost control of my bladder.....

The young doctor seemed to be under duress from the nurse as she went as far as threatening with the police, putting me in a nursing home etc.

They kept me in overnight , eventually in the morning they gave me a scan and found a huge a haematoma in my occipital lobe. If I had gone home, I may have ended up blind or dead.... and I will never know if my sight problem was made worse or not.

Problem... the bossy nurse  
No scans in the afternoon? No MRI machine.

I was sent to Nepean and there a lovely doctor explained I had been sent to the wrong hospital as they do not do any brain surgery there.z

Problem  
Doctors were not insured for brain surgery.

Eventually that day I was transferred to Westmead and managed to survive about 10 days there.

Problem. Westmead  
Old equipment... eg the field of sight machine's hand thing no longer connected to the machine So I had to manually tap and the technician recorded the results as I tapped.

Lack of private quiet rooms.

In 2017, I was admitted to Coffs Harbour Base Hospital in a very weak condition. This turned out to be kidney failure.

Once again I had trouble with a nurse, who appeared to have too much influence on other nurses.

I was treated dreadfully as was a friend I made in hospital.  
I was actually afraid to go back and I was extremely fearful when I had to return in February 2020 for kidney stones and a massive DVT.  
THIS TIME I was treated wonderfully. And that dreadful nurse had gone off to Newcastle.

My friend was actually imprisoned by the hospital. She was terrified..

Now just recently, a dear friends son was left in in waiting room in agony for an unconscionable time with many clots. His mother has the results of the scan done that day but not even pain killers or attention was given for ages and ages.. my friend observed a young boy, also in agony , being taken away by his mother because NO ATTENTION WAS GIVEN HIM and the mother could not bear it any longer.

WORST OF ALL

MY FRIEND...

SHE ENTERED HAWKESBURY HOSPITAL WITH SYMPTOMS SIMILAR TO THE FLU, THEY KEPT HER A WHILE AND THEN SENT HER HOME WHEN THEY COULD NOT GET A NEEDLE IN HER ARM FOR A PARTICULAR SCAN... THEY TRIED 4 times. ... and then sent her home.. NO SCAN..

SHE WAS TAKEN BACK TO HOSPITAL AND DIED... SHE WAS ONLY 60.

Shame on those who sent her home. Shame that they sent her home in agony... she could not talk on the phone for more than a few minutes.

The sons were in shock... I did not appreciate the coroners findings.

I could do little about it because I live so far away.

There are far too many stories of cruelty associated with Hawkesbury Hospital's emergency department...

the previous time I went there, I was given NO attention until I laid down on the floor.