

**Submission  
No 194**

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

**Name:** Mr David Wynn  
**Date Received:** 4 December 2020

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My name is David Wynn, I am 50 years old and I live in a small town in regional Northern NSW. My family access a variety of health services that range from our GP to the emergency department at Tamworth Rural Referral Hospital, Dental clinics and specialist health care as required.

Living in Regional NSW has its challenges but reliable and competent health services should not be one of these.

Our Hospital Emergency department can only be described as a chaotic, overworked and understaffed facility with staff who attempt to offer caring and compassionate health outcomes for everyone in their care.

As a family we have had numerous interactions with the department that at times can only be described as total screw ups and on one occasion resulting in myself having to be revived twice. I had presented to the ED the day prior with blood in my stool and feeling very ill and uncomfortable only to be told by the treating doctor on duty that I had Gastro, go home take panadol, neurofin and aspirin and see a GP the next day. Fortunately after collapsing at home through the night I made it back to the ED the following morning and again collapsed. Later that day it was found that I had suspected duodenal ulcers of a significant size and was basically bleeding to death.

The hospital admitted me to the wards and eventually ICU where over the next 2 days my bloods were replaced at the rate of 2 times the volume of a normal adult. I never expected that a health professional could be presented with a problem, and make such a significant error of judgement. If I had not been in hospital, rather out on a machine, driving a vehicle and I had collapsed and passed away and had to be revived again the consequences for other could have been dire, drastic and even fatal.

Simply put I feel I would have passed away, my children left without their sole parent and the hospital system would have not a worry in the world. To this date the hospital has NEVER contacted me for follow up, they have not issued an apology to me for the incident and I honestly feel that like all machines it has rolled on brushed the issue aside and simply carried on as normal.

This incident is not our first error in judgement by doctors at TRRH we have had broken bones misdiagnosed, severe respiratory infections brushed aside as "just a cold" and the list goes on.

I am sure we are not alone.

TRRH has had one success for our family, BUT this is not the actual success of the hospital itself but that of a keen eyed radiographer, a specialist and a brilliant orthopaedic surgeon in Sydney who removed a large bone cyst from my daughters hip.

It is disappointing that TRRH has never followed up on the progress of this success in diagnosis apart from the regular appointments with the radiology department.

Our use of the Free Dental clinic has been wonderful, the attention to detail and care taken one could not ask for better service.

I believe that from my experience as a single parent and my interaction with our hospital that there needs to be change.

Our hospitals are not a business like McDonalds or KFC, they are a health facility that needs to be offering the best care at every level, fully staffed and without some accountant / bean counter reducing staff numbers and employing interns and students rather than qualified doctors.

My one hope from this inquiry is that no one ever goes through what I went through, I died, I had to be revived, my daughters almost lost their father at a young age due to incompetence within the hospital system that should never ever have been allowed.

That incompetence needs to stop  
The bean counting needs to stop  
The penny pinching needs to stop

We need a system that is kind, compassionate and offers quality of care at every level with competent, skilled and highly trained professionals who are able to make clear concise diagnosis and not ever send anyone home again to bleed out.

I thank the commissioners and the team for their time.

David Wynn