

**Submission
No 236**

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

Name: Mrs Samantha Mcleod
Date Received: 10 December 2020

I took my 3 month old baby to Maitland hospital late at night. We got there around 10:30pm. She had a temperature and I called GP access and they advised me to go straight to the emergency room. We went through triage and I was told she didnt have a temperature and to go out and wait in the waiting room. My daughter is generally a happy content baby so when she spent the day screaming and vomited up panadol I knew she wasn't ok.

We then waited 3 hours in the waiting room for it to be our turn with a screaming baby. After we got called through we then sat in a hospital bed for another 3 hours before a doctor or nurse saw us. I think she had 1 set of obs done when we were first brought through from the waiting room. We were in a normal 4 bed area (not a paed's section) and the 2 people opposite me got seen and discharged before we saw a doctor. My daughter was crying the whole time and no one came to check on us.

At roughly 3:30am I buzzed a nurse to see how much longer it would be. I timed them and it took 11 minutes for someone to come and I could hear the nurses saying to each other "do you have bed 13? No I don't." After 4am a doctor finally came and he didn't know why we were at the hospital as he told me there were no notes in her file. He did an examination and I asked a few questions and we were discharged.

Over 6 hours for a baby to be seen by a doctor.