

Submission  
No 299

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

**Name:** Name suppressed  
**Date Received:** 12 December 2020

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Partially  
Confidential

We have had a life changing experience within a rural hospital in NSW, where an operation was performed, where the surgeon, who is well known for many surgical mishaps, has caused a life changing incident. due to this occurrence and my husband being discharged, then having to return to hospital due to a situation occurring post op stages, it was only then that the staff, after we refused to return to the Armidale hospital, sent us in a road vehicle driven by myself, to go to the John Hunter hospital. IF WE WERE SENT THERE IN THE FIRST PLACE, MY HUSBAND WOULD NOT NOW HAVE A DISABILITY.

The rural doctor, once again, who is known in our district for many incorrect outcomes of surgery occurring, informed us that we had no choice of other hospitals, after we informed him we were concerned about him doing the surgery.

When we arrived at the John Hunter Hospital, surgery was redone, and the difference in the professionalism and whole approach was like chalk and cheese.

My husband ended up having a pick line put in and we were sent back to our local hospital where it was not a common event to change the antibiotic bag on the pick line. this was carried out in a different way from each nurse that attended to the change.

When we attempted to inform them of how the John Hunter hospital did it and what they informed us to tell them at Guyra, they would not hear a word from us.

We had a sit down around a table with management from the Armidale hospital which we come from knowing that they didn't care about what we had just gone through and continue to deal with today. The care was at a disgraceful, terrible and embarrassing level for such a place that has had upgrades done to it. As a majority of the community in this area will tell you. You can change the look of the hospital and make it all lovely and look modern, but it doesn't change what is inside the hospital.