

**Submission
No 210**

**INQUIRY INTO VETERINARY WORKFORCE SHORTAGE
IN NEW SOUTH WALES**

Name: Mrs Maryrose Zammit

Date Received: 20 July 2023

My dog Cookie was sick. I took him to the local vet who referred him to a specialist vet hospital. Cookie was in intensive care under observation for 4 days and was a happy dog until he had surgery. After his operation we picked him up from hospital. He looked sick, he couldn't stand up, was drooling and looked like he had a stroke. He died in my arms one day after the operation.

The specialist hospital did not do the right thing. They didn't call us when they said they would. The operation was later than scheduled and they didn't explain why. I also think they gave him the incorrect dose of his prescription of Menaston or did not give any medicine. When I asked for the clinical notes it seemed that they may have given him too much but when I got back his bottle of medicine there were no tablets missing. The vets could not explain what they had given him.

The whole process was wrong. We made a complaint to the Veterinary Practitioners Board but they made no finding against the vets. We also went to the NSW Civil Administration Tribunal to recover the \$17,000 we had paid to the hospital for Cookie's operation and other costs but we did not get any money back. We also made a complaint to the Ombudsman who said they couldn't do anything. We were asked to provide an expert opinion but we had relied on the expert opinion of the vets at the specialist hospital. They recommended surgery to prolong Cookie's life, they should not have done this surgery. I have since done some reading which suggests that they should not have recommended the surgery for a dog with Cookie's illnesses.

Drafted by the secretariat with agreement by the submission author.