

THIS FORM MUST BE

BEFORE TRAVEL

05/0 "VEL3"

PATIENT TRAVEL SUB

HE AUTHORITY/PRIORITY



Queensland Government  
Queensland Health

Office Hours: 8:00am-4:00pm, Monday-Friday

Bundaberg Base Hospital, P O Box 34, Bundaberg QLD 4670  
Phone: 07 4152 1222 Fax 07 4150 2019



FAXED  
2/3/04

Please complete this form accurately and do not overstate any medical condition, travel or escort needs. To do so could lead to the inappropriate use of public monies and unfairly disadvantage other patients who may be in more need of immediate assistance.

PATIENT DETAILS

THIS SECTION MUST BE COMPLETED BY THE PATIENT

Surname LESTER Given name NICKI DOB 11/11/62 Gender M/F Title F

Permanent Residential Address [REDACTED]

City/Town Q.L.D. Postcode 4677 Phone No's [REDACTED]

Medicare No. [REDACTED] Veteran affairs/Commonwealth Senior Cardholder YES NO

Centrelink No. [REDACTED] Centrelink Expiry NOV 04 UR No. [REDACTED]

Is your medical condition related to involvement in an accident? YES  NO

Does this travel relate to a Third Party/Workers Compensation Claim? YES  NO

Are you of Aboriginal or Torres Strait Islander origin?

Australian Aboriginal  Torres Strait Islander  Aboriginal and Torres Strait Islander

Non Indigenous  Not Stated  Patient Signature V. Lester

REFERRING PRACTITIONER/MEDICAL OFFICER

Provider No. [REDACTED] Specify Speciality or GP Dr Sailasa VUETI

Address 2 Rafting Ground Rd, Agnes Water

Phone 49949988 (Office) Mobile [REDACTED] Other [REDACTED]

Referring Practitioner Signature [Signature] Date 2/3/04

REFERRAL TYPE: Please tick the appropriate boxes. Give details of speciality involved or/specialities involved or, where a specialist refers to another specialist in a different area (eg. dermatologist referring a to a surgeon)

Public Hospital  Private Rooms  Private Hospital

DR SAILASA VUETI  
2 RAFTING GROUND ROAD  
AGNES WATER Q 4677  
Phon No 2522301X  
Faxes No 2232805

Facility referred to ROCKHAMPTON Doctor referred to MCGREGOR

Status at time of referral Out-patient  In-patient

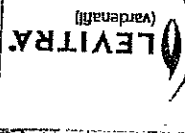
Specialty/Specialities SURGEON

Diagnosis REMAINING PACKING & ABSCESS

Type of treatment/or procedure

AVAILABILITY: tick one box only

- Specialist service not available in local public system - referral to public specialist or private specialist
- Specialist service available locally, but not able to assist in care of this particular case (please give details below of circumstances)



Travel from

Rockhampton

Appointment time 11:00AM

Date 8/3/04

Mode of Travel

Rail

Bus

Motor Vehicle

Air

**Complete only if air transport is requested**

(Please note that each non-essential air transport application submitted for patients or escorts, may delay the immediate funding of rail or vehicle transport for a number of other patients and lead to inappropriate use of public monies)

Medical reasons for air transport to be considered.....

**Escort (non-medical): tick all boxes that apply**

(Please note that each non-essential escort application submitted may delay the immediate funding for another patient and lead to the inappropriate use of public monies)

- Escort considered beneficial or desirable by the patient or referring doctor
- Escort considered absolutely essential during transportation of the patient to/back from specialist medical care (please give details below)
- Escort considered absolutely essential to be accommodated with or near the patient during all or part of the specialist care on compassionate grounds or for necessity in the patient's care (please give details below)

Medical reasons for an escort to be considered.....

Child (ie under 17 years)

Adult: Requires-Oxygen

Sedation

Parental analgesia

Ambulance required YES/NO

Escort full name and relationship.....

**CATEGORISATION: tick one box only**

- Category 1: Urgent - immediate assessment or treatment required (eg. oncology, unstable cardiac conditions, spina-bifida)
- Category 2: Not urgent but prolonged delay may result in serious or significant health Complications (eg. Stable cardiac conditions, benign prostatic disease, large hernias, recurrent middle ear infection in child, scoliosis.)
- Category 3: Non urgent (eg. benign skin conditions, arthritis, surgery for urinary incontinence, easily reducible small hernias cosmetic surgery)

REFERRING DOCTORS ARE URGED TO REASSIGN THEIR PATIENT UP TO A HIGHER CATEGORY AT ANY TIME, SHOULD THEIR CONDITION CHANGE SIGNIFICANTLY

**(OFFICE USE ONLY)**

**APPROVAL FOR PATIENT TRAVEL SUBSIDY SCHEME**

Mode of transport approved

Rail

Bus

Vehicle

Air

None

Patient transport approved

YES

NO

Escort transport approved

YES

NO

Patient accommodation approved

YES

NO

Escort accommodation approved

YES

NO

Comments.....

DMS (or delegate) signature.....

Date.....

"VEL 4"



Queensland  
Government

Queensland Health

*ROCKHAMPTON DISTRICT HEALTH SERVICE*

Enquires to: Natalia Rosenblatt  
Telephone: (07) 49206 208  
Facsimile: (07) 49206 296  
File Number: 152692  
Our Reference: Lester.doc  
Your Reference:

Ms Vicki Lester  
[REDACTED]  
[REDACTED]

Request for Release of Medical Information

Dear Ms Lester

Thank you for your recent request for medical information from your medical records held at Rockhampton Hospital.

Please find enclosed a copy of the following medical records;

- Progress notes
- medical imaging reports
- Pathology reports
- correspondence
- discharge summary
- Operation report

If I may be of further assistance, please do not hesitate to contact me.

Yours sincerely

A handwritten signature in dark ink, appearing to be the initials 'NR' or similar.

Natalia Rosenblatt  
FOI Coordinator/Decision Maker  
Rockhampton Health Services District

3<sup>rd</sup> May, 2005

Office & Postal  
Medico-legal Unit  
Rockhampton Hospital  
Canning Street  
ROCKHAMPTON QLD 4700

Phone  
(07) 49206 208

Fax  
(07) 49206 296

DATE

PROGRESS NOTES

Nasendoscopy performed - by Dr Matthews

- external noted on (L) side

- vocal cords, appeared clear

Plan

- for oesophagoscopy & laryngoscopy

*[Signature]*  
- THROAT

28 FEB 2003

F - 0

Stomach problems over Christmas

stomach had been opened

O/E no significant change

Plan -

A/G PAN

*[Signature]*

8 MAR 2004

DR. McGregor  
Surgical Clinic

FAILED TO ATTEND

Surgery left OS for perianal abscess

prev attempts to remove such unsuccessful

Pats unwell - diarrhoea &

strangury

O/E little to feel PR but tender

to R as well

Note 4/5

info for Burdabury

BINDING MARGIN - DO NOT WRITE

HOSPITAL

--ID-----SEX---UR NO--  
LESTER F 152692

VICKY ELAINE

11-11-1962

M

OUTPATIENT NOTES

Ph(H) [REDACTED]  
Ph(B) [REDACTED]  
Anglican



HOUSEWIFE

BINDING MARGIN - DO NOT WRITE

SPECIALIST OUTPATIENT NOTES

DATE	PROGRESS NOTES
22 MAR 2004	DR. Mcgregor Surgical Clinic
	ISD.
	for a/s
	M'CAEWR
19 APR 2004	DR. Mcgregor Surgical Clinic
	Note u/s report !!
	needs EUA
25 JUN 2004	DR. Mcgregor Surgical Clinic
	FILLED [REDACTED]
	New [REDACTED]
2 JUL 2004	DR. Mcgregor Surgical Clinic
	RV - EUA (perianal)
	-hard hardy cell
	-no discharges/bleeding
	-had lumps of [REDACTED] in [REDACTED] skin
	[REDACTED] [REDACTED] [REDACTED] well healed

DATE

PROGRESS NOTES

(P) - Mrs Dr Malloy  
- attend or give

~~Dr Malloy~~  
Dr Malloy

24 SEP 2004

DR O'CONNOR  
GYNAECOLOGY CLINIC

**FAILED TO ATTEND**

*Jackie O'Connell*

Miss app't to be posted. *Dr Malloy*

24 SEP 2004

DR O'CONNOR  
GYNAECOLOGY CLINIC

**FAILED TO ATTEND**

1510

no further app't *Dr Malloy*

BINDING MARGIN - DO NOT WRITE

..... HOSPITAL  <b>X-RAY, ULTRASOUND, C.T. SCAN.</b>	Surname _____ U.R. No. _____  Given Names _____  Sex _____ D.O.B. _____  <i>(Affix Patient Identification Label Here)</i>
11.	
10.	
9.	
8.	
7.	
6.	
5.	
4.	

TE

ROCKHAMPTON HOSPITAL  
DIAGNOSTIC IMAGING DEPARTMENT

UR NUMBER: 152692      Series: 2      Sex: F  
 PATIENT: LESTER VICKY ELAINE      DOB: 11 NOV 62  
 ATTENDANCE NO: 161855      EXAM DATE: 23 MAR 04  
 Ref Dr: DR D MCGREGOR      CLMCG  
 Examination(s): ULTRASOUND OTHER

REPORTED: 23.03.04.

ULTRASOUND PERI ANAL REGION:

There is a sinus extending from the scar posteriorly and superiorly to the coccyx. There is an echogenic area approximately 1 cm. in length 3 cm. deep to the skin. This may represent a small foreign body or possible packing. The total length of the sinus measures approximately 10 cm.

DLS:10238

DR SIAVASH ES'HAGHI



U

SURG  
McGregor

# QUEENSLAND HEALTH PATHOLOGY AND SCIENTIFIC SERVICES

QHPS, Rockhampton Base Hospital  
Canning St  
Rockhampton, QLD 4700  
Ph 07-49207300  
Fax 07-49207315

<b>Patient Location</b>	Operating Rooms (RKH)	<b>UR No</b>	RK152692	<b>IS</b>	1
<b>Consultant</b>	McGregor, Derek (RKH)	<b>Name</b>	LESTER		
<b>Req. Officer</b>	Dr Andrew Stabler	<b>Given Name</b>	Vicky Elaine	<b>Sex</b>	F
	Rockhampton Hospital	<b>DOB</b>	11-Nov-1962	<b>Age</b>	41 years
	Canning St	<b>Patient Address</b>	[REDACTED]		
	Rockhampton QLD 4700				

Collected    ??:?? 02-Jun-04

Lab No    17215-1810

## Histopathology Report

Biopsy No:    RK04P2000

### HISTORY

Perianal subcutaneous tissue. ?? Foreign body (pack). Previous I & D.

### MACROSCOPIC

Perianal subcutaneous tissue. Two pieces of fatty tissue 28 x 14 x 8 and 14 x 9 x 9 mm. Sectioning shows no abnormality. All embedded as six sections in (1A - 1B). (Dr H Krause:ck 4 June 2004)

### MICROSCOPIC


The specimen consists of fibroadipose connective tissue. There is focal haemosiderin deposition, consistent with past haemorrhage. No foreign body or significant inflammatory cell infiltrate is identified. There is no evidence of malignancy.

### SUMMARY

Perianal subcutaneous tissue: Minor nonspecific changes; no foreign body identified.

Dr Hans Krause  
QHPS, Rockhampton  
Reported 10 June 2004

T-03000 M-01000

  
D.S.

ANATOMICAL PATHOLOGY





**ROCKHAMPTON HEALTH SERVICE DISTRICT  
SURGICAL CLINIC**

Enquiries to: Department of Surgery  
Telephone: (07) 4920 6775  
Facsimile: (07) 4920 6263  
Our Ref: JS:vm g34

2<sup>nd</sup> July 2004

app 24/9/04

Dr Vueti  
Agnes Coast Medical Centre  
PO Box 51  
AGNES WATER QLD 4677

Dear Dr Vueti

Re: Vicky LESTER D.O.B. 11/11/1962 UR #: 152692

I saw this lady in the clinic today. She was originally referred to us after surgery for a perianal abscess done in Bundaberg in September last year. She was convinced that there was a packing left inside the wound. Dr McGregor and Dr Stabler took her to theatre for an EUA. They could find a small scar where the perianal abscess was for which they took a biopsy but no further abnormalities were detected. She came today after results of an ultrasound showed there was a ~~collection in the right labia~~. On examination she is otherwise well. The surgical scar is completely healed. I could detect no collections in the right labia at all and could definitely not find any sign of a fistula.

After discussion with Dr McGregor he suggested we refer her to the Gynaecologists to see if they can help us shed some light into the issue.

Yours sincerely

Dr Joel Stein  
PHO for  
Dr Derek McGregor  
DIRECTOR OF SURGERY

12 7 04  
WITNESSED  
2/1/2

C/c Obstetrics and Gynaecology

ROCKHAMPTON HOSPITAL

DISCHARGE SUMMARY

--ID-----SEX---UR NO--  
LESTER F 152692

VICKY ELAINE

11-11-1962

Ph(H) [REDACTED]  
Ph(B) NO  
DNWV

[Barcode]  
HOUSEWIFE

LMO/REFERRING DR: *Vacti* ADMITTED: *2 / 6 / 6*

CONSULTANT: *D. D. mcgregor* DISCHARGED: *3 / 6 / 6*

DIAGNOSIS (ES) ON DISCHARGE: (if injury, include cause and place)  
*Perineal pain*

EXISTING MEDICAL CONDITIONS: *Asthma, Hypertension, chronic diarrhoea*

OPERATIONS/PROCEDURES PERFORMED:  
*EVA Perineal area*

RELEVANT ASPECTS OF CARE: Management, Relevant Investigations, Complications, Medical Opinion and Discharge Treatment (e.g. dressings, physiotherapy, diet)  
*PT admitted to ward post procedure  
uncomplicated recovery.  
noted elevated liver function tests (ALT 274 AST 276)  
PT stated GP is going to investigate (GGT 37 ALP 90)  
Dial Calcium Alginate dressing change arranged through community  
care in Agnes waters.*

Follow-up: *3/6* *25 June @ 14:00* *OPD level 1*

Other Medications on Discharge: *Tranexal SR, Paracetamol, Paracetamol*

PLEASE USE BALL POINT PEN ONLY

Pharmacy Use Only

ROCKHAMPTON HOSPITAL  
Date \_\_\_\_\_ No. \_\_\_\_\_  
Signature \_\_\_\_\_

DISCHARGE PRESCRIPTION ROCKHAMPTON HOSPITAL

Normal supply is 5 days.

WARD

DRUGS (block letters)	Dose	Frequency	Duration	Quantity (Pharmacy) (Cross if not dispensed)

*D. D. Mcgregor* *3/6/6* *[Signature]*  
NAME OF MO IN BLOCK LETTERS DATE MEDICAL OFFICER'S SIGNATURE

Please contact this Medical Officer for more information.

RH 53A

PLEASE AFFIX PATIENT ID LABEL HERE

PHARMACY COPY

ROCKHAMPTON HOSPITAL

OPERATION REPORT

--ID--SEX--UR NO--  
 LESTER F 152692  
 VICKY ELAINE  
 [REDACTED]  
 Ph(H) [REDACTED]  
 Ph(B) [REDACTED]  
 Anglican

11-11-1962  
 M  
 HOUSEWIFE

Use BLACK BALL POINT PEN only

Surname: Stable Date: 2 10 104  
 Assistant/s: \_\_\_\_\_ (M'Gregor)

DIAGNOSIS (Provisional/Final) AFTER OPERATION

Perianal Pctm (USS → ? FB / Previous IAD Abscesses.)

OPERATION PERFORMED

Perianal EUA

OPERATION DETAILS

① PR examination  
→ NAD

② Incision through existing scar

③ explorat.  
 → NAD  
 → removal of mildly thickened  
 subcut tissue → histology

④ Keltostat

Post-op - Routine obs  
 - Analgesic  
 - Diet as tolerated

[Signature]  
 Stable

(Continued overleaf)

OPERATION REPORT

"VEL 5"

RECEIVED  
- 2 MAR 2005

To The Director of Medical Services;  
Re: Darren Keating;  
Bundaberg Base Hospital;

2/3/05

BY:-----

I am writing this letter of concern, to you, in distress that I have had to come to the stage of writing this,

while feeling so generally unwell at the present time.

Feeling this so necessary to receive Any Level of Medical Care from your Hospital. (Bundaberg Base Hospital).

Complaining also about this level of Medical Care that I have been receiving from this hospital at this present time, 25th February, 2005. prior to this also, consultation with Dr Witjermanje (Gynocologist) in the women's unit (mid 2003) explaining to him then I thought it was'nt the endometreosis causing my problems experiencing the bowel problems, stomach contracting, vomiting, dehydration and pain as I had been doing, and having had prior to this years before surgery to dissect the adhesions from the bowel and pelvic region with a Gynocologist in N.S.W. and finding some relief with the problem then, I thought this may have been the problem again; When he was writing the the forms to perform the operation (Laparoscopy), because on atleast one occasion prior to this date,

(1999), being admitted to Bundaberg Base Hospital with these same terrible sympton, for 5 days

while being treated with Drip, steroids, pain releif and general medical care being scheduled for

(Gastroscope) procedure in this period of time, and after forcing the preperation liquid down, in preperation for this procedure, the doctor called the ward from the theatre, said he was cancelling the operation that was planned because I had asked for a shower and the Nurse assisted me in the shower as we were on our way to the theatre and I needed help with this. and was concerned about general hygiene and the chance of germs in theatre. Doctor then left

the hospital without performing this procedure. I was later discharged from the hospital still very sick, weighing 35 kilo's in body weight and with no diagnosis. From <sup>THEN</sup> being admitted for Day Surgery after this time;

Re: Laparoscopy Aug/September 2003. Gynocologist (Dr Witjermane) went in looking for endometreosis and adhesions to be dissected. No Endometreosis noted (previous Hyserectomy)

But Adhessions were dissected in the pelvic region, Doctor said he had dissected all the ones that he could, but I would need further surgery to dissect the ones that were tangled around the Duodenum and Bowel, but I would have to see the Bowel Specialist/Surgeon to do

these ones. I was kept in the Women's Unit overnight for Drainage bag, drip, pain relief, observation and discharged the following day, but asked could I remain in the Bundaberg Area instead of returning home, incase I may need to return to the hospital. My Parents and children picked me up from the hospital and at our own cost payed for motel accomodation

near to the hospital, till I was well enough and able, to travel home to Agnes Water.

Before I had even returned home the drainage site had already become Red, inflamed and very

sore. On my return home feeling so ill, visited Agnes Water Medical Centre; seeing Dr Ken Corbett, the drainage site had worsened, even more inflamed, so sore and oozing 'pus', and continuing to get worse all the time. Dr Corbett swabbed area and had a general look at the site and me, diagnosed a Staph Infection, I was given antibiotics and even another course of antibiotics on a second vsit to the Surgery. M.R.A.S. was diagnosed from swab later and I continued to worsen all round and get sicker by the day. On one occasion having to go to Bundaberg for business with my husband, had to pay for more accommodation yet again as I was just so sick, the lady at the motel could even tell you just how sick I was and have been on many occasions she has seen, she has even helped me get into the hot shower which seems to

bring some relief when I'm in agony, when I could gather enough strength to get up, I went next door to the motel to Sugarland Medical Practice, saw Dr Senanayake, who swabbed area

had a general look at my condition by this time abscess had formed directly below the drainage site, high in the groin area. M.R.A.S. was diagnosed again from swab, I was given antibiotics again and a cream, but continued to worsen by the minute, vomiting and in agony with more abscess's forming every day. Spreading from the first abscess under the site then continuing down the left Labia till they got to around the end of the anal passage then started spreading back up the right Labia to the top of the vagina. By this stage I was crawling around on my hands and knees, vomiting and in so much Pain... Visited Agnes Water

Medical Centre yet again, saw Dr Corbett, he diagnosed Cellulitis and told me he would ring the Ambulance and that I needed to go to the hospital immediately. My husband told him he would drive me straight in, which he then did. Arriving in the Casualty Department on Saturday **2003**

September 19th, Dr Patel was called into the hospital to operate on me immediately, operated

later that day, I was told I would have to have a Spinal Block Anaesthetic as the Anaesthetist was worried about my chest, after enduring this painful procedure, already in so much pain with my groin area, I had an allergic reaction to the anaesthetic and started shaking uncontrollably all over through my entire body, so the anaesthetist said he would have to put me under anyway, I awoke later in my bed in the Surgical Ward C. Still in a lot of pain and with three packings inserted into the holes they had made during theatre. On the one visit

to my bedside Dr Patel told me they (surgeons) had got a lot of 'pus' out of the abscess's and had now inserted 'packings' into the three sites and that these 'packings' would have to be removed before I left the hospital. During the time I was in the hospital I removed two of the 'packings' myself, as this seemed to relieve some pressure and pain. But I could only do this as they appeared out of the sites enough for me to probe them out slowly. The third 'packing' was too far back in the anal area where I could'nt see it at all, let alone get to it to remove it myself. So when my family arrived to pick me-up, when I was being discharged

from the hospital, I went in search of Nurse Andrew who had been looking after me that morning

and found him on a coffee-break and when I asked him could he take the 'packing' that remained

out for me, his reply was "You can take the 'packing' out yourself at home over the next couple

of days, whilst having salt-baths". When I replied "Are you sure Andrew? As it's still so very sore and right back in the anal area, where I can't even see it, let alone be able to probe it out myself". He then said with my family present, "Yes, Just take a hand-mirror into the bath with you so you can see it, to probe it out." And proceeded to walk off with his coffee in hand, leaving my family and I dumb founded, and with no alternative but to leave the hospital with the remaining 'packing' still in my body and still so very sore.

Over the next day or so, I had numerous salt-baths trying to retrieve the remaining 'packing' myself but just could'nt get to it to probe it out, even getting my husband to try retrieving it for me but neither of us could get to it and it just seemed to be closing up being so clean from the salt-baths and the 'packing' was still inside my body and still continuing to get sorer

Made another appointment at Agnes Water Medical to ask the Doctor if he could retrieve it for me, but the Doctor said he could'nt get to it either after a few attempts with the surgical tweezers, he said the site looked clean but still inflamed and was too closed up for him to retrieve it now. I was then sent for Ultra-sounds to look at it. Two tunnels were present in the Ultra-sound (fistula's), one showing the foreign body lying in it, being the 'packing' that remained ofcourse as it still had not been removed and I continued to get sicker and more abscess's were appearing all the time along the Labia and anal area where the 'packing'

and (fistula's) appeared on the scans.

On a forced family visit to the Gold Coast even seeing a doctor down there who sent me for X-Ray's to look for any metal strips that might have been used during theatre, not being able to find any strips he then diagnosed Staph Infection with abscess's present and put me on more antibiotics and pain relief to temporarily treat me till I got home to see Dr Patel.

Referred back to Dr Patel from my local Doctor in December 2003, saw him in his rooms at the hospital where he proceeded to tell me "It was just my negative attitude, I was'nt sick

and it didn't matter that the packing had been left in, as it was only sorbisol and it would break down itself eventually." When I asked him how long this would take, as I was still so sick and developing abscesses all the time, he didn't have any idea. Sent me over to the X-Ray Department for another Ultra-sound, and he appeared over therein the room with the

Technician, Dr Patel then asked me if I would let him operate on me under a local anaesthetic

to retrieve the packing, I asked him if he was sure he could do this procedure without a General anaesthetic, he said yes and asked me if I could return later that day when the Day Surgery theatre was finished so he could do it there, so I then had to pay for more motel accommodation myself so could return for the operation and recovery overnight in Bundaberg.

on my return to the hospital just praying Dr Patel would be able to retrieve the 'packing' and stop me from being so sick, he proceeded to put my legs in stirrups on the operating table with one Nurse present, and started inserting the local anaesthetic needles into this already inflamed and so sore area, then after a short period of time, which he thought long enough to have deadened the area started proceeding with the operation, when I screamed that

it still wasn't deadened at all, he inserted even more local anaesthetic which still did nothing to deaden the area due to all the scar tissue, he then proceeded with the operation and while he was cutting into me I was screaming in agony telling him exactly what I could feel and had pulled my body down the table away from him as much as the stirrups would allow.

Dr Patel just said "if you don't keep still I'll end up slipping with the knife", and proceeded to operate on me. The Nurse told me to just squeeze her arm as hard as I could and scream as loud as I wanted with the pain. I begged her sobbing in pain to "Please check the dish the doctor was holding to see if he had retrieved the packing yet so this horrifying situation could be over with", she looked around to the doctor's tray and said "Yes Vicki don't worry he has got a few things in the tray". It was something I will never forget in my lifetime.

After feeling he had probed enough and only pushing what remained of the 'packing' further into the track (fistula), he then apologised for putting me through the operation under a local anaesthetic and commented that it didn't deaden due to the scar tissue everywhere. Discharged from the hospital I then went back to my motel accommodation as I was asked again

to stay near to the hospital again and not return home, but I was haemorrhaging heavily from

the operation site, the lady from the motel having to help me from the taxi and put me into bed. Till my family returned to the room. Bleeding heavily well into the next day or so.

Arrived back home in Agnes Water and continued to get sicker and more abscesses all the time, so referred to Dr MacGregor at Rockhampton Base Hospital (General Surgeon) from Agnes

Medical Centre after my experience with Dr Patel. After a consultation with Dr Mac Gregor he then did his own Ultra-sounds within the hospital, noted the fistula's and foreign body, then decided to operate. Which he then did, and I was kept in the ward in Rockhampton Base

for a couple of days while the 'packings' were pulled out of the fistula and repacked daily, by the nursing staff. Had to pay all the cost involved again for all the transport and accommodation for Rockhampton trips as when I approached Bundaberg Base with my travel forms

was told they wouldn't pay for any of this as the operation could be performed there. Even after Dr Mac Gregor had booked the operation as a necessity and signed all travel forms for me to be reimbursed. Being so sick I had no choice again but to go ahead with the already planned operation. (on return visit to Dr Patel for stitches to be removed he informed me he had sent nothing from the dish away to be tested, looking for 'packing remains, said it had been thrown into the bin.) Then went ahead with planned operation in Rockhampton Base Hospital.

After returning home from hospital I had to attend the Agnes Water Medical Centre daily to have the 'packing' pulled out of the fistula and repacked daily for two weeks, by the nursing staff.

Since this operation the condition has improved to the extent the abscesses have appeared less frequent, and my general health with the fistula's and staph infection has improved,

(LAST DIAGNOSED WITH M.R.A.S. FROM SWAB FROM ABSCESS AUG, 2004.)

but I am still having frequent problems with my duodenum and bowel with regular bouts of vomiting, diarrhea when the bowel is working at all, going two weeks at a time without a movement, intense pain and usually so sick an ambulance has to be called and I'm taken to hospital for assessment. Which has happened on atleast three occasions lately in one week. (FEB, 2005)

Agnes Medical doctor referred me on February 8th in an ambulance from his surgery to Bundaberg Base Hospital in intense pain and down to 35 kilo's in weight with the vomiting, dehydration, etc. I was taken to the Casualty department from their taken over to the Ultra-sound technician for an internal probe scan, as he couldnt see through all the gas etc on a normal Ultra-sound. After performing this Trevor then said he wanted to accompany back to Casualty, as there was a few things he had to discuss with the surgeons from the scan, which he did. The Surgeons then came to my bedside still in their theatre garb, and said I would have to have an operation but they wouldnt be performing it tonight then ran off back to theatre, the sister at my bedside said to me, "I don't know what to do, as the doctors didnt write anything on the chart and gave her no directions, and she couldnt ring them in theatre".

She then called another G.P. in to see me from the Casualty Department, who asked if they were going to operate tonight and when told they were not, said I could go home and discharged

me. My Parents picking me up from the hospital and paying again for accommodation as I was

too sick to travel home to Agnes Water, under the shower and vomiting continually so couldnt

get out of bed in motel for two days, when I was well enough travelled home to Agnes.

Visited the hospital Casualty Dept. before leaving Bundaberg and saw yet another Doctor there, as I was still so ill, and worried about returning home so far from the hospital. She then checked with the surgeons for me, and returned amazed and said I could return home and they would send me the date of operation in the mail. So once again had no choice but to return home sick still.

My daughter's Birthday on the Saturday, 12th February I made a trip to Bundaberg to buy a birthday present with my Parents and family still feeling terrible, seeing Dr Vueti, Agnes Medical before making the trip as I was feeling so bad. In Bundaberg getting so sick an ambulance had to be called while I was shopping, I was taken to Bundaberg Base again in intense pain, before being given any pain relief or even being allowed a hot shower to help with the pain, I was questioned intensely by a Casualty G.P. Christina about "killing my baby by swallowing keys or something", she obviously had me mixed up with another patient, but this

didnt help me at all in the intense pain I was in, and didnt help my confidence after I had just explained to her about my previous visit on February 8th, and I was still no better from then still vomiting, dehydrated and in pain, still hadnt used my bowel at all and dropping weight by the day. Doctor Habib from Doctor Patel's Surgical team was brought into Casualty and told me the Ultra-sound was normal from internal probe and the bowel wasnt blocked, and there were nothing noted on my file from the technician Trevor, then told Christina (doctor)

to discharge me still sobbing in pain and dehydrated. Dragging myself to the taxi rank to catch a taxi back to the motel, Nurse Richard from the Casualty Department, who had been looking after me followed me outside to see if I was alright, and said he still didnt want me leaving the hospital so sick and would I just let him keep me in Casualty overnight so he could watch me and continue some pain relief and vomiting drugs (omnidanzitron) as I'm allergic to both stemetil and maxolon (suffering severe dystonia). But I asked him if the doctor's would be doing anything and he said No they had discharged me but he was worried about my condition.

So feeling there was no point, I returned to the motel to my family, still in so much pain and so unwell, paying again for more accommodation. Returning home as soon as I was able.

So once again being discharged from your hospital very sick and still in desperate need of Medical care. If not been admitted only for investigation, fluid drip, and much needed pain relief. Which seemed to be obvious to everybody around me (except your surgical team),

my Parents and Husband even begging for this in Casualty with me.

Making it very hard for me to have any confidence at all in the level of medical care that I have received to this date, and will have to endure in the future (with impending operation on my bowel area inevitable). I am genuinely worried and gravely concerned

about

any terrifying situation I may find myself in with Dr Patel and his surgical team. I have two children and a family to think about, so it's on their behalf I'm writing this to you as I am so concerned for my life.

Summarising my medical situation in short for you. I am still in the same situation with my medical condition and bowel problems now to this date 25th February, 2005. that I originally saw Dr Witjeranje(Gynocologist), in August 2003. Only so much sicker with periods of the bowel spasming, vomitting and severe (labour) like pain, sick enough for ambulance to take me to hospital on countless occasions; being more and more frequent, with less time between these periods all the time. As well as having to deal with the continuous sickness/Pain associated with the Staph infections Re; packing, from the first operation date September 2003 and still having to endure now with this situation.

My Bowel has still not been attended to, to this date 25th February 2005. to dissect the adhesions that are strangling it and my condition continues to worsen all the time.

Losing five kilo's in weight just recently in five days, bringing my body weight to just 35 kilo's and still left in a lot of pain all the time. (which my family were so concerned about in Casualty with Dr Habib, on Saturday 12th February, 2005).

So I'm hoping by writing this to you Mr Keating, you may understand the position I'm in and my family are also in with my said Medical care and possibly do something on our behalf to help improve our situation. So maybe the next time I have to be taken to your hospital the level of medical care I receive will improve and I won't be sent home again in need of attention, and left to wither away at home till I die.

When I was told Bundaberg Hospital would not offer the travel subsidy for my operation on the phone, to Rockhampton. The lady said I would not have to have Dr Patel operate, she

could arrange for the other surgical team headed by another surgeon to do the operation, but the operation was already booked for the following week in Rockhampton and I was just too sick to put it off and wait any longer. I would be willing now to have these said surgeons, assess my case now and further treatment with them, as I have no other alternative.

and no confidence at all in Dr Patel and his surgical team. (Dr Chan headed the surgical team that was bought down from theatre to see me in the Casualty Department to discuss impending operation on February 8th.). My only concern would be the chance of infection (M.R.A.S) infecting the operation site once again while in theatre, at Bundaberg Base Hospital.

Hoping to receive a reply to this letter A.S.A.P., with great hope, that my level of medical care with your hospital has improved enough to save my life, when needed.

Yours sincerely,

Address;   
 [Redacted]  
 [Redacted]  
 [Redacted]

V. hester  
 Vicki Lester.

birthdate: 11/11/1962.



"VELG  
myemr

phone call : history :-  
**FILE COPY**

**BUNDABERG HEALTH SERVICE DISTRICT  
EXECUTIVE SERVICES**

Enquiries to: Dr Darren Keating  
Telephone: 4150 2210  
Facsimile: 4150 2029  
Our Ref: DK:sh

4 March 2005

Ms V Lester  
[REDACTED]  
[REDACTED]

Dear Ms Lester

Thank you for your letter received 2 March 2005 outlining your concerns with the quality of service that you have received whilst and inpatient at the Bundaberg Base Hospital.

I wish to advise that this matter is being investigated and a response will be provided shortly.

Thank you

Yours sincerely



Dr Darren Keating  
**Director of Medical Services**

"VEL 7"



**Health Rights  
Commission**

Our Ref: 051019/SMc  
Your Ref:

---

14 April 2005

**Private & Confidential**

Mrs Vicki Lester  
[REDACTED]

Dear Mrs Lester

Following our telephone conversation on 14 April 2005, please find enclosed an *Authority for Release of Information* form. Could you please sign this form and return it to me along with copies of any further clinical documentation you may have that supports your complaint.

Yours sincerely

Susan McAnany  
Intake Officer



**Health Rights  
Commission**

Our Ref: 050035 mew  
Your Ref:

---

10 May 2005

**Private & Confidential**

Mrs Vicki Lester  
[REDACTED]  
[REDACTED]

Dear Mrs Lester

I am writing to formally acknowledge receipt of your complaint about Bundaberg Base Hospital.

A special unit has been established at the Commission to deal with complaints about health services at Bundaberg Base Hospital as a matter of priority. A Commission Officer will contact you shortly to explain our processes and obtain any additional information which may be required. If there is anything you wish to add to your original complaint, please pass this on to the officer concerned.

The Commission will maintain regular contact with you throughout our enquiries into your complaint. I note that you forwarded an 'Authority for the Release of Information' form. We have arranged with the hospital for a copy of the relevant clinical records to be forwarded to the Commission as soon as possible.

We may need to obtain clinical advice on the issues you have raised. We will advise you if that is the case and the enquiries we propose to make. Any such advice will be sought from independent experts. We will do all that we can to expedite this process.

Should you have any immediate questions in relation to this matter, please contact Ms Rachel Bradfield or Ms Maree Wilson on (07) [REDACTED] or toll free on [REDACTED].

Yours sincerely,

David Kerslake  
Health Rights Commissioner

"VEL 8"

# Agnes Coast Medical Centre

2 Rafting Ground Rd, Agnes Water. Qld. 4677.

P.O. Box 151  
Agnes Water. Qld. 4677  
Ph: (07) 4974 9988  
Fax: (07) 4974 9302

Dear Concerned:

29/6/05

Re: Vicki Lester

DR KIT BILLS  
2 RAFTING GROUND ROAD  
AGNES WATER Q 4677  
PROV NO: 2382538J  
PRES NO: 2139300

This is to certify Ms Lester current Medical status. Presently Ms Lester has ongoing problems with subacute bowel obstructions which cause her Abdominal pain; Vomiting & irregular bowel motions. The last two weeks Ms Lester has required oral Antibiotics to control infection at the previous perianal fistulae's post operation & MRSA colonisation. In the past & on an intermittent basis & presently also requires treatment with Movicol & Proctosedyl suppositories for ongoing discomfort.

Kind Regards



DR KIT BILLS  
2 RAFTING GROUND ROAD  
AGNES WATER Q 4677  
PROV NO: 2382538J  
PRES NO: 2139300