

Dear Consultant

you will remember that I was the ward sister of Argyll Ward when you were a medical SHO. I retired last year. I do not want to make a fuss but I feel compelled to tell you about what happened when I came to your A&E department yesterday.

I attended your department after I fell and hurt my wrist. The doctor said I had a Smith's fracture and I was put in a back slab and referred to the orthopedic surgeons. The orthopedic registrar wanted more X-rays and took off the plaster. After having the X-rays, I went back to the cubicle and then the porter arrived to take me to the orthopedic ward. I asked if the plaster would be replaced but I was told that I was very near the four hour breach time and that the plaster would be done on the ward.

When I arrived on the ward I spent 4 hours in pain on the ward with no plaster and no painkillers. A nursing assistant came and did my observations. I asked if they were going to put on a plaster but was told that the ward didn't put on plasters.

Eventually the orthopedic surgeon did his ward round. When he saw how I was, he was very apologetic about what had happened. I was immediately given analgesia and they got a plaster technician up to put on a plaster. I am booked for surgery tomorrow.

I write to ensure that nobody else suffers like me so that the hospital meets its government targets.

Yours sincerely

Ruth Andrews (Mrs)