

Dear A&E Consultant

I wish to complain about the care of my son Tim Newton, who is 19, in your A&E department last Saturday 25 April 2009.

Tim was injured while playing football for his college in an away game. He was elbowed under his ribs in a tackle. He collapsed in pain and couldn't finish the match. He looked dreadful so I brought him to A&E. He was booked in and we were told to wait outside Minor Injuries. Tim was in agony with pain in his chest and left shoulder so I asked the receptionist and a nurse if he could be seen quickly but they said he would have to wait his turn. Eventually another nurse said he would get another machine but he never came back, so the blood pressure was never measured.

After waiting for two hours Tim was seen briefly by a doctor who felt his ribs and abdomen and listened to his chest. The doctor said Tim had bruised ribs and he just needed painkillers and would be better in a few days. I wasn't happy about this but I brought Tim home, which took an hour because I had to drive slowly to avoid any jolts. I had to help him into the house and up to bed.

At 11 pm I took Tim some tablets and sat him up to swallow them but then he passed out. We rang the ambulance which came quickly, and the ambulance crew gave him oxygen and a drip and took him to our local hospital. He had emergency surgery which showed 2liters of blood from a ruptured spleen, which fortunately was repaired rather than removed. He is now recovering.

I am angry at the lack of care that Tim received in your hospital. The diagnosis of bruised ribs was wrong and Tim would have died if we had acted on the advise we were given by your staff.

I look forward to hearing your response.

Yours sincerely

Graham Newton