

**Department of Health  
Tasmanian Health Service**

Hospitals and Primary Care North  
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Contact: Quality & Patient Safety Service  
Phone: 1800 008 001  
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File: 30094

Mr Clive Stott  
[cleanair@cleanairtas.com](mailto:cleanair@cleanairtas.com)

Dear Clive

I write in response to your feedback received by the Hospitals North Quality and Patient Safety Service on 11 June 2024, regarding your experience in the Emergency Department (ED) at the Launceston General Hospital on 30 January 2024.

Thank you for speaking with me on the telephone and sharing your experience of care. I sincerely apologise for any distress caused to you.

As the Director of the Emergency Department (ED), I have taken the time to review from our records your episode of care and I recognise there are areas we can improve on. I acknowledge that the words used to describe you in the medical record are not appropriate or necessary in my opinion. I can understand the frustrations that you experienced that evening in ED with the long wait and lack of treatment options on offer. I certainly interpret the medical record in this way rather than in a negative perspective.

To rectify this, I have added a progress note which sits immediately above the January notes in the Digital Medical Record stating the following:

*I note from a feedback letter from Mr Stott, that he disagrees with the description of his presentation on 30 January 2024.*

*He does not agree with being called "extremely angry", or that he was a "very very very disgruntled gentleman".*

*He was struggling to breath and had to wait for a long period of time in the ED waiting room after presenting earlier to the Urgent Care Centre.*

*I can interpret the notes as demonstrating frustration with the system whilst feeling that he was not breathing well.*

*I do not believe this is going to negatively impact his future care at the LGH and I have spoken to Clive to assure him of this fact.*

I respect your right to care that meets your needs and assure you that if the need arises to attend the ED in the future you can expect a high level of care and I would be happy to hear further feedback from you.

As a health service we are focused on providing high quality care to our patients. We are using our Excellence Together program to learn from your feedback to ensure we continue to improve the care we provide to our community.

If there are any aspects of your complaint that you feel have not been addressed, please do not hesitate to contact our Quality and Patient Safety Service free call 1800 008 001 or email [north.feedback@ths.tas.gov.au](mailto:north.feedback@ths.tas.gov.au).

Yours sincerely

A handwritten signature in black ink, appearing to read "Lucy Reed".

Dr Lucy Reed MBChB, FACEM, AFRACMA  
Director of Emergency Medicine  
Department/Service  
TASMANIAN HEALTH SERVICE – Hospitals North



17 June 2024