

To the Chief Executive Officer

Re: Request for investigation or review of procedures and protocols in patient handling

My daughter, [REDACTED], was admitted to the [REDACTED] Hospital's Emergency department on the night of Thursday, 9 April from an overdose of Diazepam. She was then transferred to the Ground Floor Psychiatric on Friday, 10 April in the morning. We thank you for the immediate medical attention provided to her.

Whilst she was in the ward on Friday, she received a telephone call resulting in an agitated state. She was then escorted to the interview room where she was surrounded by a group of large, unknown men to her and a few women. By her account, she was then excessively manhandled and physically restrained by more than three to five men. We understand that she might have been in an aggravated state of mind then but cannot help but feel that the excessive use of force was unnecessary considering her slight physique (155cm, 44kg). [REDACTED] also recounts a staff member goading her by saying if she moved her arm any further, he could and would break it. We understand [REDACTED] was in an agitated state of mind, however, considering the circumstances she found herself in, a room full of large men, we do not believe this show of force was necessary. Two staff members would have sufficed in eventually calming her down. Once in the isolation/seclusion room, she was forced face down, unable to breathe, while the staff continued their heavy-handed tactics, before sedating her without consent from us, her family.

Additionally, we were not informed of the fact that she had been restrained in any manner, which is of significance importance to us considering her size and the number of men used to hold her. The family was also not advised of [REDACTED] being given any sedatives, which we believe is a breach of protocol. No consent was sought over any of these matters, which is an incredibly large breach of trust we placed with the medical professionals. [REDACTED] has also stated that throughout her time in isolation, every course of action taken was heavy handed, rather than have someone sit down and try to talk to her to calm her down. This is something that could be achieved once she did not feel threatened. Something one would imagine a facility focused on rehabilitating one's mental health would be well aware of.

It is important to note that we voluntarily admitted [REDACTED] into the ward under the impression that her stay would improve her condition. Instead, [REDACTED] was always made to feel vulnerable, and feels like her mental health has significantly worsened. A doctor's note has also been attached with this letter, penning out the detrimental effects of the time spent in the psychiatric ward. [REDACTED] has lost all trust in medical professionals after this experience, which makes it very hard to continue with treatment or further appointments with any doctor. Although she has returned home, she now suffers from night terrors and panic attacks related to this incidence where she is unable to be alone in the presence of men.

We request that you review to see if any actions can be taken to improve patients' handling procedures and protocols. If there were indeed excessive force used by your staff members, we trust that appropriate actions will be taken. An apology for the treatment and experience [REDACTED] went through would be an appreciated first step in the right direction.

Thank you.

[REDACTED]

Parents of [REDACTED]

P.s. Please see attached photos of [REDACTED] bruises from your staff's mishandling which were taken more than 24 hours after leaving the hospital.