

## Complaint

**Sent:** 01 April 2015 00:00

**From:** complaints@hospital.nhs.ukk

**To:** complaints@smith.nhs.ukk

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Dr Smith  
Smith Medical Centre  
101 Smith Street  
Smithstoun  
SS99 9SS

### Description of the complain:

I saw Dr Smith a little over a year ago to enquire about contraception. Dr Smith recommended the coil as a good and safe option, and one that she can carry the procedure out herself at the practice. An appointment was schedule and I returned a few weeks later for the procedure and all seemed to have gone well. During my 6-week checkup Dr Smith confirmed everything was fine and the coil had settled.

However, a few weeks later at my annual smear test I was informed I don't appear to have a coil – contradicting what Dr Smith's checkup. The nurse suggested I speak with Dr Smith, who referred me to the hospital. I waited 8 weeks but hadn't heard from the hospital so checked with the practice again, I was informed that the information had NOT been sent to the hospital but they would action this that day.

I went to the hospital for my scan and received the results a few days after, but they could not find the coil either. However, they found something else and asked me to return for a second scan. Same result – no coil.

I was then referred back to the hospital for an X-ray and an appointment with a gynaecologist (Dr Jones), who confirmed that the coil is not in my uterus but in my stomach. Due to my medical history I am unable to undergo the keyhole surgery recommended to rectify the problem, but instead I need to wait until I can go through a normal operation.

I believe Dr Smith was at fault when the coil was applied and she had broken it through my uterus wall and the coil went to the stomach that way. I suffered great pain and bleeding but when I informed Dr Smith of this, she says it's normal because my body is trying to heal.

As you can imagine, this has been a very stressful time for me and my family. As a result, I now have a number of health problems related with this particular issue.

I will await your investigation and outcomes.