

George Hospital can confirm that Brenton Pato was presented to the Emergency Centre at the facility during the early hours of Saturday, 2nd December 2017 with a severe head injury.

Clients seeking medical assistance at the Emergency Centre are categorised according to a colour code (red, orange, yellow or green) to allow for accurate prioritisation of patients based on medical urgency. The colour code is calculated using vital signs and a list of symptoms. This system is used throughout South Africa.

Medical records indicate that Mr Pato arrived at George Hospital at 08h52 and triaged at 10h12 as yellow.

Following Mr Benton's medical assessment he was provided with local anesthesia, the wound was carefully clean and sutured. Mr Benton was provided with the necessary medication to alleviate pain. Mr Benton was encouraged to return to the Emergency Centre should he experience any after-effects. During this time, Mr Benton never complained of any discomfort or unsatisfactory medical treatment. Upon assessment, medical records confirmed that the medical management of Mr Benton's case was in line with the clinical protocols at George Hospital.

We would like to take this opportunity to reiterate that waiting times at the Emergency Centre of George Hospital is heavily dependent on the patient load. These waiting times are especially busy during month end periods and increase during the festive period. The facility attended to 556 patients in the Emergency Centre from 29 November 2017 – 2 December 2018, equating to 139 patients per day.

George Hospital's medical team deal with many cases relating to drugs, alcohol, sexual assault, interpersonal violence and gang related injuries. These cases are especially common during the indicated periods. This excludes the unfortunate road accidents that occur.

It is expected that all staff will communicate with patients and their families in a respectful manner. We therefore cannot condone any instances where staff communicates with patients in an unprofessional manner. We will address any shortcomings in this regard. We would like to extend an apology to Mr Benton and express how sorry we are that his experience of our service was not to the standard we aim for.