

**Submission
No 5**

HEALTH SERVICES AMENDMENT (SPLITTING OF THE HUNTER NEW ENGLAND HEALTH DISTRICT) BILL 2025

Name: Miss Navanka Fletcher

Date Received: 13 March 2025

As a former Glen Innes resident with family still in the area I have seen the failings of the local hospital due to lack of resources numerous times. The local staff including nurses and doctors always provide the best service they can however often there is no doctor for emergency appointments which means twice now my family have had to travel to Armidale to be able to see a doctor at emergency.

On one occasion my family member ended up spending one week in Armidale hospital before being transferred back to Glen Innes with a condition that couldn't even be seen in Glen Innes due to no doctor being available at the hospital. When the ambulance arrived at the hospital we were told they needed to travel to Armidale as the doctor rostered for the hospital had not arrived for the weekend.

On another occasion a family member was only able to see a doctor via Telehealth at the hospital for an infection caused by a shearing hook. The doctor was unable to diagnose them through Telehealth and asked them to travel to Armidale to see a doctor in person at the hospital. Due to this they sat in emergency at Armidale until 2am before seeing a doctor and travelling an hour home at 3am. It is dangerous to be asking people to do this.

There needs to be dedicated resources for the New England area, especially the smaller hospitals.