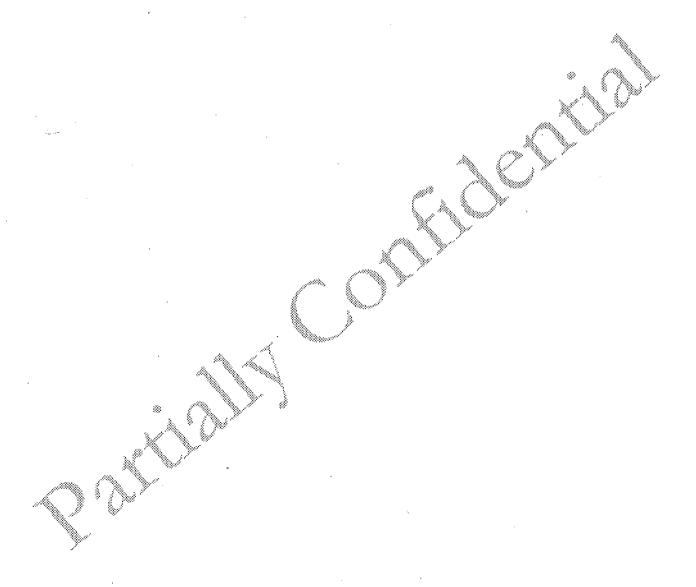# THE MANAGEMENT AND OPERATIONS OF THE NSW AMBULANCE SERVICE

Name: Suppressed

Date received: 15/06/2008

Hi,

I would also like to anonymously make a submission to you regarding a problem within the service that is so long-standing it is almost accepted by paramedics. This is the role of paramedics in the daily transport of renal patients to and from facilities for their dialysis.

The reason this is a problem is because highly trained paramedics with emergency ambulances are basically acting as a taxi service for these patients who are for the most part ambulant and could just as well be driven in a car. They require NO assessment or treatment (as indicated by the fact that where available PTOs transport these patients without assessment or treatment) and in some areas of Sydney there can be fifteen patients being transported by emergency ambulances on a single morning. At these regular times, almost every ambulance in, say, the north shore catchment area is tied-up with a walking patient sitting in a seat and driving them from A to B, meaning there can be less than 1 ambulance for the entire NORTH and at times the entire EAST of Sydney.

In my 20n years as a paramedic I have lost count of the many occasions genuine emergencies occur during these times, major car accidents and heart attacks, with no ambulance in sight. It cab be suggested that, by not seeking an alternative to using emergency ambulances for renal transports, the ASNSW is negligent and there will likely be a day when an inquiry will bring this to the fore. Response times to emergencies in areas with many renal patient transports can be more than 30 mins as ambulances must be sent from other areas. Apparently, these cases 'earn money' for the ASNSW and the service is prepared to take the risk. Where the gamble is lost (ie. an emergency call comes in while these ambulances are occupied with routine patients) the service has been in the habit of covering the fact up.

Please do not include my name or station.
Thanks