

Submission  
No 80

**INQUIRY INTO HEALTH OUTCOMES AND ACCESS TO  
HEALTH AND HOSPITAL SERVICES IN RURAL,  
REGIONAL AND REMOTE NEW SOUTH WALES**

**Name:** Name suppressed  
**Date Received:** 29 November 2020

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Partially  
Confidential

Recently I had the misfortune of being ill and was required to attend ED. Upon my arrival I was triaged and waited to be seen. I was then returned to the waiting area to the maximum time possible and moved to ensure the KPI was met. I was then moved to ESSU.

During my time there the staff were removed from the unit to staff 1b. Myself and other patients were returned back to Red ED.

We are being told that staffing is not an issue for the facility but this experience paints a different view.