

Submission  
No 139

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

**Name:** Name suppressed  
**Date Received:** 7 December 2020

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Partially  
Confidential

I'm a middle-aged woman who lives in Queanbeyan. In late November 2019 I woke during the night with sharp abdominal pain and experienced rapid cycles of fever and chills. Justifiably concerned, my partner took me to the local hospital. The nurse on duty did not inform me at the time that there was only one night shift doctor to provide coverage for the entire hospital and that he was busy elsewhere, which caused us to sit unattended in the waiting room for four hours.

My partner got frustrated and made an appointment with a local GP, who could see me at short notice. He took the time to speak to me and ordered urgent blood tests - he did the job that the emergency department should have done. Based on the blood test results, he gave me an urgent referral to the Canberra Hospital, where I received a diagnosis of gallstones, some of which were lodged in my bile duct and causing the pain I'd been having. I was successfully treated at the Canberra Hospital.

Due to this experience, my partner and I will not go back to Queanbeyan Hospital. We realise we are fortunate to have good hospitals nearby, but this certainly isn't true of other NSW residents.