

**Submission
No 232**

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

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To whom it may concern, I wish to air my grievances regarding the state of general health care in Deniliquin. Note that I am a member of this community and do not work in this field.

For the past 10 years the standard of health care has deteriorated.

① DOCTORS - EITHER RETIRED OR HAVE MOVED ON.

FEWER PRIVATE PRACTICES.

MEDICAL CENTRE - WITH UP TO 2 WEEKS WAIT FOR APPOINTMENTS,

NO CONSISTENCY IN THE CHOICE OF DOCTOR. POT LUCK.

THEREFORE PRIVATE CONFIDENCE IS UNDERMINED.

② HOSPITAL - UNDER STATED, ARCHaic WITH WARDs CLOSED. AGENCY NURSES WHOSE GRASP OF ENGLISH LEAVES A LOT TO BE DESIRED, CREATING COMMUNICATION BARRIERS. KITCHEN CLOSED LEADING TO LOSS OF LOCAL JOBS, THE FOOD DELIVERED IS SUB STANDARD, HAS TO BE MICROWAVED, PLASTIC PACKAGED, IMPOSSIBLE FOR THE INFIRM TO OPEN AND REMINDS ME OF 1960'S AIRPLANE FOOD. SURELY FRESH HEALTHY FOOD SHOULD BE A PRIORITY FOR PATIENTS RECOVERY.

③ RESIDENTIAL CARE,

WITH THE TWO FACILITIES IN Deniliquin, where I placed my mother, and have since removed her to a facility 80 kms away, I WAS TOTALLY ASHAMED BY CARE STANDARDS. THE PHILOSOPHY OF AGED CARE IS COMPROMISED BY SHORT STAFFING, OFTEN WITH LITTLE TRAINING, COMPASSION AND INTERACTION FOR THE AGED, WHICH ONE WOULD HOPE FOR AT THAT TIME OF LIFE SEEMS TO BE JUST A JOB FOR STAFF. AGAIN FOOD IS PROCESSED, OVERCOOKED AND LACKS IMAGINATION.

IN CONCLUSION

HEALTH DECISIONS SHOULD BE TAILORED TO THE NEEDS OF THE COMMUNITY. CONSULTATION WITH MEDICOS, NURSES, STAFF AND RESIDENTS ARE IMPERATIVE. THE UMBRELLA SYSTEM OF GOVERNANCE BY URBAN CONSULTANTS IS NOT WORKING.

DENILIGUIN COULD BE MADE INTO AN EFFICIENT CENTRAL HEALTH HUB SERVICING SURROUNDING TOWNS AND VILLAGES, AVOIDING CONSTANT AMBULANCE TRANSFERS etc.

FUNDING AND UPGRADING OF FACILITIES ARE THE OBVIOUS SOLUTIONS FOR ATTRACTING MORE HEALTH CARE PROFESSIONALS.

THE EXISTING SITUATION SMACKS OF THE MURRAY DARLING BASIN PLAN WHERE LITTLE NOTICE IS TAKEN OF PEOPLE AT THE COAL FACE.

I HOPE THIS WILL BE CONSIDERED