

**Submission
No 235**

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

Name: Miss Ann McLachlan
Date Received: 10 December 2020

I lived in Rural NSW in Dubbo. I have also lived in more remote areas as Bourke, Broken Hill and smaller towns like Gilgandra. We have a population of over 120,00 who need access to services in our town. People from all over the Central West come to use the Health Services here not just those in Dubbo. We need to cater for not just 40,000 plus but the over 120,000 in the Region.

The definition of Remote is not Dubbo it is Rural. Funding needs to look at the shortages of staff working in these smaller areas. Many towns do not have GPS and the Nurses are run off their feet in those areas like Gulgong, Mudgee and More (have friends who live in these towns and Telehealth is not the answer - have had cases of people dying when incorrectly being diagnosed as not face to face.

Even myself have had the experience of being sent home on my own. I had blocked ears and the doctor did not even have a syringe to empty my ear. I had symptoms of vomiting, extreme dizziness and not able to stand up. I was sent home to look after myself. Had to go to my own GP practice to be helped and when I said the doctor did not have the equipment they shook their head. This is basic equipment.

I had to get my neighbour to help me ring 000 and get the Ambulance. I had to monitor myself and not able to stay in hospital. I have since found out I had a Viral Infection and this was luckily picked up by a thorough examination. Checking my eyes and more.

I cared for my parents with a Massive Stroke and father with Dementia for over 5 years with some support but not what was needed. I ended up with Carer Burnout and in the Local Ward and then Transition. Crisis before I was assisted with my needs also.

Health is Fragmented. Needs to be More Coordinated and Person Centred.

This was happening when my Mother was Community Nurse in Gilgandra 30 years ago. She sat everyone down and had a yarn and found out what was needed or what she knew with her wealth of contacts to assist not just the person but the whole family and the carers.

This in turn was then cost effective, efficient, person centred and a win win situation for everyone.

This is when People are Listened to not Ignored.

She planned the Design for Coeee Lodge the First Three Tiered System for Nursing Homes in Gilgandra in NSW.

She - my mother Iris McLachlan kept people in their own homes with Dementia.

Common Sense. Services Not Packages.

The Packages I received for my mother and father did not meet our needs on what was dictated - cleaning and maybe outing.

I knew what I wanted for them both but was not given this. I was told lucky to have a package and get what I got. This is not good enough.

Throw out Packages. Bring Back Talking with People not At Them.

People come up with Cost Effective Solutions Give them a Chance and a Voice.

I look Forward to Your Reply and Thank you for the Opportunity to Provide Ways and Means to Improve our Health Outcomes and System in the Bush.

Kind Regards,

Librarian/Researcher Lived Experience Person Mental Health and Carer for Dementia and Stroke and Advocate for Rural NSW and Central West