

**Submission
No 237**

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

Name: Mrs Lois Biti

Date Received: 10 December 2020

I wish to express my disappointment with the current out patients situation at the Culcairn District Hospital. My past experiences were very good, until the last time I had to take my husband to the hospital twice during the night aprox 3 months ago. The nurse on duty was excellent, but as the hospital has now not got a doctor on duty or on call as in the past for out patients, the nurse had to phone a ' tele doctor' , and submit the problem on the computer as well as speaking directly to the doctor.

On the second visit, the doctor on the other end of the phone told the nurse to give antibiotics and sedative, and she asked him to complete the paper work on his end so she could give this medication. after waiting over an hour, and he had not completed his paperwork, we had the choice of driving to Albury and attend a very busy out patients, 80 year olds driving at 2 am, and waiting many hours, or just going home and hope for good luck, till we could see our GP the next day. we chose to go home.

the nurse on duty was excellent and very efficient, and have my husband as much attention as she was legally allowed to do. we have a beautiful new hospital, but like most country hospitals, insufficient trained staff or doctors allowed to do out patients.