

Supplementary
Submission
No 160a

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

Name: Name suppressed

Date Received: 8 December 2020

Partially
Confidential

In 2016 CEO WNSWLHD stood before Dunedoo/Mendooran Communities at a public meeting and promised Dunedoo would have 24/7 GP coverage and Mendooran an outreach GP clinic once a week. Four years later Mendooran has not seen a GP at all and Dunedoo has one day on call GP with the rest being the Virtual GP Program.

I recently drove my husband with chest pain to Dubbo and bypassed Dunedoo. Care in Dubbo required two presentations with chest pain in 4 days to actually acquire diagnosis but not treatment.....We had to demand transfer to a private hospital in another LHD for appropriate cardiac surgery. Mind you Dubbo Base utilised our health insurance which provided my husband a daily newspaper.

We have an experienced local GP living locally who resigned as VMO because of unsafe work environment. Now we have a very junior GP who works school hours 2 days a week and is on call Tuesdays during the day only. The other GP surgery only has a GP Fri/Sat but may not be available every week.

Dunedoo has an HSM who won't accept frail elderly back into the facility when transferred to Dubbo. That same HSM is now to be over both Coolah and Dunedoo MPS facilities. (Position not advertised). So many elderly will be in care away from loved ones. This in itself causes turmoil in families.

Dunedoo has had a undiagnosed fractured pelvis following a fall.....a client discharged with indigestion who required cardiac surgeryan client discharged home not having had their bed made or assistance with personal hygiene over a five day admission, and a patient with chronic pericarditis with chest pain told per phone to drive herself to Dubbo in the dark and not present to MPS.

Not acceptable for the amount I pay in taxes as a _____ who feels safer working in another LHD which means I pay rent elsewhere and travel home each weekend to work in a safe environment.

We live 4 hours from Newcastle but now know to drive and pay \$250 to be seen at Lake Macquarie Private if we need appropriate medical care.

But what happens to those without insurance or family to advocate for them?