

Submission
No 293

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

Name: Name suppressed
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Partially
Confidential

I am a 49 year old mother of a 9 year old daughter Angela who was diagnosed with cerebral palsy at aged 4. She has experienced fairly good health except for her recent fall at school & dislodging one of her top front adult teeth.

Upon phoning the local emergency department I was advised to first consult our regular dentist as they didn't have a dentist at the hospital. The first available Emergency appointment was 2 hours later so we stayed with my daughter at home holding cold gel pack on her mouth wrapped in face washer until we could drive to the dental appointment. Due to her fear of medical practitioners of any kind and the pain her whole mouth was in she wasn't able to open her mouth so the dentist could inspect. We were able to get her to stand at their X-ray machine so images could be taken for the dentist to know where the problems lay. These were then made available for us to be referred to a specialist paediatric dentist who is based at Westmead children's hospital.

Upon phoning my sister in another large regional city she said get on the phone to Orange Hospital to see if we could get attended to there to reaffix the adult front tooth that had been dislodged. I was told no dentist at Hispanic to phone the local University/NSW health dental clinic to see if they could attend my daughter. Luckily the dentist in charge was able to see us. Due to a theatre not being available due to a long list of Emergency surgeries we were asked to return the following morning at 7.30 am to wait to be operated on. We were fortunate there was a gap mid morning when the dentist was able to operate.

My daughter came out of theatre fairly groggy & then returned to day surgery where she was discharged in my opinion too early as she was still unable to take anything by mouth due to the extreme pain. The following day I took her to a local general practitioner who works in same practice as my daughters general practitioner who checked that she wasn't yet dehydrated. He advised me to take her to the emergency department again if she wasn't able to drink enough to stave off dehydration.

Upon her vomiting the small amount of fluids she was able to swallow during the day we presented to the Emergency department of our local large regional city hospital and was given a numbing gel to try to numb the painful area in mouth enough for her to be able to swallow some pain relief and drink. A few hours later we were seen by wonderful treating medical staff who made the decision after several attempts of administering pain relief to cannulate her to administer these items intravenously. She was also admitted to the paediatric ward until such time as she could tolerate taking fluid in the mouth.

Another matter I would like to raise is after having approximately 1 year of very painful menstrual cycles I was referred to local obstetrician / gynaecologist. The first available appointment due to current Covid-19 times several weeks. Upon being reviewed I was referred for an MRI which unfortunately was not covered so I had to go to great expense to pay for it. Upon same practitioner reviewing it he suggested a number of courses of treatment including surgery.

After previously being diagnosed with severe endometriosis in 2010 when trying to conceive a child I was I was operated on by a local gynaecologist who was not sufficiently able to remove all the endometriosis. I was not feeling confident that the local gynaecologist had

the skill level to attend to this matter so he advised to contact my specialist gynaecologist who had previously removed my endometriosis 10 years previously. Again there was a 5 month waiting list which after several phone calls over a period of 4 weeks I was able to get an earlier appointment. It became necessary for my husband to take 2 days leave from work as the appointment was on a Thursday morning and I wasn't able to drive myself and my daughter to Sydney on my own and attend the appointment as due to covid19 restrictions she was not allowed to come into the appointment with me.

It was decided serious surgery was required and that it would be performed in approximately 6 weeks. This is still to occur but I will be going to great expense for several nights accommodation in Sydney for my husband and daughter as well as myself either side of the stay in hospital for the surgery. My husband has applied for 2 week's annual leave from his work place to be my carer and our daughter's carer in my absence.

I am due to be out of action and not able to attend to everyday activities for up to 6 weeks but due to being away from our home it will be quite an ordeal I think would have been made less of a burden due to us not have to the added expense of having to pay for city accommodation.

I greatly appreciate what IPTAAS is able to offer but doesn't come near to covering cost of a Motel room for 3 family members. I do appreciate everything that our local health service is able to offer us in our home environment.

All the best for the inquiry.