

Submission  
No 295

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

**Name:** Name suppressed  
**Date Received:** 11 December 2020

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Partially  
Confidential

My name is \_\_\_\_\_ age 71 and retired I live in \_\_\_\_\_ , Central West NSW.

Over the last couple years myself and our group members have noticed a big difference in the care especially the elderly, due to being short staffed, of carers and nurses alike.

There has been obvious cut backs on funding. Eg fresh bottled water to each of the patients and residents. This may seem like a small item but given the terrible taste of our local supply water it is a big issue especially for the elderly. We were told the hospital could no longer afford such luxuries .

The waiting time for Nurses to be able to attend call buttons is not acceptable.

A constant turnover of staff is a big worry. Why are the nurses leaving? Why do we have to depend on Agency Nurses?

With regard to Tele Health, I feel it is just a backup service only. It appears that we are being pushed into, by stealth, to be our main emergency and ordinary consultation with Doctors who are often residing overseas.

My personal experience is arriving at Ed one evening just before 9 pm in a lot of pain I had to wait over Two hours to speak to a doctor, who was in the UK. Not even one of our own in Australia. Which leads to a question. If a doctor comes to Australia he/she has to do more study to meet Australian Standards. How can they practice over Tele Health? How much money is being saved by pursuing this practice?

Fortunately my problem was not immediately life threatening.

As it turned out he was not much help as a physical procedure was required.

The Nurses on duty must feel a great weight of responsibility. No wonder they do not stay for any length of time.

My biggest worry is that someone is going to die before anything changes . Our health service is slipping away from us. We are 1 hours drive or 92 klms from Dubbo.

This would not be acceptable in a City location.

Thank you for your attention.