

Submission
No 302

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

Name: Name suppressed
Date Received: 12 December 2020

Partially
Confidential

There needs to be more funding and support for rural hospitals in NSW. I currently work as a health care professional in a private practice but regularly perform procedures at the Manning Base Hospital. I myself have also been a patient at the Manning Base Hospital. My experiences have not been the best care I could've received and I believe this is largely due to the hospital firstly being understaffed.

After having my baby I had very little care from nursing staff. They were so busy caring for other patients that I was forgotten about and had to try and do most things independently. My nurse never stopped the whole shift attending to all other patients. I felt I needed to be discharged earlier than I would've liked because I wasn't receiving any care from staff at the hospital. The poor nursing staff was so busy she could not possibly attend to all her patients and perform her role as a nurse effectively. This is something I see and hear about far too often from patients at the Manning Base Hospital.

When I attend the hospital to perform procedures on patients it is quite regularly I see and hear patients call for a nurse and not to have a nurse attend to their needs in a timely manner. It's disappointing to see patients treated this way and it's not the nursing or medical staff to blame. The workloads the doctors and nurses are expected to have are not appropriate. It's unsafe and this is how errors occur. It's putting lives at risk.

There is also a need for a Cath lab and better services for cardiac patients. There is such a large demographic in the Mid North Coast of patients who have heart disease and/or are at risk of heart disease and I can not believe that angiograms are not performed in the area. Patients are often quite distressed when they have suffered a possible heart attack needing an urgent angio, only to find out they have to wait for a bed for a transfer to JHH, then once they finally get there, they have to find their own way home. Patients will often complain to me at how distressing this is on top of an already stressful time.

There is such a demand for a Cath lab yet all the funding seems to continually go to the metro hospitals and rural areas are just forgotten about. Patients feel that if you live in a rural area you get second grade care and get forgotten about. I hear this nearly every day performing my job in healthcare.

I have over 10 years experience working in public health in another state. There must be a review in all services for patients in the Mid North Coast including speciality care. This needs to include talking to patients and staff and not management. Management does not have a real grasp on what's happening on the floor in the wards. Doctors and nurses are tired of the lack of funding and appropriate support for their patients. There is such a need for improvement in health in rural communities. It shouldn't matter where you live, you should have access to quality care and appropriate services. Patients travelling hours down the road is not acceptable.

I really hope there is a significant improvement in healthcare in the Mid North Coast and other rural communities from this inquiry. Metro areas get so much. We're all equal and should receive quality care and timely access to specialty services.