

Submission  
No 305

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

**Name:** Name suppressed  
**Date Received:** 13 December 2020

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Partially  
Confidential

## **2020 NSW RURAL/REGIONAL HOSPITAL INQUIRY**

The Hospitals in rural/regional areas of NSW are in major need of a staffing overhaul. NSW Government need to independently review every doctor and nurse in their employment. Get rid of the incompetent staff and create financial and employment incentives to attract and keep / support the competent staff. This relates to all hospital staffing but particularly the doctors and nurses. Like in private business, staff that have had 3 complaints or 3 warnings need to be dismissed.

Merriwa Hospital has one doctor and very few permanent registered nurses who service this hospital. There are not enough staff so some of the health professionals employed lack the quality of care required, their education and experience is low and they impact negatively on the whole staff morale. It is severely inadequate and puts all the hospital's patients, elderly residents, emergency patients and the local, rural community at high risk of poor healthcare.

Below is correspondence outlining our complaint with Merriwa Hospital in detail.

Our family were extremely concerned with the medical care by the doctor and in particular one registered nurse for four months prior to his death. We verbally discussed these concerns with the Hospital Manager, doctors and nurses, as well as documenting them in emails. Our concerns were not dealt with effectively or efficiently.

The process of raising any concerns or complaining about anything to do with a public hospital is a slow, bureaucratic process, where no one is accountable, and basically ineffective. So why would we put our family through this when we've just lost a loved one and are already stressed and grieving?