

Submission
No 366

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

Name: Mrs Louise Eggelton
Date Received: 16 December 2020

Partially
Confidential

On behalf of my 70 yr old sister Suzanne Jane Venables who resides 17 kms from Gloucester.

2015 1st appt with _____ at Gloucester Medical Centre. waited 2.5 hrs to see doctor who refused two vital prescriptions until a blood test. Next door pathology dept was closed for lunch so had to return It took 2 weeks to get her prescriptions.

When she needed prescriptions next _____ had disappeared and the receptionists didn't know where he was but allowed her to get her prescriptions over the counter. for \$6. Now they cost \$20 over the counter.

2019 her sciatic nerve totally debilitated her. there is no access to community assistance in the area without having to give 24hr notice. a relative had to drive 2 hours to deliver her to hospital.

2019 she requested referrals from _____ for a knee, shoulder and back. He said NO. I found the contacts for 3 such specialists here in Newcastle.

May 2020 I provided this information to _____ as he didn't know of any specialists???? I drove Suzanne to her Orthopaedic appt here in Newcastle.

The other 2 referrals were posted back to Suzanne as they had not been filled out correctly by _____. I requested he send my medical results to the other 2 specialists.

Both were returned again. Suzanne contacted to imaging group and requested they forward her results to _____. This time she sat in front of _____ while he completed the referral. She took it to the receptionist and watched as they faxed them.

One of these referrals was shuffled between the specialist in Charlestown and Belmont Hospital. Belmont Hospital said they had faxed it back to _____ for more information. He and the staff said they had not received it. She showed _____ the letter she received from Belmont Hospital and had him attached her xrays and resend the referral.

Suzanne who is very physically debilitated and living alone and isolated in the country is now on a waiting list for all 3 conditions. It has been an emotionally exhausting roller coaster ride for her that I struggle to comprehend as I contact my GP and usually get in immediately.

All of this incompetence is wearing her down and adding to her debilitating conditions. She now needs a referral to a ENT specialist with requests starting in 2020.

This is not at all acceptable in Australia in 2020