

**Submission
No 405**

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

Name: Mr Peter Connell
Date Received: 13 January 2021

Dear Committee

I make this submission from my personal experience with the health care system in Deniliquin NSW.

From early 2019 until February 2020 I had close liaison with the Palliative Care Team in Deniliquin as my wife was in the end stages of her life.

I have nothing but praise for the palliative care team as they were very very supportive, a one stop shop if you will. I communicated with the palliative team when they attended our home or by phone and they liaised with the Doctors and any changes in medication or support that needed to be implemented. They were well acquainted with all the allied healthcare providers so anything needed was delivered the next day. So that as my wife's care needs increased, I only needed to care for my wife as it was her wish not to die in hospital and I defy anyone to say no to a determined dying woman.

This provided the support we needed so I could continue to care for my wife at home.

That is the positive side of the care we received.

The negative side is the lack of capacity in the system. We were *lucky* in that we were the only high care client at the time.

With only two nurses covering a large geographic area, if they had more than one high care client, the service provided would have dropped exponentially. During our time one member needed to attend the funeral of a colleague in another town and if the other is on a day off, the system breaks down.

There is nothing better than continuity of care with a small dedicated team.

There is nothing worse than delayed or no care from an under resourced overworked department.

I submit this with the greatest respect for our dedicated healthcare workers who I believe need extra resources in our area of Deniliquin.