

Submission
No 428

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

Name: Mrs Cecily Carter
Date Received: 5 January 2021

Partially
Confidential

5th January 2021

To N.S.W. State Parliament

My name is Cecily Carter. On 14th October 2020, I had an accident in my backyard and was attended to and transported by Ambulance to Bathurst Hospital Emergency Department.

I wasn't in the Ambulance triage area for very long when I was attended to by Hospital Staff.

It also wasn't very long before I was transferred to a bed in Emergency department. I was on Morphine for my badly dislocated and fractured ankle, so therefore every little detail is a bit fuzzy. I was attended by a very competent Doctor who had me transferred to the Imaging dept. where it was confirmed what I already knew was a dislocated and Fractured ankle.

I was crying when the news was confirmed to me because I was still getting over a total Knee replacement at the time and I had been back at work for 3mths.

At this stage every front line person I came across in Bathurst hospital was an absolute professional. From the Paramedics to the wards lady they were very kind and compassionate.

When the Doctor read my x-rays, he said I had to go into a back slab and wait for transfer to Orange Hospital for Trauma surgery, because Bathurst does not do Trauma Surgery.

That was on Wednesday night. On Thursday morning I was seen by a group of Registrars who said they were still waiting on a bed for me and that Orange was on bed lock as was Bathurst. They asked me if I wanted to go home and wait for a bed to become available in Orange. I said no, that I live 16klm out of town on a farm; it was out of the question.

Friday came; I was again informed that I wouldn't be transferred to Orange that day either.

I think it was on Thursday that I was transferred to an extension of emergency. The care was still second to none; however the room was a square white box, no pictures on the wall and no T.V. My family and I were very distressed as it was with not knowing when I could have my surgery and begin the long recovery.

At some point I was transferred to the medical ward, where again I received the best care.

I was told by the registrars, that it was unlikely that I would be transferred to Orange over the weekend. Someone mentioned to me that _____ operates in Bathurst on Mondays and there could be a very slim chance that he may have time to do my surgery. This however was an unknown factor until Monday 19th to see if time permitted with his three replacement surgeries.

Fortunately for me and my worried family, _____ was able to do my surgery. If that hadn't occurred, I don't know what my option going forward would have been.

In the meantime there were emails sent to Paul Tooles and Andrew Gees offices, from my family in disgust at the length of time I had been waiting.

I want to stress again the excellent care and compassion that I received from everyone who works in Bathurst Hospital. However it is very stressful for the staff to break the news to a patient and their family, no bed for you in Orange today. You can see it in their faces.

I can assure you that I am not fighting for Bathurst for myself; however waiting so long for surgery is unacceptable in Australia in 2020. I am doing this for the hundreds of patients before and since my experience. I know of a _____ boy who lives not far from me who had a motor bike accident while rounding cattle and he also waited too long for Surgery in Orange. I also know of many occasions where an elderly resident from one of the many nursing homes has had a fall and fractured a shoulder or a hip that has had to wait for days to be transferred. How sad and frightening for them. On many occasions they do not have family support here in Bathurst, so they face it alone. How terrible. On the day that I had my accident, there was a man who came in that I think had a farming accident and he was told he had to wait for a bed in Orange as well, _____ drove him four hrs to Westmead hospital.

Is this how people in Bathurst and surrounds deserve to be treated? I think not.

We are becoming a large Regional City. We have a population of three thousand more than Orange now. I believe the old Bathurst Hospital did have Trauma Surgery. People are moving here from Sydney in droves. We need a Trauma Hospital.

Bathurst is a farming community, which means lots of accidents on the land, such as motor bikes, machinery, horses riding accidents, not to mention broken bones from Livestock and chain saws.

Please take my submission as one of hundreds of Bathurst citizens that have had to go through this mental and physical Trauma. Don't let anyone convince you that I waited so long for Trauma Surgery because of swelling, it is not the case.

I do not intend to let this go, I intend to see Bathurst citizens get the Trauma care they deserve. Just like anyone who lives in the three big cities of Newcastle, Sydney and Wollongong

I did have a phone call from _____ .

_____ said Bathurst will have Trauma Surgery, early this year.

I hope this is the case. It is up to N.S.W. Parliament and The Health Minister to make sure this happens.