

Submission  
No 517

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

**Name:** Name suppressed  
**Date Received:** 15 January 2021

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Partially  
Confidential

Cootamundra a town within the Riverina Region ( The Golden Triangle) a populous of approx 6,500 to 7,000 individuals. The populous consisting of the majority being of Mature age & considerably Mature age. With this in mind the Medical Services are well under par. For example:

\* The local Medical Centre doesn't bulk bill. ( Quite costly when on a pension or a very low income)

\* One is required to ring the morning of the day you require an appointment. ( only on certain days can you receive an appointment in advance)

\* I would normally go to Young ( 40 minute drive) to see a doctor ( you can pre book an appointment for whatever day & time & they would bulk bill.

My doctor left this particular practice under circumstances of "bullying" by her peers. Now she is some hours away. So, I no longer have a doctor that is familiar with my medical condition. All that aside - I became quite ill, (coughing up blood, chest pain) so rang the local Medical Centre ( Cootamundra) to request an appointment. Gave the receptionist my story as in to why I needed to come in & that my doctor was no longer available at Young. To be told, " You normally go to Young, so we couldn't see you anyway". To my horror & dismay I felt quite let down. Desperate to see a Doctor ASAP, I rang the Kruger Medical Centre ( Harden - 30 /40 minutes away) explained again my situation. The receptionist was kind enough to squeeze me in that day. I was diagnosed with " Community acquired Pneumonia " If I hadn't persevered in calling around for an appointment, heaven only knows the outcome. My story is only one. The various towns & regions around Rural NSW would have many of there own. I am but only one person. There are thousands & thousands of others.

\* I believe Cootamundra is to get a new Hospital. For what reason, there is no one to man it. A couple of nurses. A Doctor may be on call in case of an emergency. If Anyone has a Stroke or a Heart Attack the closest Hospital with specialised Doctors & Staff is in Wagga Wagga an hour or more away on a treacherous road in the dark.

\* Should one require ANY SPECIAL IST of any kind, you must go to Wagga Wagga or Canberra (ACT) once again unwarranted travel for the appointment, let alone any outcome from that appointment. If you don't have a car, or drive, or know someone that will transport you. You have no hope. You throw your hands in the air & hope for the best.

\* I know, I don't only speak for myself, but on behalf of many, many others.

\* The avoidable death rate would be higher than what it is, if not only through a community supporting each other the best they can, with the little they have. More by good luck, than good management.

\* Cootamundra is only ONE of the many, many RURAL towns within NSW that are literally thrown by the wayside & completely forgotten when it comes to Medical health & well being.

May I thank you in advance for your time it has taken & consideration you may give to the multitude of submissions you have received.