

Submission  
No 654

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

**Name:** Name suppressed  
**Date Received:** 11 January 2021

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Partially  
Confidential

Firstly I must acknowledge the excellence of the care given by Dr \_\_\_\_\_ & the staff of Bonalbo MPS. And the new building & environment makes the waits more tolerable.

However, it is totally unsatisfactory to have only one doctor, & then for only some days of the week.

Most often one must wait around three weeks just for an appointment , regardless of pain or other urgency - & if tests are required, another three weeks before hearing the results. I am waiting for a (phone) appointment to renew an essential prescription that has run out. When one has to travel 45 minutes on a very badly maintained road to get from Drake to Bonalbo, it seems reasonable to me that results should routinely be given by phone.

It is totally reasonable for \_\_\_\_\_ to spend time with his family \_\_\_\_\_ but not at all reasonable for a hospital to have no doctor for 3.5-4.5 days (& nights) per week - especially when the Casino & Tenterfield Hospitals are an hour away (& I have been told, Casino medical staff reduced from 15 doctors to 9 to cater for a very much larger population!).

I look after a friend of 45 years \_\_\_\_\_ who has cancer & numerous other quite serious & painful health problems. For weeks she has been so ill that she couldn't eat, & had lost alarming weight. She was so ill , she simply ceased to care, with tired resignation that there would be no one to do anything about it, when she couldn't get an urgent appointment.

Finally, after my persistent nagging, she rang on Monday 4th Jan, but was told \_\_\_\_\_ would not be back from holidays until the Thu - & that he was fully booked - & was there only until early Fri afternoon.

By Thu 7th Jan 21, I was panicking & rang his nurse. She was sympathetic, but her hands were tied, with all time available taken, & she could only suggest that we come over to Emergency the next day & just wait until a space could be made.

We did, arriving at 9.30 am, & sitting all morning. I have done this myself, & though not happy about it, it was something I could cope with. However, my friend needs to SLEEP those hours, as she does daily - along with at least three hours again in the afternoon, & this was a huge strain for her - not over until we had negotiated the long rough trip home.

Even more importantly, \_\_\_\_\_ was able to do her a lot of good; medication has eased the violent nausea, & she is now able to eat two small meals a day & no longer looking skeletal. He prescribed a puffer for her deteriorating emphysema - & now she can breathe. And can walk more than a few steps. And so on.

MY POINT IS THAT THIS WOMAN WHO IS STILL HONOURED BY HER FORMER STAFF FOR HER TRAINING & FOR DEDICATING HER LIFE TO SAVING/&/OR MAKING PATIENTS MORE COMFORTABLE, COULD HAVE BEEN SAVED WEEKS OF PAIN & DISTRESS IF THERE HAD BEEN ANOTHER DOCTOR AT THE HOSPITAL.

Surely, as young doctors graduate, they could fill those gaps necessary to allow a country hospital doctor a life? \_\_\_\_\_ could work 4 days a week, & the junior doctor perhaps 3 days & 4 nights?

Thank you for the opportunity to have this situation to be examined - hopefully to be addressed.