

**Submission
No 703**

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

Name: Robyn Waller

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I sent the following email to the Health Care Complaints Committee and this was apparently the wrong place to address it. They did reply and suggested sending it to your email.

Hi, we hear a lot about how stretched the paramedics and ambulances are in rural areas. Twice in the twelve months 2019/2020 I was transported from Tenterfield hospital to Armidale, tying up two ambulances (one from Tenterfield and one from Armidale as we changed at Guyra - ouch!!) after dislocating my hip. It was close to 10 + hours from when I was picked up to when the doctors put the leg back in. The reason I was told: because I had a bone graft with the last operation and also there were no radiographers, they had finished for the day??? I asked why I could not be taken to Stanthorpe 50km away but apparently, like the NRMA, they are not allowed to cross the border. Good thing I wasn't in Wallangarra doing the washing and had a heart attack - would have had to wait for a Stanthorpe ambo while Tenterfield hospital was 18km away (if indeed they could have coped there!)

I dislocated the hip again and although border was closed I decided to phone a friend and have him drive me to Stanthorpe hospital (with permits). He managed to get me to his car and within 50minutes I was in the Hospital Emergency, had pain relief, x-rays taken and another hour saw me put together again by a surgeon with the help of my local doctor (how comforting that was).

I am 73 in a couple of weeks, have paid Tax all my life (still paying it!!) and worry that as I get older health care will be even more unavailable without much travel. It is so frustrating to see the money spent freely on the capital cities and larger towns while we are left in the lurch. I realise doctors, radiologists etc can make more money in the big hubs but perhaps some of the money splashed around (sports rorts and other grants) could be invested in our rural hospitals and inducements (or something stronger) for doctors and specialists to do some time with us.

I do not want to tie up an ambulance out here in Tenterfield for up to five hours while it could be more properly utilised looking after people in real trouble.

Help us out here in the bush - please!

PS you try getting home from Armidale to rural Woodside with no shoes and no jeans (cut off by nurses in Tenterfield ED) and no family to call on for help !!!!