

Lynette

From: Lynette Cronly [REDACTED]
Sent: Thursday, 2 November 2023 1:29 AM
To: [REDACTED]
Subject: Fw: Ambulance ramping

From: Lynette Cronly
Sent: Thursday, 2 November 2023 1:28 AM
To: [REDACTED] >
Subject: Ambulance ramping

Hi Fiona,

I hope this email finds you well.

My name is Lynette Cronly and I was recently contacted in relation to sharing my story about Ambulance Ramping in Tasmania

I have spoken with Rosalie's office and they have asked that I forward on a copy of my experience to you.

Recently I was rather unwell and suffering from uncontrollable vomiting, this was rather concerning to myself and my partner.

As a resident of Rosebery we have very limited access to health services (GP only on a limited basis) so I made a call to 'HealthDirect' as the earliest I could be seen by my doctor was over 1 week. During the course of this call the RN who took the call became concerned and consulted with a Doctor who in turn informed myself to call 000 for this matter. I expressed some reticence, as I have previously been taken to the NWRH by Ambulance from the West Coast and then 'abandoned' after discharge for ED with no money in my pocket, and an out of date bus timetable and no knowledge of how to get home (some 150km at that time) which landed me with a taxi fare of some \$260. I was informed that it was quite important that I called 000 and did not delay, I followed this advice reluctantly.

My 000 call was taken at around 8pm 31st August to which I was informed that I was "triage 2" due to another patient being transported from Tullah and would have to wait as there was only 1 Ambulance servicing the entire West Coast (Linda, Gormanston, Queenstown, Strahan, Zeehan, Rosebery, Trial Harbor, Granville Harbor, Corinna, Tullah, Waratah) This was accepted and I waited as my partner (Ex-RHH staff) did his best with limited resources to manage the emergency. At some time around 10pm a 'volunteer ambulance' arrived to inform us that they could do nothing as it was too serious for them to handle, they spoke with 000 dispatch and left without really informing us of what was going on and advising that I 'wait until morning and see if I can get in to see the GP' (it is widely known that bookings of less than about a week in advance are almost impossible and anything more urgent is referred by the GP office to the NWRH or Queenstown Hospital)

At around 2am on the 1st of September my partner called 000 again to request urgent update on the status of Ambulance, at which point he was informed that dispatch 'forgot' to organize one, and that one would be sent immediately.

Around 3am an Ambulance from Ambulance Tas arrived with a driver and paramedic, one of which had an extremely bad attitude stating that the matter could not be urgent as he 'takes everyone from the West Coast to Burnie, and if it was serious and I had been hospitalized before, he would have known about it' (implying a 'waste of time') at which stage I was taken to the NWRH for treatment and to again be 'abandoned' over 110km from home with no provision for getting to safety and again sticking me with a several hundred dollar taxi bill.

My partner made complaint to Ambulance Tas whereupon generic platitudes like "isolated incident" and "staff training" were thrown about to smooth things over (i.e. nothing of substance happened)

I have recently learned of the eerie similarities between my own situation and that of poor Mr. Anton Lukacevich for which an ongoing Coronial investigation was underway and I now have serious concerns that the next 000 call will lead to the death of myself or someone I love due to mishandling as it appears that Ambulance Tas don't really seem to take these situations very seriously at all.

Should you require any more information in relation to this complaint please do not hesitate to contact me, thankyou for taking the time to hear my submission, I have found the process and opportunity of discussing this traumatic event with someone who cares somewhat cathartic.

Regards,

Lynette Cronly