




Speech By
Sandy Bolton

MEMBER FOR NOOSA

Record of Proceedings, 22 April 2021

ADJOURNMENT

Ambulance Service, Wait Times

 **Ms BOLTON** (Noosa—Ind) (6.24 pm): Previously I have raised the issue of ambulance response times in my community and the reasons for this, which include that our emergency department needs to go into bypass mode when overloaded. We have fabulous health services and teams that have worked under duress for months now, due to unprecedented demand, and we need to urgently ease their load and prevent incidents such as experienced by one of Noosa's matriarchs.

This 85-year-old much loved wife and mother had two falls in six months. The first was on concrete outside a church where she lay on the ground for over 1.5 hours until an ambulance arrived. The second was in her bedroom last week. Her daughter immediately applied compression and made the first emergency call at 4.48 pm. She was advised an ambulance was on the way. Her compression efforts did not slow the bleeding so a panicked call was made at 5.09 pm. This time she was informed the ambulance was on its way but was coming from Nambour, 40 minutes away. At 5.27 pm a third call was made as blood continued to pool on the plastic that had been put under the towels. She was told an ambulance was four minutes away. It took another 30 minutes. This whole time her husband of 64 years wept.

One resident and two incidents. It was over an hour to get assistance both times. That is not the end of their story. When the ambulance arrived so much blood had been lost she lost consciousness. After our fabulous paramedics got her to respond, she continued to lose consciousness until they could stabilise her enough to transport her. This healthy and vibrant woman nearly lost her life. As the paramedics left, they apologised to the family saying, 'This shouldn't have happened.' No, it should not have happened.

That our vulnerable are at risk of bleeding to death in their own home, with an ambulance station and hospital less than 15 minutes away, is unacceptable. As her daughter pointed out, anyone with first aid training would have been appreciated to help get her mother to our emergency department, which does not bypass for drop-ins. Thankfully, after three days in hospital, this resident is now safely home and deeply appreciative of the care she received. All she asks is that this not happen to anyone else. Consideration must be given to funding volunteer first responders in our community as is available in our remoter areas. As well, the expansion of our emergency department at Noosa Hospital must be fast-tracked as a priority.

Thank you and blessings to the member for Stretton, Duncan Pegg. Peggy, as an MP, chair and a really good person, you rock and you will be very missed. I hope you will come and visit.