Inquiry Name: Inquiry into VicRoads' Management of Country Roads

Ms Dominique Fowler

SUBMISSION CONTENT:

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I just wanted to relay to you a friend’s experience in an ambulance traveling via road to Melbourne from Warrnambool. This patient had neurological issues in that she had just been told that she had a brain tumour. She stated that the trip was horrendous. She also stated that the poor driver was doing his absolute best to avoid the potholes and yet there were still so many! What a disgrace! It’s bad enough driving in a luxury car but when in an ambulance on those slim trolleys/stretchers, she stayed it was terrible for her.

And the poor ambulance officers have enough on their plate trying to monitor their patients without the added burden of trying to maintain their balance when administering injections on the move or even trying to read equipment that could potentially cause them to take inappropriate action such as administering drugs or other medical attention. It is a total disgrace! How is one supposed to be receiving the best care when the roads are this bad?

I visited my friend in Melb a few days later and she brought up the subject again! She also stated that on two occasions the ambulance nearly come off the road and it was very scary!

That’s her memory of the trip - not how smooth everything went; not how she was treated with a ride that enabled her to feel relaxed thinking about her tragic diagnosis - just a scary ambulance ride that caused her (and the paramedics no doubt) more anxiety and stress that she didn’t need to have.

Unfortunately, she wouldn’t be the only patient that this is happening too. Ambulances make many trips across the state to reach metropolitan areas for the good of the patient. It is imperative that this infrastructure is managed better for all concerned.

For your information, I am not in the ambulance profession.

Thanks for taking the time to read this.

Regards,

Dominique Fowler