

My name is Pat Elliot an ex-volunteer of the Chittering/Gingin.
sub centre of 22 years and a Life Member.

I have never been so disappointed in the ambulance service that was provided on the evening of the 22nd June. My husband was experiencing a stroke and I called 000 and was informed an ambulance was on the way.

Arrival time seemed to be longer than we expected, so we rang 000 again to get an update on expected arrival time. Of course, they gave us no information. We then rang a friend who is a volunteer who was able to tell us that the ambulance had been dispatched from Woodridge, which is about 30 minutes from Gingin which should have been due very soon. So at that time we chose not to drive him ourselves.

One hour ten minutes later the ambulance arrived.

When they arrived, we were then told that they came from Lancelin as they were at training. Lancelin is 80 km away and about an hour from Gingin and at night it takes longer due to kangaroos on the road. I am not sure if the crew informed the dispatcher the distance they had to travel. As this being a priority 1 call I would have thought speed of service was paramount.

At no time were we informed that the ambulance was coming from Lancelin and not Woodridge and would take extra time than we expected due to being ex volunteers.

We realise dispatchers are not aware of distance in the country, but this is something that should be improved on to provide a more efficient service.

The time it took to get my husband to be admitted to Joondalup emergency department was 3 hours.

If we had been aware of the time, we would have made the decision to drive him ourselves which would have taken 50 mins to get him there.

We were very lucky that my husband Arthur Elliot symptoms improved, and he has no lasting effects.

MRI showed that he had suffered a stroke.

I am a surviving stroke patient and i was led to believe that the blood thinning injection needed to be administered within 2 hours to avoid permanent brain damage. Considering this I think my husband was incredibly lucky he improved on his own.

Our ambulance service within the district needs to be upgraded. I realise that everyone is a volunteer but i hear so often within in the community that " no good calling an ambulance because we don't have a service". This is very concerning that the public don't feel confident with our ambulance service.

Hope our ambulance service can be improved.

Regards
Pat Elliot