

Sue

Access to healthcare

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I also had the money to pay to go privately. So my thing is what would happen to other people that didn't have that money to go and get other help?

I say one of the advantages of living in a rural community like this - I know lots of people, like now my speech therapist is married to a lad I taught. And also my feeding nurse, I taught her. So I know people and that helps with people, you know?

Natalie, my girl I saw to start with physio, I go to her once a month and she's my go-to person. She tells me what's going on. And if I have a query she will sort it out for me. Other than that I've got a team at the hospice.

I've got various people I see at the hospital. But I like them all. They're all lovely. We have a lot of banter.

So I think I'm going to whoever, it's more social than medical. And I think it's a balance. So it's never too bad. Really.

I was going to say building up a relationship with people so they know you, you know them. I think that is really important from a medical point of view. And also for confidence. But I've been introduced to Gemma and she's the nurse, and visiting nurse from the hospice.

I think in the NHS they need more common sense. There's a lot of money wasted and time. Generally.

I mean when I first went to Hereford hospital, in the neuro part, they had chairs without arms. So my friend and I got on the case for them. And it was mad. When we said to the lady on the desk, she wanted us to complain. So we did. And they did alter it, but you know, it's a basic thing.

I think what happens is normal people overlook things, for ill people.

Well likewise, at the dentist. I mean they had it was all very exciting and lovely. But again the chairs had no arms. I got on the case, and my friends, and now they've changed and they've got arms.

As I've got this, I made use of that. Use it to help other people.

Well initially I was going to Birmingham and that was a bit... I'm depending on a friend coming with me. So that was a day out, but again it was quite hard because, once there, Hereford, the lift wasn't working. And then Birmingham at the hospital, the lift there wasn't working. Unbelievable.

But mainly now it's Hereford for the hospice and Leominster for physio. And also I have my friends then and I'm at Bodenham which is about five miles away. But I go there because the parking is easier and I know the nurse.

It seems mad, going to Birmingham. So we told them I didn't want to go anymore. I think the closer things are, the better.

I mean, no, again, the powers that be assume everyone has a family, everyone has transport, and it doesn't work like that. So if they can have everything contained within a closer area, it makes sense. So minor things can be treated locally.

I don't know. Makes sense, on cost, time, dress, environment, and so many things. Because I think care teams need to spend time with people. But time is money and patience. But for the person, if you want to build a relationship, you can get to know them. But in this day and age, care, you know it's hard.

But I think places like the doctor's surgery should have a more communal area. And then people go calling and they may have a wider group of people. They'll help lonely people.

I would say one of the major advantages I've got is that my team know me. Some of them knew me – and knew me like Natalie knew me in my former life when I was very active. We would play netball together and she knows my mentality I think that's a major advantage.

I go back a lot on care. Whatever illness I'm writing, people are better when people know them. I think...

I'm happy. I can... I mean, everyone tries their best. I've no complaints.