

Q1 Which age category do you belong to?

Q2 What is your gender?

Q3 Do you live in a metro, regional or rural area?

Q4 Do you identify as Aboriginal and/or Torres Strait Islander or Culturally and Linguistically Diverse (CALD)?

Q5 Have you accessed medical imaging or women's health services in NSW?(Examples include: ultrasounds, x-rays, mammograms, CT, MRI, PET scans, bone density scans, cervical cancer screening, sexual and reproductive health services)

Q6 Which of the following medical imaging or women's health services have you most recently used?

ANSWER CHOICES	RESPONSES	
Ultrasound	23.91%	22
Computed Tomography (CT)	14.13%	13
Diagnostic Radiology (such as x-ray or mammography)	18.48%	17
Nuclear medicine imaging, including positron emission tomography (PET)	2.17%	2
Magnetic Resonance Imaging (MRI)	18.48%	17
Bone Density Scan	14.13%	13
Cervical Cancer Screening	0.00%	0
Women's Sexual and Reproductive Health Services	3.26%	3
Other (please provide details)	5.43%	5
TOTAL		92

#	OTHER (PLEASE PROVIDE DETAILS)	DATE
---	--------------------------------	------

1	Mri	8/18/2021 4:43 PM
2	Videofluoroscopy swallow study	8/3/2021 6:04 PM
3	Xray	8/3/2021 12:04 PM
4	wound service	8/3/2021 10:57 AM
5	Ultra sound,xray, bone density,nuclear	8/3/2021 10:09 AM

Q7 Did you access the Services mentioned in Q.6 through a public or private facility?

Q8 In attempting to access the Services mentioned in Q.6, did you encounter any challenges or barriers? If yes, please provide details.(Examples include: issues with a referral (i.e. the facility denied access as a referral was from a GP); physical barriers (such as not supporting a wheelchair user, including with mobility in and out of the wheelchair))

#	YES (PLEASE PROVIDE DETAILS)	DATE
1	As I'm in a wheelchair I had to travel to Liverpool Hospital for my scan as no local facilities that cater for wheelchairs	8/24/2021 9:35 AM
2	An absolutely shambles EVERY SINGLE TIME! - Limited time frame for the appointment with no leniency or willingness to understand why I my appointment will take longer than average - Staff discussing your situation (of being a wheelchair user and needing to transfer etc.) in front of everyone in the waiting room - No railings or anything to aid transfer to platform and not fall off the other side given it's quite narrow - No change rooms or areas to readjust clothing after transferring back into chair, always trying to rush us out and put pressure on us to move along - Limited to specific facilities that have wheelchair access and a large enough room to enable wheelchair turning circle	8/22/2021 12:59 AM
3	- required large area for power wheelchair, lifter, 2 carers etc. - staff member didn't have lifter available when we arrived even though it was requested on referral and when making appt - staff member was frustrated/short upon realising what extra care needs I was going to require for the appt. Made comment that this was going to take so much longer than it usually does, making her late for other scheduled appts after me etc - clear breakdown in communication on the services part but this was taken out on me	8/21/2021 2:43 PM
4	I go to Shellharbour public hospital for all X-rays,ct scans. They do the X-rays in the chair and use a ceiling hoist for ct scans.	8/19/2021 12:40 PM
5	Physical no one knew how go transfer	8/18/2021 4:44 PM
6	There was insufficient staff to assist me to transfer in and out of my manual wheelchair.	8/16/2021 12:14 PM

Access to Medical Imaging & Women's Health Services Survey

7	Could not manage lying flat for mri so doctor ordered ultrasound instead	8/13/2021 10:32 PM
8	They strangely required me to transfer out of my wheelchair into a wheelchair they had at the business before they would let me get into the MRI room. being a c6 quadriplegic this was difficult and required them to help me a lot more than would have been the case if they allowed me to transfer directly from my chair onto the MRI bed. They said it was about the magnets in the MRI machine but the chair they transferred me into a big old steel one Whereas mines a small light titanium one although obviously it does have some steel in it but really none of that made any sense to me.	8/11/2021 9:19 PM
9	I am a C5-C6 quadriplegic confined to a wheelchair. On contacting Hunter Imaging I was nitially instructed to come in with a full bladder which I said was not possible because I had a supra pubic catheter and if my bladder was full I ran a high risk of dysreflexia. This was a surprise as the same procedure was carried out the previous year at the same facility. After a long discussion with several people in the organization they allowed the appointment with instructions to fill the bladder as much as possible. I was advised by my GP that the image quality may be compromised but last time it was OK and to just front up and play it by ear. On the day there was further discussion but the scan was carried out and everything was OK. Over the last 6 years there have been other scans and a dentist where we have had to bring our own patient lifter to position me in a chair or scan machine. We could write a book!	8/11/2021 2:08 PM
10	Physical barrier: Hoist availability	8/11/2021 11:41 AM
11	mammography - was able to have the mammogram sitting in the wheelchair but needed to get on the bed for the ultrasound. Found it very difficult with not much room to transfer. Now having extreme problems with transferring out of the wheelchair to a bed let alone a narrow one so not sure what will happen so have been putting off my follow up tests. Also with Covid, did not feel comfortable exposing myself to a whole lot of people before I was fully immunised. Lockdown started two days after being fully immunised.	8/11/2021 10:52 AM
12	The chair for the ultrasound is very narrow and difficult to transfer on to from a wheelchair. It was height adjustable luckily, but I required 2 people assistance, when I usually only require minimal from 1, as it was very narrow and dangerous for me to transfer	8/5/2021 11:23 PM
13	Even though it was the Norwest Imaging centre below Norwest Private Hospital, they do not have a hoist of their own, so they 'call upstairs' to borrow one. I go there because NO x-ray or Dentist or GP in the Hills area have EVER had a hoist, (I am a C/6 Quadriplegic). In years gone past I have been manually lifted by one or two people, but not nowadays with OHaS. I have been waiting almost three years to see a Dentist at the Westmead Dental Hospital because they are the only place I'm aware of with a 'Tilt Platform' on which you park your wheelchair and it tilts and rises to simulate a reclined sitting position.	8/5/2021 10:26 PM
14	Yes was difficult accessing from wheelchair. Also found equipment injured my knee as it moved back and forward.	8/5/2021 5:03 PM
15	No lifter to get out of wheelchair onto the table	8/5/2021 6:40 AM
16	I had to go to a private hospital as I can't stand up. I have to be lifted and be in a horizontal position and no xray centres are prepared for that.	8/4/2021 6:37 PM
17	Tremors made it difficult to undertake the imaging.	8/4/2021 6:30 PM
18	Not much room to navigate the power wheelchair around the CT machine, staff had to move equipment out of the road to be able to get correct access to the bed.	8/4/2021 2:25 PM
19	Mobility	8/4/2021 1:45 PM
20	Lost my referral and not enough concern around my injury diagnosis	8/4/2021 12:27 PM
21	difficulty transferring from wheelchair to MRI bed and back again	8/4/2021 11:29 AM
22	Access to the room was hindered. Transfer from my wheelchair to the equipment was extremely difficult and only facilitated by my daughter physically supporting & lifting to transfer me. The technician provided limited, but essential assistance. Transfer back to the wheelchair was just as difficult and also required considerable assistance. The facility had no transfer equipment to assist a person using a wheelchair.	8/4/2021 10:35 AM
23	1) Referral from GP was not sent to the hospital and the Speech Therapist had to contact the GP's office and ask for it to be sent ASAP. 2) Physical barrier as X-Ray area was small and	8/3/2021 6:13 PM

Access to Medical Imaging & Women's Health Services Survey

the wheelchair was difficult to move into position.

24	My Musco-skeletal Specialist requested me to obtain an MRI of my left hip & Psoas Muscle in late 2019. The MRI was requested to exclude tears in my muscles which have caused me to not be able to walk since an operation to repair a badly broken ankle, 10 years ago. I was forced to have to find a Hospital that had a patient lifter, due to the fact that being disabled, I could not access the MRI table. Eventually I was able to access Nepean Hospital who was able to use a patient-lifter, as long as I could attend on a particular morning of the week. This whole process caused me a great deal of stress & anxiety.	8/3/2021 5:53 PM
25	Transferring to the bed was very difficult as it was too high for me to slide onto and no small stool or equivalent was provided. Improvised and used a set of weight scales that was in the room.	8/3/2021 3:23 PM
26	I am unable to weight bear at all. We have to travel to a public base hospital to access radiography facilities, even though there is a diagnostic facility close by.	8/3/2021 3:18 PM
27	I tried to book an appointment with a private provider however they advised me they have a no lifting policy and they do not have a personal hoist I rang several private providers and they also advised me of their no lifting policy.	8/3/2021 1:19 PM
28	Wheelchair. Difficulty actually being Position for an X-ray. Specifically, difficulty getting my wheelchair close enough to the target for a shoulder X-ray.	8/3/2021 12:16 PM
29	There were a number of businesses in my regional location that provide a wide range of medical scans including bone density but given I am a high level spinal-cord injury accessing the equipment without taking my own mobile patient lifter would have been impossible. This was still very difficult nobody trained to help and I relied on carers to put me on a trolley bed and then sliding across to the bone density scanner.	8/3/2021 12:13 PM
30	Difficulties with positioning body with technicians who are inexperienced with disability	8/3/2021 12:06 PM
31	very often the bed where we lay down for examination is too small for a disable person as a disable person we have difficulty of moving around freely and fear of falling down very uncomfortable that is my complain as able body has no idea what is like a disable feels	8/3/2021 11:52 AM
32	The table one moves in and out the MRI Machine was at a fixed height and I could not get onto it without the help of two men to lift me up and onto it. I have had many MRI's at hospitals without an issue as the table moved up and down.	8/3/2021 11:40 AM
33	I was booked in to have my Mammogram at MYER @ Penrith Westfield. I am a paraplegic & a fulltime manual wheelchair user. When I made the booking over the phone, I made them aware that I was a wheelchair user. I arrived for my appointment, the staff were nice and tried a few different ways to try to get me in a position to be able to reach the machine, but it didnt work out. After about 45minutes of trying without any luck, 1 of the staff said that "because you are so badly incapacitated" (her words), that I would need to book at the BreastScreen Centre @ Westmead Hospital, where they have a Pink Chair that would better enable me to get in a position for the Mammogram to be done correctly. So I booked for Westmead, on the day of my appointment the nurse there was lovely, looked at me and my chair and said "oh this won't be a problem, I don't think we'll need the Pink Chair". The nurse took me into the screening room and between herself and the Radiographer they were able to get me into positions to do the screening sufficiently. The whole process was over in 15minutes. Now, my issue is why couldn't this have happened @ MYER ? instead of me having to spend \$160 out of my pocket for the return taxi fare from my home @ South Penrith to Westmead Hospital (I don't drive) and not needing the Pink Chair that was the sole reason for making the appointment @ Westmead.	8/3/2021 11:36 AM
34	No hoist available, so had to be lifted onto the scanner from wheelchair.	8/3/2021 11:35 AM
35	Unable to use hoist for transfer. Room too small. No hoist available. Ultrasound carried out in wheelchair.	8/3/2021 11:16 AM
36	No lifting facility (unable to access x ray or scanning table).	8/3/2021 11:00 AM
37	Lot of difficulty getting up onto the bed for the procedure. Also not a lot of knowledge from the radiographer as to how to help me position myself.	8/3/2021 10:56 AM
38	Physical barriers	8/3/2021 10:10 AM
39	The mammogram machine was not very wheelchair accessible.	8/3/2021 9:05 AM

Access to Medical Imaging & Women's Health Services Survey

40	Lack of disabled parking at Wollongong hospital	8/3/2021 8:55 AM
41	Public transport getting to radiology center was crowded. No seating available as my appointment time meant that i needed to travel during peak (pre-Sydney lockdown). I can't stand safely on a moving train, forcing me to sit on the floor of the packed carriage. Kicked and bumped when people pushed past to get off	8/3/2021 8:03 AM
42	The facility I usually go to, has virtually no parking, only street parking, on a main road opposite a major shopping centre. Its always very stressful going, s you never know if or how long it will take to find parking. When not in lockdown, I choose to use public transport, as that is the best of a bad lot. They do have parking underneath their facility, including disabled parking, however, I have been told on numerous occasions, that parking is for oncology patients, using the same site. I frequently have scans, I've had 2 in the last 3 weeks, so it always adds to my stress levels when I have to attend. I did try another local facility, but they were not responsive and put up barriers regarding making a booking due to my insurance status, ie 3rd party paying for the service	8/3/2021 7:59 AM
43	Table wouldn't lower to a suitable height. Also too narrow to turn safely on.	8/3/2021 7:45 AM
44	I'm it enough room for a wheelchair to position comfortably in the room and very small doorways	8/3/2021 7:25 AM
45	Wheelchair provided had brakes that didn't work. Was difficult to transfer. Luckily the 2 strong attendee's helped significantly	8/3/2021 7:09 AM
46	Only a minor issue to arrange for a hoist to be delivered by an orderly at the time I needed it for the booked scan appointment.	6/8/2021 8:50 AM

Q9 Wheelchair access (including for the medical procedure)?

Q10 A height adjustable examination table?

Q11 A patient lifting hoist and sling?

Q12 Scales to measure your weight?

Q13 Accessible toilet facilities?

Q14 Accessible car parking spaces?

Q15 Please feel free to provide any further details about your experience using the service and any of the above features.

#	RESPONSES	DATE
1	- they had needed equipment within the hospital but it was planned for like it should've been and took time to locate and get it to where I was within the facility	8/21/2021 2:44 PM
2	it was at GP. I find it all too quick and rough	8/16/2021 7:27 PM
3	While it did have a wheelchair lift you had to wait outside in unpleasant weather until it was your turn to go into the breast screen scanning room.	8/14/2021 9:45 AM
4	We are lucky we found this location ,not far from home with a hoist. If we hadn't located it my son would not be able to have his x-rays and scans that he needs on a regular basis.	8/14/2021 12:12 AM
5	Could not manage a full breast scan as I physically could not manage to lean far enough forward in my wheelchair for the machine.	8/13/2021 10:36 PM
6	We had to go to this particular hospital, as we were advised the other was not wheelchair accessible at all. But even the accessible one didn't have a dedicated adaptive bed/chair as mentioned	8/5/2021 11:24 PM
7	Staff seemed unsure how to assist me.	8/5/2021 5:05 PM
8	the first time i came to have a mamogram the machine was only meant for thos that could stand and made it very difficult. upon my last visit the machine was upgraded and now you dont need to be able to stand and it was fantastic.	8/5/2021 12:55 PM
9	Xraying my teeth is also a problem because of hight and space restrictions.	8/4/2021 6:39 PM
10	It's difficult together on and off the table	8/4/2021 1:46 PM
11	Accessible toilet facility were not provided in the facility but were in the building complex and available for all businesses situated within the complex. A public Disabled parking space was on the street in front of the business.	8/4/2021 10:39 AM
12	Unable to have an OPG because the machine was not able to navigate around the backrest of my wheelchair.	8/3/2021 6:16 PM
13	I had to travel to the Hospital in a disability Taxi, using my wheelchair, because I am unable to access the passenger seat of my car,	8/3/2021 5:56 PM
14	no parking for people with a disability	8/3/2021 4:22 PM
15	There was no scales that a paraplegic would be able to use if it was required. The bed was adjustable but not low enough. I'm 158cm tall.	8/3/2021 3:27 PM
16	We travel by wheelchair taxi to public hospital to access services, cost around \$100 each way.	8/3/2021 3:18 PM
17	Both North Shore public and private hospitals have good facilities and personnel for treating quadriplegics like me	8/3/2021 12:53 PM

Access to Medical Imaging & Women's Health Services Survey

18	I think some of these businesses need to be aware that it takes longer and to possibly allocate more time either side of the booking for transfers rather than have them stressed out that they are getting behind schedule.	8/3/2021 12:15 PM
19	I called service and explained problem and the supervisor said they would discuss issue and how to rectify it for next disabled person and put in better pro rdutes	8/3/2021 12:08 PM
20	I couldn't open the doors and needed to wait for someone to notice me to open	8/3/2021 11:51 AM
21	Staff sympathetic but no facility for hoist use even taking own. Had to get friends to physically lift onto table	8/3/2021 11:18 AM

Access to Medical Imaging & Women's Health Services Survey

22	Carer has to lift etc as staff unable to assist	8/3/2021 10:12 AM
23	Excellent professional and caring attitude	8/3/2021 8:49 AM
24	Radiology center was great. Getting there via public transport wasn't.	8/3/2021 8:05 AM
25	I have selected no for accessible parking spaces, as I know the facility has them but I've been told that they are for other users for the facility. IF this facility has accessible toilets, I am not sure where they are. Let me time I went there in my chair, and used the facilities, I was pointed towards a non-accessible toilet. I nearly got stuck getting in the door and getting in and out of the cubicle!	8/3/2021 8:02 AM
26	I have continued to access these services through the hospital as most access needs are well met. On the rare occasion I have used private facilities, access, facilities and understanding from staff has been sadly lacking.	8/3/2021 7:57 AM
27	My husband assisted with lifting me onto the exam table	8/3/2021 7:38 AM
28	Due to having strong upper body strength. I was able to get myself onto the table. Would have been helpful, if the height of table was adjustable.	8/3/2021 7:32 AM
29	I was in a public hospital, which had all of the required features. I have had very different experiences at other places.	6/13/2021 10:29 AM
30	I am fortunate that I live close to the hospital that provides these facilities. I am aware that the majority of private facilities in the community are highly not accessible.	6/9/2021 12:53 PM
31	The room was small, not really enough space for my power wheelchair, my support worker and the hoist in the same room as the examination table.	6/8/2021 8:54 AM

Q16 If the facility was wheelchair accessible, did it have the necessary space to manoeuvre in and out of the treatment room?

#	OTHER (PLEASE PROVIDE DETAILS)	DATE
1	Most do but some are a bit tight to manoeuvre.	8/19/2021 12:43 PM
2	it was tight and I am fortunate I am in a small lightweight chair	8/14/2021 9:45 AM
3	it was a tight squeeze needing a lot of backing and forwarding to get into the imaging room	8/11/2021 10:55 AM
4	Yes, but only just and I am in a manual chair now. My old power chair would not be able to fit, or use the chair/bed without a hoist either	8/5/2021 11:26 PM
5	Awkward to manoeuvre my rollator	8/4/2021 1:47 PM
6	Only a minimal area was available to use my electric wheelchair.	8/3/2021 5:57 PM
7	It wasn't overly spacious but staff were more than happy to move things around to assist me.	8/3/2021 11:56 AM
8	Just	8/3/2021 11:19 AM
9	Can enter the room but not easily manoeuvre	8/3/2021 11:06 AM
10	Technically it did but the way the room was laid out it would have been impossible for someone in an electric chair I suspect. I'm lucky as I have good wheelchair skills, but it wasn't convenient	8/3/2021 10:57 AM

Q17 Was the referral for your procedure mentioned in Q.6 done through your GP or a medical specialist?

Q18 Would you like to provide feedback about a different medical imaging or women's health service you have used in NSW?

Q19 Which other service have you used that you would like to provide feedback on?

ANSWER CHOICES	RESPONSES	
Ultrasound	19.23%	5
Computed Tomography (CT)	11.54%	3
Diagnostic Radiology (such as x-ray or mammography)	19.23%	5
Nuclear medicine imaging, including positron emission tomography (PET)	0.00%	0
Magnetic Resonance Imaging (MRI)	0.00%	0
Bone Density Scan	23.08%	6
Cervical Cancer Screening	11.54%	3
Women's Sexual and Reproductive Health Services	3.85%	1
[Insert text from Other]	0.00%	0
Other (please specify)	11.54%	3
TOTAL		26

#	OTHER (PLEASE SPECIFY)	DATE
1	Pap smear	8/22/2021 1:01 AM
2	OPG	8/3/2021 6:17 PM
3	I found access to my GP was not what I anticipated it would be. There was a very usable ramp at the front of the premises but the width of the doorway was surprisingly narrow and not accessible at all. The practice is located in a terrace house and the access to consultation rooms was also very limited. When this was drawn to the attention of staff their reaction was to infer that it was their problem and the consultation was conducted outside on the ramp, making me wonder where it would happen if it rained. It also meant there was no ability for the doctor to conduct any sort of examination. My privacy seemed to be of no concern to anyone. I have since sourced a new GP.	8/3/2021 8:08 AM

Q20 Did you access the service through a public or private facility?

Q21 In attempting to access the service or procedure, did you encounter any challenges or barriers? If yes, please provide details. Examples include: issues with a referral (i.e. the facility denied access as a referral was from a GP); physical barriers (such as not supporting a wheelchair user, including with mobility in and out of the wheelchair).

#	YES (PLEASE PROVIDE DETAILS)	DATE
1	Clinic was not wheelchair friendly, small rooms, no hoist and scan had to be in my chair	8/24/2021 9:38 AM
2	Horrorific and humiliating first experience of this procedure since my injury which resulting now in high anxiety when it comes to these appointments. - Despite being informed that I was a T4 paraplegic paralysed from chest down, doctor constantly asked me to do things that I cannot do independently or have no control over (e.g. relax my legs (when they were spasming), move my hips forward, 'pop' myself up on the high bed) - Brought in trainees without consulting me (especially when first time I have had this procedure since having SCI) and kept talking about how difficult it was to perform because my body sits different to someone without SCI - Kept sighing because my legs had a mind of their own and he had to get two people to hold a leg each (no stirrups were there)	8/22/2021 1:08 AM
3	Machine was not height adjustable and there wasn't a hoist	8/19/2021 2:07 PM
4	there's a misconception that xrays are always something u pay for and I had problems sorting that out. the premises near me always says they r private. u usually have to say u r on disability pension	8/16/2021 7:32 PM
5	My GP was unable to conduct the Pap smear as the medical practice did not have an adjustable bed. I couldn't transfer onto the examination bed as it was too high.	8/16/2021 12:18 PM
6	Physical barriers: Not enough space for a power wheelchair, I had to be transferred from a portable hoist in the corridor to a trolley and then wheeled into the BDS room and transferred again to the examination table with a transfer board. (My power wheelchair had to be left in the corridor during this procedure.) For my next annual BDS I was told that this examination room	8/11/2021 8:43 PM

Access to Medical Imaging & Women's Health Services Survey

has been relocated to another section within the hospital and there is no longer any space for a patient in a power wheelchair to transfer at all due to lack of space.

7	difficult last time to transfer in and out of the wheelchair. Next time it will be impossible	8/11/2021 10:57 AM
8	The bed for the MRI was not height adjustable and it was extremely narrow/dangerous. I had to bring 2 carers with me to assist with transferring	8/5/2021 11:27 PM
9	Attended for a mammogram fortunately I could weight bear for a short period, I doubt the machines are made to accommodate wheelchair users.	8/4/2021 2:29 PM
10	Mobility and balance issues when having mammography. Issue also with standing tolerance	8/4/2021 1:50 PM
11	The OPG was unable to be attended as the OPG machine was not able to navigate around the backrest of my wheelchair.	8/3/2021 6:20 PM
12	The privately owned Imaging Provider did not have a Patient-lifter that I could access to get me onto the ultrasound table,	8/3/2021 6:02 PM
13	To have Pap Smear done, because I am a paraplegic and have no control of my body from the waist down, it was very hard for me to get into a position for my GP to get the instrument into a position to be able to take a sample to be tested. It took the help of the 2 nurses from the Practice and the GP and my self holding my legs and abdominal in a suitable position for the procedure to be completed. It shouldn't have to be this hard or embarrassing (for all involved)	8/3/2021 11:42 AM
14	Issues finding a place with an examination bench that was wheelchair accessible.	8/3/2021 9:08 AM
15	N;	8/3/2021 8:07 AM
16	Physical barriers in not having sufficient space in the room to negotiate wheelchair access and hoist assisted transfer to the examination table.	6/13/2021 10:32 AM
17	I have recently tried to book a Bone Density Scan but was told there isn't enough space to include a hoist. I am waiting for someone to get back to me to arrange this appointment.	6/8/2021 9:01 AM

Q22 Wheelchair access (including for the medical procedure)?

Q23 A height adjustable examination table?

Q24 A patient lifting hoist and sling?

Q25 Scales to measure your weight?

Q26 Accessible toilet facilities?

Q27 Accessible car parking spaces?

Q28 Please feel free to provide any further details about your experience using the service and any of the above features.

#	RESPONSES	DATE
1	I found it difficult to find the entrance especially since covid. everyone is rushed and impatient. I have cell damage in my ears and can even less hear them because of masks	8/16/2021 7:32 PM
2	Lack of space for patient transfers.	8/11/2021 8:44 PM
3	The place I went to was in a shopping centre, it had accessible parking and toilets. Height adjustable beds and scales not needed for a mammogram.	8/4/2021 2:31 PM
4	Because I really needed to have this ultrasound which my GP had ordered & I felt that the diagnosis was necessary, I stayed sitting in my electric wheelchair whilst the very unobliging female technician half-heartedly did the test.	8/3/2021 6:08 PM
5	Toilets were not in the same building as any of the xray, ultrasound rooms etc. They were in a building across the car park (exposed to the weather) in a private hospital facility . Only one accessible parking space in a very hard to access facility.	8/3/2021 3:57 PM
6	Very hard to find services for women's health that provides for women in wheelchairs	8/3/2021 9:09 AM
7	This is a new imaging company in my area, Toronto and Belmont imaging. They have a lowered check in area for seated clients, their receptionist staff can talk to you without yelling. The waiting area is set up with lots of room and areas to wait plus the procedure rooms are spacious and equipped to cater for all abilities. A breath of fresh air for me as a person with a spinal condition.	8/3/2021 7:45 AM
8	The larger hospital had all these facilities, but not where this examination was taking place.	6/13/2021 10:34 AM
9	when I've needed any women's health treatment that section is fine but for general treatments it's a bit of hit and miss.	6/8/2021 9:08 AM

Q29 If the facility was wheelchair accessible, did it have the necessary space to manoeuvre in and out of the treatment room?

Q30 Was the referral for your procedure done through your GP or a medical specialist?

Q31 Have you ever used a mobile imaging service, such as for mobile x-rays or breast screening?

Q32 Was the mobile service accessible, allowing you to complete your procedure?

#	OTHER (PLEASE PROVIDE DETAILS)	DATE
1	The mobile unit had a lifting platform and hoist however when lowered, the ramp/platform was too close to gutter so the staff had to find materials to cobble together a ramp over the gutter so I could get to the hoist platform.	8/4/2021 10:45 AM
2	Mobile X-ray to prevent additional transferring as imaging was for shoulders	8/3/2021 12:18 PM

Q33 Did you require physical assistance to access and use the equipment?

#	OTHER (PLEASE PROVIDE DETAILS)	DATE
1	For part of the mammogram, which needed me to stand,	8/3/2021 6:09 PM

Q34 Please provide details of the assistance you received, including whether you used a support worker or assistive technology, such as a hoist.

#	RESPONSES	DATE
1	Assistive technology - hoist needed to get into the van	8/14/2021 9:46 AM
2	Accompanied by support worker; hoist assistance	8/11/2021 11:58 AM
3	Assistance was provided by staff by sourcing and setting up a makeshift ramp	8/4/2021 10:47 AM
4	A 2nd Mammogram Technician.	8/3/2021 6:10 PM
5	Hoist	8/3/2021 3:12 PM
6	Support personnel for in bed procedure	8/3/2021 12:58 PM
7	Manual assistance by support worker with positioning	8/3/2021 12:18 PM
8	I require a hoist and sling to access equipment. Mostly have to take my own	8/3/2021 12:17 PM

Q35 Please provide any additional information based on past experiences accessing different medical imaging and women's health services in NSW.

#	RESPONSES	DATE
1	My local hospital in Campbelltown doesn't have bone density scanning, I have to go to Liverpool	8/24/2021 9:41 AM
2	Na	8/22/2021 1:30 AM
3	Unfortunately every experience I have had is a frustrating, anxiety driven emotional one. Staff are not empathetic or understanding at all, they just want you to hurry up so they can see the next patient.	8/22/2021 1:11 AM
4	- extremely difficult when you are a wheelchair user and need lifting devices to do things like Pap smears and ultrasounds etc - its like no-one thinks of this and just assumes that it is a service that women in wheelchairs don't require which in itself is ludicrous	8/21/2021 2:46 PM
5	I am male	8/20/2021 10:17 AM
6	In addition to the services I provided feedback I also accessed maternal healthcare. Whilst pregnant I received wonderful care though the public hospital however, the treatment rooms when getting an ultrasound were tight to manoeuvre in, they didn't have a hoist and the beds didn't really move up and down.	8/19/2021 2:14 PM
7	I don't have to many issues at any appointments that I need to attend.	8/19/2021 12:45 PM
8	NA	8/19/2021 6:38 AM
9	Sunflower clinic in Parramatta Myers is very accessible.	8/18/2021 9:28 PM
10	Ex rays not wheelchair freindly no hoist etc	8/18/2021 4:46 PM
11	as I said earlier	8/16/2021 7:33 PM
12	Mammograms are really awkward for a me as a manual wheelchair user so much so I have stopped them and opt for an ultrasound instead.	8/16/2021 12:21 PM
13	My gp attempted a pelvic exam. Because of my spasticity she was unable to complete it, and referred me to a gyno, who completed it under general. I also received the services of a physio to help with losening my muscles. They were both wonderful	8/14/2021 5:58 PM
14	While I am in a wheelchair I am fairly flexible and not heavy some situations would not have been manageable if I wasn't as strong or light	8/14/2021 9:47 AM
15	Very poor physical access. Even in major teaching hospitals, hoists often not available	8/14/2021 12:13 AM
16	no	8/13/2021 10:39 PM
17	Until my most recent mri, which was a brand new place, I have found that most private imaging centres didn't have an adjustable height bed. This means I have often had to wait for access to the public hospital facilities which can take a long time. I have had scans in a private hospital to speed things up. they also did not have an adjustable height bed but they had more staff and more experience staff than the little private imaging centres so they could lift me onto their bed	8/11/2021 9:31 PM
18	It is vitally important to all patients that all medical facilities are fully access for all medical procedures no matter where they attend.	8/11/2021 8:56 PM
19	Nil	8/11/2021 4:23 PM
20	Breast screening facility near Mater Hospital Waratah could carry out a mammogram as my wheelchair could not get close enough to machine. An ultrasound was carried out elsewhere.	8/11/2021 2:18 PM

Access to Medical Imaging & Women's Health Services Survey

21	Can never access private imaging centres. Experienced inaccessibility at a public hospital.	8/11/2021 12:01 PM
22	SPECT - table had curved sides and did not go low enough for my feet to touch the ground. Needed to hurl myself onto my walker then into the wheelchair but nearly fell	8/11/2021 10:59 AM
23	Na	8/7/2021 7:52 PM
24	thanks all good	8/7/2021 8:45 AM
25	Accessing POW Hospital for a bone density scan not possible due to limited space for hoisting and transfer of patients in their facility. Patients in wheelchairs forced to go elsewhere, e.g.. St George Kogarah.	8/5/2021 11:48 PM
26	NA	8/5/2021 11:28 PM
27	I have been waiting almost three years to see a Dentist at the Westmead Dental Hospital because they are the only place I'm aware of with a 'Tilt Platform' on which you park your wheelchair and it tilts and rises to simulate a reclined sitting position.	8/5/2021 10:29 PM
28	Nothing more to add	8/5/2021 7:06 PM
29	none of the mobile facilities are wheelchair accessible. even to donate blood.	8/5/2021 12:56 PM
30	There is only one in our town	8/5/2021 6:43 AM
31	Medical imaging is difficult to access for people who are disabled	8/4/2021 6:41 PM
32	Often there is a lack of knowledge about disability from staff.	8/4/2021 6:33 PM
33	Most times not enough room to accommodate wheelchairs. Staff need to be educated, comments like can you walk over here are not things you want to hear if you can't walk.	8/4/2021 2:34 PM
34	Scanning places not always "ready" for someone with mobility issues, though probably could better accommodate with advanced warning.	8/4/2021 2:17 PM
35	Hard when there is no hoist.	8/4/2021 2:02 PM
36	None	8/4/2021 12:28 PM
37	I have had access issues to undertake an MRI The radiographer had to lift and carry me to the MRI table. I couldn't assess the equipment from my wheelchair because many of its components are metal.	8/4/2021 10:52 AM
38	CT scan	8/3/2021 6:22 PM
39	I have found, since having a major disability, that I am unable to get a Mammogram because I cannot stand so that the machine is able to put take a scan of the sides.	8/3/2021 6:14 PM
40	being in a wheelchair I have trouble with the height of beds and machines such as mam, and xrays	8/3/2021 4:29 PM
41	The beds for imaging are usually adjustable but not always to the height required. Accessible toilets are often a long distance from the procedure rooms or on another level altogether. Never enough accessible parking.	8/3/2021 4:02 PM
42	Cannot access MRI CAT scan. Nuclear imaging also transfer problem.	8/3/2021 3:20 PM
43	Nothing to add	8/3/2021 2:56 PM
44	Tight room access; benches can be difficult to sit/lie on if you cannot stand up or move a little.	8/3/2021 2:31 PM
45	Have had no issue	8/3/2021 1:47 PM
46	No problems at all with service.	8/3/2021 1:18 PM
47	No significant problems over a variety of procedures including at dentist in last seven years	8/3/2021 1:01 PM
48	Many imaging services don't regularly encounter full time wheelchair users which can be difficult when explaining what you can and cannot physically do.	8/3/2021 12:19 PM
49	Mostly more preplanning around equipment installation in room and access for mobile hoist to go under scanning equipment	8/3/2021 12:18 PM

Access to Medical Imaging & Women's Health Services Survey

50	The majority of experiences were positive as the Staff were accommodating and patient.	8/3/2021 11:59 AM
51	not aplicable	8/3/2021 11:58 AM
52	Royal North Shore Hospital - Great Royal Rehab - Great Royal Prince Albert - Great Liverpool Hospital - Great Bankstown Imagery - Not so great	8/3/2021 11:51 AM
53	Nothing else	8/3/2021 11:43 AM
54	Have had similar experiences with all types of medical imaging, no hoist available.	8/3/2021 11:37 AM
55	Phoned numerous imaging facilities until found one able to assist. Not in local area. Had to travel. Local hospital would not entertain ultrasound.	8/3/2021 11:21 AM
56	Ophthalmology equipment not accessible (cannot get wheelchair under table)..	8/3/2021 11:14 AM
57	nil	8/3/2021 11:01 AM
58	Bone density scan was a nightmare. Couldn't easily get up on the table. Was also sent for a back xray by a specialist at Prince of Wales private. When at the dept they were ready to go until they realised that I couldn't stand up. Solution was then to make my have a CT scan instead. Really not sure that this is the best use of resources and it was not that easy to again get up on the CT table.	8/3/2021 10:59 AM
59	Wait on app availability	8/3/2021 10:14 AM
60	N/A	8/3/2021 9:31 AM
61	Small rooms, no assistance provided, lucky I took my carer. Staff had no idea how to deal with me in a chair.	8/3/2021 9:30 AM
62	Even if services are accessible I have found that they don't cater for wheelchair patients when it comes to examination tables etc	8/3/2021 9:17 AM
63	.	8/3/2021 8:56 AM
64	Always competent and professional, last scan was best	8/3/2021 8:51 AM
65	Na	8/3/2021 8:07 AM
66	I have never visited any specific women's health services, other than being referred by my GP, which is male, by the way	8/3/2021 8:04 AM
67	No	8/3/2021 7:48 AM
68	Regarding breast screening I chose to go a private clinic. It's set up as best as they can. I The mammogram procedure is extremely awkward as a seated client.	8/3/2021 7:47 AM
69	Have found the metropolitan, updated hospitals/centres to be the most accessible.	8/3/2021 7:35 AM
70	It is always very stressful to use the services because it involves a lot of planning and physical assistance with people who are not used to it.	6/13/2021 10:38 AM
71	ldk	6/10/2021 9:26 AM
72	N/a	6/9/2021 12:55 PM
73	The women's health facilities are better equipped than the general health.	6/8/2021 9:11 AM

Q36 Are there any specific medical imaging or women's health services in NSW you would recommend, based on your experience? Please include details of the type of service and where it is located.

#	RESPONSES	DATE
1	None	8/24/2021 9:41 AM
2	Clarity waratah	8/22/2021 1:31 AM
3	I really haven't found 1 yet	8/19/2021 12:46 PM
4	St Vincents Clinic Spectrum Imaging	8/19/2021 6:39 AM
5	Parramatta Myers Sunflower Clinic	8/18/2021 9:29 PM
6	No	8/18/2021 4:46 PM
7	no	8/16/2021 7:33 PM
8	No	8/16/2021 12:21 PM
9	Prp Erina	8/14/2021 5:58 PM
10	Westmead Private Hospital Imaging	8/14/2021 12:13 AM
11	Sydney cbd xray (Mediscan cbd) at level 11 regent place 501 george Sydney is the new place with the adjustable height bed but the weird rule requiring you to get in their old chair. Royal North shore public is the only mri place that is all good. I have no problems with ultrasounds at private places.	8/11/2021 9:37 PM
12	Hunter Imaging is usually good.	8/11/2021 2:19 PM
13	Sydney Breast Clinic	8/11/2021 11:00 AM
14	Na	8/7/2021 7:53 PM
15	x ray tamworth	8/7/2021 8:45 AM
16	I highly recommend getting bone density scan at St George public hospital if using wheelchair.	8/5/2021 11:50 PM
17	No idea	8/5/2021 7:06 PM
18	No	8/5/2021 6:43 AM
19	Not aware	8/4/2021 6:41 PM
20	No	8/4/2021 2:34 PM
21	Not in particular	8/4/2021 2:17 PM
22	No	8/4/2021 2:03 PM
23	No	8/4/2021 10:52 AM
24	no	8/3/2021 6:23 PM
25	Unfortunately NO.	8/3/2021 6:14 PM
26	no I have problems at very place	8/3/2021 4:31 PM
27	Manning Rural Referral Hospital Taree has new X Ray department and very helpful staff	8/3/2021 3:20 PM
28	No	8/3/2021 2:57 PM
29	n/a	8/3/2021 2:32 PM

Access to Medical Imaging & Women's Health Services Survey

30	Medical imaging at PRP, Wentworthville	8/3/2021 1:48 PM
31	Port Macquarie imaging	8/3/2021 1:19 PM
32	Royal North Shore Hospital – all imaging procedures North Shore Private Hospital – all	8/3/2021 1:03 PM
33	no idea	8/3/2021 11:59 AM
34	Royal North Shore & Royal Prince Albert	8/3/2021 11:54 AM
35	BreastScreen @ the Princess Mary Cancer Centre @ Westmead Hospital, especially Roz the BreastCare nurse, she was wonderful	8/3/2021 11:45 AM
36	Had to go to QLD	8/3/2021 11:21 AM
37	No	8/3/2021 11:15 AM
38	No.	8/3/2021 10:59 AM
39	North sydney Imaging, opposite RNS St Leonards. RNS private was very accomodating & accepted my medicare card.	8/3/2021 9:32 AM
40	N/A	8/3/2021 9:32 AM
41	Highlands X-ray Bowral. They go out of their way to make things easier for wheelchair users when doing tests	8/3/2021 9:20 AM
42	We cannot expect radiologists and imaging specialists to be aware of all disability needs. Perhaps an Avenue to discuss with the Practice do forewarn and enable a better experience, even if just a phone call pre- consult, or directives listed on the referral.	8/3/2021 9:02 AM
43	.	8/3/2021 8:56 AM
44	I've always found PRP at Moore Park (Sydney) good. They are expensive though and not approved by Medicare for MRIs. My neurosurgeon prefers them.	8/3/2021 8:09 AM
45	no	8/3/2021 8:04 AM
46	No	8/3/2021 7:48 AM
47	Yes Toronto and Belmont Imaging	8/3/2021 7:48 AM
48	North Shore private hospital is not too bad	6/13/2021 10:39 AM
49	I have only used POWH	6/10/2021 9:27 AM
50	N/A	6/9/2021 12:55 PM
51	POW Royal Women's Hospital.	6/8/2021 9:12 AM