

Hi there

The major concern we have at the GP network is patients being discharged from the Perth hospitals and sent home unaccompanied by plane often with no support person.

Patients are often confused and are not 100% physically well.

They arrive at the Perth domestic airport and there is no liaison person to assist them.

Patients who are unable to walk suffer the indignity of being hoisted by the forklift in their wheelchair into the baggage entry of the plane.

Skywest staff in flight provide an exceptionally customer focused service and are well trained in accommodating the elderly.

On arrival at Albany airport the Skywest airport staff are also very accommodating but have a limited supply of wheelchairs and they also use the forklift system to disembark patients.

Recommendation:

There is a real need for the PATS scheme to provide a liaison person who can provide additional care and support to patients traveling alone.

Consider a more dignified way of embarking patients with a disability on to the flights.

Thanks for your consideration

Suzie

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