



Speech by

Hon. MERRI ROSE

MEMBER FOR CURRUMBIN

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MINISTERIAL STATEMENT

Queensland Ambulance Service

Hon. M. ROSE (Currumbin—ALP) (Minister for Emergency Services) (10.08 a.m.), by leave: The Queensland Ambulance Service has received a resounding endorsement of its service delivery from the people who know best—its patients. An independently undertaken survey has shown near perfect satisfaction with the treatment patients received from ambulance officers.

The patient satisfaction survey, a spot check on all aspects of QAS service delivery from calling an ambulance to arrival at hospital, involved 700 patients—subscribers and non-subscribers—interviewed in June 1999 across the State's seven ambulance regions. Ninety-nine per cent of respondents who had recently needed to be treated by ambulance officers came away from the experience with very positive impressions.

By its nature, needing an ambulance is a stressful time brought about by pain, injury, illness and suffering. Yet the survey reveals that the care given has turned that experience, by and large, into something positive for many, many Queenslanders. Hundreds of Queenslanders now know what I have learnt over the past year: our ambulance officers are highly dedicated, highly trained, compassionate and caring people who do a magnificent job every day of every week of every month of the year.

Importantly, less than 5% of respondents were dissatisfied with the promptness of the ambulance's arrival; 85.9% of patients believed the response to be good or very good. Ninety-nine per cent of those surveyed said the treatment received from the ambulance officers was good or very good, 97.6% rated the officers' levels of skill in the higher bracket and 95.2% said that the overall experience was good or very good.

The ease of calling an ambulance drew a 95.8% good or very good response. The time taken to connect with a QAS operator rated a 95.2% positive response and 95.3% of respondents reported the QAS operators' response and quality of assistance to be good or very good.

An impressive 98.8% deemed officers' professional behaviour to be good or very good, 96.7% said treatment received was good or very good, 96.3% praised officers' ability to understand patient problems and needs, and 97% thought treatment efficiency was good or very good. An almost perfect 99.4% of survey respondents reported the cleanliness and hygiene of the vehicles to be good or very good.

The six questions relating to the skills and conduct of the officers all scored above 95% approval, with disapproval ratings no higher than 1.1%. In those instances where the patient received a bill because they were not subscribers, the value for money of the service provided was generally acknowledged, with 67.2% feeling that the cost was good or very good value for money.

The survey results are a rousing endorsement of the work of all members of the Queensland Ambulance Service. This is a pat on the back for the communications centre operators who take the calls, the mechanics who keep our vehicles on the road and in good order, and all those people who help to make the Queensland Ambulance Service a world leader in emergency medical delivery.

The survey shows conclusively that Queensland has an ambulance service we can be proud of. It also shows that ambulance subscribers get great value for their money. But the QAS will not become complacent. There are areas where improvement can be made. This Government is committed to the Queensland Ambulance Service. That commitment will continue, just as we will continue to strive to improve the already impressive service delivery from the QAS to the people of Queensland.