

**Question on Notice  
No. 1819  
Asked on 1 November 2007**

MR MALONE asked the Minister for Emergency Services (MR ROBERTS) -

QUESTION: With reference to ambulance response times—

(1) Will he confirm the Queensland Ambulance Service's key performance indicator is the percentage of Code 1 cases responded to in less than ten minutes and, if so, what is the target percentage?

(2) Will he provide for each of the last two financial years and for the year to date (reported separately), a monthly breakdown of the Code 1 and Code 2 response times, by region?

ANSWER:

(1), (2)

Yes. The Queensland Ambulance Service (QAS) has a key performance indicator from a whole of state perspective that is a percentage of all Code 1 incidents attended to in less than 10 minutes. The target percentage is 68% as stated in the Ministerial Portfolio Statement.

In a media statement I issued on 11 November 2007, I announced 66.9% of Code 1 incidents in 2006-07 were attended to by the QAS in less than 10 minutes.

There were 181,864 Code 1 incidents across Queensland in 2006-07, and 121,688 attended to in less than 10 minutes.

It is important to highlight that there was an additional 21,966 Code 1 incidents in 2006-07 compared to the previous 12 months (2005-06). With this growth, an additional 10,757 Code 1 incidents were reached in less than 10 minutes, representing a significant increase of 9.7% in the number of Code 1 incidents receiving a response within the response target of less than 10 minutes.

Furthermore, the current financial year data to 27 November 2007 shows that Code 1 incidents have continued to grow significantly.

The first 150 days of the 2007-08 financial year shows an increase of 15,879 incidents – or the average of an additional 105 Code 1 incidents each day.

During this time, QAS has attended an extra 7562 Code 1 incidents in less than 10 minutes – or an improvement of 15.4%. This occurred during a period of pressure on health services caused by the influenza epidemic.

The Honourable Member should be aware that in 1997-98, under the Borbidge Government, the Code 1 response rate was 65% despite only 125,828 Code 1 incidents. This means that there were 81,788 Code 1 incidents attended to in less than 10 minutes in 1997-98 or the equivalent of 223 Code 1 incidents attended to in less than 10 minutes each day.

In 2006-07 and in 2007-08 (from 1 July to 27 November 2007), the daily average of Code 1 incidents attended to by QAS in less than 10 minutes was 333 and 376 respectively.

The Queensland Government has committed a record budget of \$404.4 million for the QAS in 2007-08. In 2007-08, the QAS has budgeted to recruit an additional 250 ambulance officers and buy 140 new ambulance vehicles.

I commend the QAS staff on their performance, including attaining a patient satisfaction rate for QAS response services of 97% in 2006-07. The rate in 1996-97, also under the Borbidge Government, was 94%.

In 2006-07, the QAS responded to more than 815,000 total calls for assistance. This is 70,000 more calls for assistance than were received in 2005-06, and almost double as many calls received in 1996-97.

It is instructive to compare the regional statistics of recent years with those of 1997-98. These figures show the strong growth in Code 1 incidents and the QAS's efforts to respond to more Code 1 incidents in less than 10 minutes.

#### **Northern Region –**

In 1997-98, 7203 incidents were attended in less than 10 minutes.

In 2006-07, 10,147 Code 1 incidents were attended in less than 10 minutes, and another 5276 incidents were attended in less than 10 minutes in 2007-08 (from 1 July to 27 November 2007).

#### **Central Region -**

In 1997-98, 6621 incidents were attended in less than 10 minutes.

In 2006-07, 10,614 Code 1 incidents were attended in less than 10 minutes, and another 4945 incidents were attended in less than 10 minutes in 2007-08 (from 1 July to 27 November 2007).

#### **South Western Region -**

In 1997-98, 5720 incidents were attended in less than 10 minutes.

In 2006-07, 6744 Code 1 incidents were attended in less than 10 minutes, and another 3359 incidents were attended in less than 10 minutes in 2007-08 (from 1 July to 27 November 2007).

**North Coast Region –**

In 1997-98, 10,578 incidents were attended in less than 10 minutes.

In 2006-07, 16,258 Code 1 incidents were attended in less than 10 minutes, and another 7245 incidents were attended in less than 10 minutes in 2007-08 (from 1 July to 27 November 2007).

**Brisbane Region –**

In 1997-98, 28,444 incidents were attended in less than 10 minutes.

In 2006-07, 42,962 Code 1 incidents were attended in less than 10 minutes, and another 19,401 incidents were attended in less than 10 minutes in 2007-08 (from 1 July to 27 November 2007).

**South Eastern Region –**

In 1997-98, 16,709 incidents were attended in less than 10 minutes.

In 2006-07, 25,944 Code 1 incidents were attended in less than 10 minutes, and another 12,225 incidents were attended in less than 10 minutes in 2007-08 (from 1 July to 27 November 2007).

**Far Northern Region**

In 1997-98, 5673 incidents were attended in less than 10 minutes.

In 2006-07, 8784 Code 1 incidents were attended in less than 10 minutes, and another 3955 incidents were attended in less than 10 minutes in 2007-08 from 1 July to 27 November 2007.

Data for the 1997-98 financial year was sourced from the Queensland Ambulance Service 1997-98 Annual Report.

Table 1 represents demand growth data which clearly indicates the extraordinary growth experienced in recent years which must be read in conjunction with performance data.

Table 2 contains the Code 1 response time data for all Queensland Ambulance Service Regions in the State for 2005 – 2006, 2006 – 2007 and 2007 - 2008 as at 27 November 2007.

There are no published response time targets for Code 2 responses.

Table 1

### Code 1 First Unit on Scene Response Times FY 2005/06, FY 2006/07 & FY2007/08 YTD

		FY 2005/06	FY 2006/07	Growth	% Growth Code 1 incidents attended in < 10 mins	1 July to 27 Nov. 2006/07	1 July to 27 Nov 2007/08	Growth	% Growth Code 1 incidents attended in < 10 mins
<b>Northern Region</b>	Incidents	12430	13873	1443	<b>8.43%</b>	5288	7319	2031	<b>34.25%</b>
	<b>Count &lt; 10 mins</b>	<b>9358</b>	<b>10147</b>	<b>789</b>		<b>3930</b>	<b>5276</b>	<b>1346</b>	
	% < 10 mins	75.29%	73.14%						
<b>Central Region</b>	Incidents	12442	14784	2342	<b>22.88%</b>	6074	7014	940	<b>15.24%</b>
	<b>Count &lt; 10 mins</b>	<b>8638</b>	<b>10614</b>	<b>1976</b>		<b>4291</b>	<b>4945</b>	<b>654</b>	
	% < 10 mins	69.43%	71.79%						
<b>South Western Region</b>	Incidents	8086	9492	1406	<b>13.98%</b>	3556	4709	1153	<b>32.35%</b>
	<b>Count &lt; 10 mins</b>	<b>5917</b>	<b>6744</b>	<b>827</b>		<b>2538</b>	<b>3359</b>	<b>821</b>	
	% < 10 mins	73.18%	71.05%						
<b>North Coast Region</b>	Incidents	21207	25248	4041	<b>13.44%</b>	10153	11775	1622	<b>9.87%</b>
	<b>Count &lt; 10 mins</b>	<b>14332</b>	<b>16258</b>	<b>1926</b>		<b>6594</b>	<b>7245</b>	<b>651</b>	
	% < 10 mins	67.58%	64.39%						
<b>Brisbane Region</b>	Incidents	58977	65483	6506	<b>5.87%</b>	26803	31628	4825	<b>9.46%</b>
	<b>Count &lt; 10 mins</b>	<b>40581</b>	<b>42962</b>	<b>2381</b>		<b>17724</b>	<b>19401</b>	<b>1677</b>	
	% < 10 mins	68.81%	65.61%						
<b>South Eastern Region</b>	Incidents	34926	40546	5620	<b>12.09%</b>	16109	20421	4312	<b>18.55%</b>
	<b>Count &lt; 10 mins</b>	<b>23146</b>	<b>25944</b>	<b>2798</b>		<b>10312</b>	<b>12225</b>	<b>1913</b>	
	% < 10 mins	66.27%	63.99%						
<b>Far Northern Region</b>	Incidents	11745	12052	307	<b>-1.35%</b>	4835	5684	849	<b>11.69%</b>
	<b>Count &lt; 10 mins</b>	<b>8904</b>	<b>8784</b>	<b>-120</b>		<b>3541</b>	<b>3955</b>	<b>414</b>	
	% < 10 mins	75.81%	72.88%						
<b>State</b>	Incidents	159898	181864	21966	<b>9.70%</b>	72911	88790	15879	<b>15.44%</b>
	<b>Count &lt; 10 mins</b>	<b>110931</b>	<b>121688</b>	<b>10757</b>		<b>48978</b>	<b>56540</b>	<b>7562</b>	
	% < 10 mins	69.38%	66.91%						

Table 2

## Code 1 First Unit on Scene Response Times

Financial Year	Month	Northern Region	Central Region	South Western Region	North Coast Region	Brisbane Region	South Eastern Region	Far Northern Region
FY 2005/06	Jul-05	74.69%	67.53%	72.34%	68.04%	68.84%	65.80%	76.50%
	Aug-05	74.62%	71.43%	74.14%	67.07%	67.41%	66.70%	78.87%
	Sep-05	74.71%	70.91%	72.11%	67.37%	68.47%	66.46%	74.61%
	Oct-05	79.18%	70.60%	76.17%	68.72%	68.88%	65.38%	78.18%
	Nov-05	76.09%	69.47%	73.13%	69.55%	71.67%	66.62%	78.66%
	Dec-05	76.12%	67.02%	71.25%	66.42%	67.79%	64.83%	75.70%
	Jan-06	74.47%	66.67%	72.20%	67.51%	68.53%	65.45%	77.31%
	Feb-06	73.97%	71.50%	73.14%	67.23%	68.16%	68.84%	76.91%
	Mar-06	71.09%	70.46%	73.80%	70.18%	68.10%	65.40%	68.66%
	Apr-06	77.18%	68.51%	71.47%	66.09%	70.75%	68.65%	74.36%
	May-06	77.25%	68.97%	73.47%	67.34%	69.32%	66.69%	74.61%
Jun-06	74.01%	69.73%	74.62%	65.74%	67.95%	65.01%	76.25%	
FY 2006/07	Jul-06	75.55%	70.01%	73.43%	67.23%	67.98%	65.17%	73.11%
	Aug-06	73.23%	70.43%	70.20%	65.03%	66.88%	64.22%	71.85%
	Sep-06	74.83%	70.36%	71.50%	62.53%	65.48%	61.94%	75.38%
	Oct-06	74.67%	71.62%	70.94%	64.58%	64.58%	63.09%	72.84%
	Nov-06	73.52%	71.06%	71.30%	65.59%	65.59%	65.38%	73.19%
	Dec-06	73.00%	71.91%	68.62%	63.00%	66.71%	66.32%	73.59%
	Jan-07	69.94%	73.44%	73.95%	66.13%	66.22%	65.67%	72.80%
	Feb-07	73.47%	70.74%	69.89%	62.04%	64.61%	65.58%	74.88%
	Mar-07	75.82%	74.11%	72.96%	64.47%	63.11%	62.30%	71.87%
	Apr-07	71.85%	73.55%	71.32%	64.69%	66.91%	62.62%	70.00%
May-07	71.56%	72.15%	70.72%	65.10%	65.25%	63.69%	72.99%	
Jun-07	70.89%	72.00%	68.45%	62.16%	64.24%	62.41%	72.31%	
FY 2007/08 YTD as at 30 November	Jul-07	73.88%	69.05%	74.82%	63.20%	59.00%	61.17%	67.51%
	Aug-07	70.27%	68.07%	68.83%	60.64%	60.39%	59.01%	69.23%
	Sep-07	70.69%	70.77%	69.98%	60.18%	62.17%	58.57%	69.50%
	Oct-07	73.34%	71.44%	71.61%	62.49%	62.95%	59.42%	72.15%
	Nov-07	72.54%	73.88%	71.75%	61.67%	62.84%	60.91%	70.76%