

Question on Notice
No. 1474
Asked on 9 October 2008

MR McARDLE asked the Minister for Health (MR ROBERTSON)-

QUESTION:

How many complaints has he, or his department, received in 2008 (to date) from clinical and administrative staff, as well as patients, about cancellations and delays to surgery in Queensland public hospitals (reported separately)?

ANSWER:

In July 2008, Queensland Health rolled out a new complaint management system, known as PRIME CF. Most Health Service Districts are actively utilising PRIME CF.

Ongoing work is being done with stakeholders to ensure the system represents all our consumer's needs. The data collection process does not presently enable us to retrieve exact figures on the number of complaints specifically concerned with cancellations and delays to surgery in the public hospital system.