

Question on Notice
No. 616
Asked on 10 September 2013

MR BYRNE asked the Minister for Police and Community Safety (MR DEMPSEY) -

QUESTION:

Will the Minister provide the last six months data for Queensland Ambulance Service response times broken down by code and average response time for the Brisbane, Northern and Far Northern Regions?

ANSWER:

While this question was asked of Minister Dempsey, due to recent changes in Ministerial responsibility, I am now the Minister responsible for this matter and therefore provide this response.

On 5 November 2012, the Queensland Ambulance Service (QAS) restructure came into effect and transformed the service from seven regions and 21 area offices into 16 Local Ambulance Service Networks (LASNs). The QAS no longer reports by region and performance is now reported by individual LASNs and as a total state figure. The previous Brisbane Region is predominantly covered by Metro North and Metro South LASNs, Northern Region by Townsville and North West LASNs and Far Northern Region by Cairns & Hinterland and Cape York LASNs.

The QAS measures and reports Code 1 response time performance at the 50th and 90th percentile as per the Service Delivery Statements (SDS). Code 1 response time performance is also reported on the QAS website each quarter and in the Report on Government Services annually.

The following table is Code 1 performance for the period 1 March 2013 to 31 August 2013.

Code 1	50th Percentile (minutes)	90th Percentile (minutes)
CAIRNS AND HINTERLAND	7.5	15.7
CAPE YORK	9.4	23.4
METRO NORTH	8.1	15.1
METRO SOUTH	8.4	15.0
NORTH WEST	6.6	11.7
TOWNSVILLE	7.6	14.1

There is no Service Delivery Statements (SDS) performance reporting requirement for Code 2 incidents.

The percentage of non urgent incidents attended to by the appointment time as reported in the SDS is the proportion of medically authorised non-emergency road transports (Code 3) (excluding Queensland Health and aeromedical transports), which arrive on time for a designated appointment, or as a Code 4 when met for returned transport within two hours of notification of completion of appointment. The service standard performance measure for the state rollup (Code 3 & 4) in the SDS is greater than 70%.

The following table is Code 3 & 4 performance for the period 1 March 2013 to 31 August 2013.

Code 3 & 4	Percentage on time
CAIRNS AND HINTERLAND	96.16%
CAPE YORK	94.74%
METRO NORTH	82.76%
METRO SOUTH	86.38%
NORTH WEST	72.00%
TOWNSVILLE	86.08%

In April 2013 Metro South Hospital and Health Service reported an on time percentage of 14% for non-urgent inter-hospital transfers. This rate was not acceptable and action was taken to investigate a proof of concept trial. The above figures indicate all Code 3 & 4 non urgent transports and are not confined to the scope of the proof of concept. The project scope included non-urgent stretcher; inter-hospital transfers and discharge home including discharge to Residential Aged Care Facilities. This included metro and rural destinations. Metro South have indicated that the QAS response time has improved in parallel to the proof of concept trial as suggested by the above data. The proof of concept trial delivered an on time performance of 95%.