

Question on Notice

No. 1150

Asked on 26 October 2022

MS R BATES ASKED THE MINISTER FOR HEALTH AND AMBULANCE SERVICES (HON Y D'ATH)—

QUESTION

With reference to Question on Notice No. 402 of 2022 and the Queensland Ambulance Service ability to respond to triple zero calls—

Will the Minister advise the five longest pending cases (in hours) for each calendar month from July to September 2022 (reported separately by Local Ambulance Service Network)?

ANSWER

I am advised by Queensland Ambulance Service (QAS) it recognises that it has previously provided this information, at request of the Member. However, this is an unvalidated metric that requires manual data review to ensure accuracy, requiring significant resources.

The data required to inform a response to the Member's question is not contained within the central QAS Data Warehouse and is not quality assured. The relevant cases need to be identified and sourced from a discrete operational electronic management system that records only 15-minute snapshots of cases in the dispatch queue. I am advised by QAS that as a result, there is inherent imprecision in the way the cases are indexed based on the momentary nature of the case identification and there is not visibility of the movement of these cases within these point-in-time blocks, necessitating detailed manual review of the case records to establish accurate pending times. This would require diversion of significant resources to complete.

It should also be noted that Local Ambulance Service Network boundaries were not active during the requested time period (January 2022 to September 2022).

The QAS publicly publishes response time performance quarterly for each QAS Region and District, this is the established standard response performance metric. The latest available quarterly performance reports can be found on the Queensland Ambulance Service website at <https://www.ambulance.qld.gov.au/publications.html>.