

Question on Notice

No. 730

Asked on 13 June 2023

MR R MOLHOEK ASKED MINISTER FOR HEALTH, MENTAL HEALTH AND AMBULANCE SERVICES AND MINISTER FOR WOMEN (HON S FENTIMAN)—

QUESTION

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

Will the Minister advise the five longest pending cases (in hours) from July 2022 to April 2023 (reported separately by QAS region and calendar month)?

ANSWER

As advised in the response to Question on Notice No. 1150 of 2022, the Queensland Ambulance Service (QAS) advice is that 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 15-minute snapshots of cases in the dispatch queue.

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 requires diversion of significant resources to complete.

The QAS 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 QAS website at <https://www.ambulance.qld.gov.au/publications.html>.

Across Queensland in the March 2023 Quarter, QAS attended 50 per cent of the most serious cases in less than 9 minutes, and 90 per cent in approximately 17 minutes.