

## Question on Notice

No. 743

Asked on 13 June 2023

**MR J KRAUSE** ASKED MINISTER FOR HEALTH, MENTAL HEALTH AND AMBULANCE SERVICES AND MINISTER FOR WOMEN (HON S FENTIMAN)—

### QUESTION

With reference to Figure 4F of the Auditor-General's report Health 2021 (Report 12: 2021–22)—

Will the Minister provide the amount of ambulance 'lost time' from 2015 to 2019 (reported separately by hospital and health service and calendar month)?

### ANSWER

'Lost time' is an unofficial internal reporting metric used by the Queensland Ambulance Service (QAS), and not a published performance measure. As such, it should not be used to determine a facility's Patient Off Stretcher Time.

'Lost time' reports are derived from Patient Care records, completed by paramedics while they are caring for patients.

From time to time, priorities, including caring for patients, may impact on the completion of Off Stretcher Times on patient care records and may include minor anomalies.

The QAS is the busiest ambulance service in the country, responding to 1.2 million incidents a year, and is the only mainland state that is free. Something that will never change under the Palaszczuk Government.

Since 2015, we have employed more than additional 1,100 ambulance drivers. As a result of our investments, we have been able to ensure that more than 90 per cent of 000 calls are answered within 10 seconds, and 90 per cent of the most critical incidents are attended in approximately 17 minutes.

As noted in the Queensland Audit Office report entitled Health 2021, Report 12: 2021-22 tabled in the Queensland Parliament on 16 December 2021, the Queensland Ambulance Service began recording ambulance 'Lost time' in 2017–18.

The below provides lost time at each Hospital and Health Service for the relevant time period:

- Cairns And Hinterland - 191, 226, 171, 111, 125, 121, 173, 187, 187, 159, 139, 132, 210, 286, 236, 205, 235, 261, 285, 295, 299, 352, 332, 393, 411, 351, 305, 252, 288, 284 respectively
- Central Queensland – 44, 64, 69, 83, 73, 73, 98, 65, 67, 81, 95, 134, 112, 218, 134, 99, 73, 88, 107, 105, 108, 116, 166, 195, 294, 293, 360, 263, 283, 236 respectively
- Central West – nil reportable hospitals

- Children's Health Queensland – 12, 17, 19, 13, 15, 15, 9, 25, 30, 22, 26, 30, 28, 38, 26, 31, 19, 15, 14, 20, 21, 13, 31, 36, 24, 30, 32, 32, 20, 15 respectively
- Darling Downs – 26, 72, 67, 21, 25, 31, 47, 54, 56, 40, 53, 33, 90, 70, 61, 69, 69, 58, 56, 44, 44, 55, 76, 80, 83, 87, 108, 81, 80, 78 respectively
- Gold Coast – 879, 957, 791, 684, 499, 478, 484, 481, 409, 265, 362, 466, 508, 458, 540, 661, 890, 640, 750, 626, 735, 829, 883, 845, 1,142, 1,120, 1,064, 751, 754, 682 respectively
- Mackay – 18, 51, 45, 38, 42, 55, 48, 59, 97, 81, 84, 76, 82, 80, 85, 59, 82, 80, 58, 71, 91, 91, 57, 92, 79, 152, 104, 106, 92, 106 respectively
- Mater Public Hospitals - 90, 252, 141, 65, 69, 91, 97, 141, 176, 67, 149, 149, 171, 155, 176, 240, 239, 169, 197, 250, 331, 101, 187, 271, 295, 342, 315, 295, 195, 163 respectively
- Metro North - 1,115, 1,681, 1,492, 793, 600, 471, 457, 686, 799, 592, 602, 577, 611, 716, 677,675, 842, 775, 813, 931, 1,108, 599, 630, 998, 1,236, 1,212, 1,493, 1,080, 964, 944 respectively
- Metro South - 1,483, 2,612, 2,051, 1,333, 1,068, 1,235, 1,389, 1,281, 1,386, 1,035, 1,357, 1,440, 1,447, 1,405, 1,897, 1,994, 2,067, 1,538, 1,628, 1,767, 2,174, 1,032, 1,282, 1,634, 1,583, 1,750, 1,821, 2,034, 1,500, 1,133 respectively
- North West – 1, 0, 0, 0, 4, 6, 2, 2, 7, 2, 5, 11, 7, 8, 14, 7, 7, 4, 4, 1, 12, 7, 14, 7, 15, 6, 16, 12, 15, 12 respectively
- South West - nil reportable hospitals
- Sunshine Coast – 498, 632, 782, 444, 291, 405, 342, 345, 460, 445, 333, 308, 481, 382, 363, 345, 353, 389, 477, 415, 540, 347, 497, 524, 827, 876, 890, 665, 608, 733 respectively
- Torres and Cape - nil reportable hospitals
- Townsville – 9, 12, 19, 5, 31, 74, 43, 53, 53, 38, 42, 35, 46, 43, 49, 48, 65, 34, 42, 45, 55, 51, 57, 65, 92, 71, 115, 79, 72, 48 respectively
- West Moreton – 405, 474, 442, 257, 257, 143, 270, 272, 295, 144, 203, 190, 278, 222, 190, 178, 264, 382, 381, 408, 582, 227, 407, 404, 500, 604, 691, 575, 421, 421 respectively
- Wide Bay – 61, 124, 134, 83, 134, 100, 138, 99, 153, 122, 110, 131, 104, 163, 135, 86, 90, 97, 84, 121, 130, 108, 141, 216, 194, 245, 207, 177, 171, 148 respectively