

Question on Notice

No. 889

Asked on 22 August 2023

MS R BATES 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. 125 of 2023—

Will the Minister provide the amount of ambulance 'lost time' from April 2023 to July 2023 (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 service that is free. Something that will never change under the Palaszczuk Government.

Since 2015, we have employed more than 1,100 additional 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.

In addition, I am advised that average lost time per ambulance for April to June 2023 is as follows:

- April 2023: 15 minutes
- May 2023: 17 minutes
- June 2023: 18 minutes

The established standard measure of Patient Off Stretcher Time (POST) is provided to Queensland Health and is publicly available from the Queensland Health website at www.performance.health.qld.gov.au.

'Lost time' data (in hours) by Hospital and Health Service (HHS) for the quarterly period April 2023 to June 2023 is outlined below.

I am advised July 2023 is not part of the recently published quarterly POST data and is not due for release until later in 2023.

April 2023:

- Cairns and Hinterland – 405 across 2563 patient arrivals
- Central Queensland - 657 across 2189 patient arrivals
- Children's Health Queensland – 37 across 789 patient arrivals
- Darling Downs – 292 across 2080 patient arrivals
- Gold Coast – 884 across 5182 patient arrivals
- Mackay – 196 across 1344 patient arrivals
- Mater Public Hospitals – 908 across 1843 patient arrivals
- Metro North - 2519 across 8978 patient arrivals
- Metro South - 4498 across 8065 patient arrivals
- North West – 27 across 479 patient arrivals
- Sunshine Coast – 619 across 4647 patient arrivals
- Townsville – 144 across 3450 patient arrivals
- West Moreton - 1641 across 2919 patient arrivals
- Wide Bay – 678 across 3182 patient arrivals

May 2023:

- Cairns and Hinterland – 331 across 2580 patient arrivals
- Central Queensland - 681 across 2276 patient arrivals
- Children's Health Queensland – 61 across 903 patient arrivals
- Darling Downs – 386 across 2209 patient arrivals
- Gold Coast – 1136 across 5573 patient arrivals
- Mackay – 294 across 1520 patient arrivals
- Mater Public Hospitals – 1159 across 1999 patient arrivals
- Metro North – 2978 across 9354 patient arrivals
- Metro South – 5445 across 8257 patient arrivals
- North West – 16 across 506 patient arrivals
- Sunshine Coast – 764 across 4918 patient arrivals
- Townsville – 93 across 3435 patient arrivals
- West Moreton – 2180 across 3037 patient arrivals
- Wide Bay – 512 across 3241 patient arrivals

June 2023:

- Cairns and Hinterland – 282 across 2465 patient arrivals
- Central Queensland - 658 across 2205 patient arrivals
- Children's Health Queensland – 60 across 924 patient arrivals
- Darling Downs – 322 across 2095 patient arrivals
- Gold Coast – 1151 across 5355 patient arrivals
- Mackay – 257 across 1405 patient arrivals
- Mater Public Hospitals – 1112 across 1930 patient arrivals
- Metro North – 3102 across 8963 patient arrivals
- Metro South – 5336 across 8046 patient arrivals
- North West – 12 across 510 patient arrivals
- Sunshine Coast – 581 across 4782 patient arrivals
- Townsville – 119 across 3363 patient arrivals
- West Moreton - 2194 across 2890 patient arrivals
- Wide Bay – 493 across 3037 patient arrivals