

## **Question on Notice**

**No. 44**

**Asked on 14 February 2024**

**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. 427 of 2022—

Will the Minister provide the amount of ambulance 'lost time' from October 2023 to January 2024 (reported separately by hospital and health service and calendar month)?

### **ANSWER**

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 Miles Government.

Since 2015, we have employed close to 1,400 additional frontline ambulance officers. 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.

'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 anomalies.

Total lost time is not an accurate reflection of the pressures that our system is facing as it does not appropriately account for growth in demand, or growth in resources. Nor does it show whether or not patients are seen within clinically recommended timeframes.

In the December quarter of 2023, QAS received 27,694 more calls and transported 4,654 more patients to hospital compared to the same time the previous year. Further, there were almost 250 additional frontline staff and 174 additional ambulances working in the community.

In addition, in the December quarter of 2023, 74 per cent of patients presenting to EDs were seen within clinically recommended timeframes – an improvement of 4.5 per cent compared to the same time last year. This represents an additional 17,602 Queenslanders who were seen in time.

The Productivity Commission's Report on Government Services for 2022-23 Financial Year shows that the QAS outperforms other states and territories across a range measures, including response times, patient safety, and clinical outcomes.

I am advised that average lost time per ambulance, at statewide reportable hospitals (top 26) for October to December is as follows:

- October 2023 – 14.7 minutes across 49,731 arrivals
- November 2023 – 16.5 minutes across 48,235 arrivals
- December 2023 – 14.7 across 50,989 arrivals

Performance data is published on a quarterly basis, with quarter two data for the 2023-24 financial year available via <http://www.performance.health.qld.gov.au>.

The data below reflects the total 'lost time' (in hours) and average 'lost time' per ambulance (in minutes) at Queensland Health's Top 26 emergency departments (reportable hospitals) for patients where the off-stretcher time is greater than 30 minutes, reported separately by hospital and health service, and by month from October 2023 to December 2023.

Performance data for January 2024 is not due for release until later in 2024.

October 2023:

- Cairns and Hinterland – 383, with an average time of 9.4 minutes across 2,450 arrivals
- Central Queensland - 464, with an average time of 12.0 minutes across 2,327 arrivals
- Children's Health Queensland – 48, with an average time of 3.7 minutes across 781 arrivals
- Darling Downs – 308, with an average time of 8.9 minutes across 2,081 arrivals
- Gold Coast – 766, with an average time of 8.2 minutes across 5,635 arrivals
- Mackay – 243, with an average time of 9.8 minutes across 1,483 arrivals
- Mater Public Hospitals – 640, with an average time of 20.4 minutes across 1,890 arrivals
- Metro North – 2,555, with an average time of 15.8 minutes across 9,752 arrivals
- Metro South – 3,727, with an average time of 26.5 minutes across 8,473 arrivals
- North West – 9, with an average time of 1.1 minutes across 463 arrivals
- Sunshine Coast – 597, with an average time of 7.2 minutes across 4,945 arrivals
- Townsville – 149, with an average time of 2.7 minutes across 3,290 arrivals
- West Moreton – 1,803, with an average time of 36.7 minutes across 2,953 arrivals
- Wide Bay – 528, with an average time of 9.7 minutes across 3,275 arrivals

November 2023:

- Cairns and Hinterland – 402, with an average time of 10.3 minutes across 2,339 arrivals
- Central Queensland - 381, with an average time of 10.8 minutes across 2,107 arrivals
- Children's Health Queensland – 35, with an average time of 2.8 minutes across 737 arrivals

- Darling Downs – 266, with an average time of 7.8 minutes across 2,055 arrivals
- Gold Coast – 939, with an average time of 10.1 minutes across 5,578 arrivals
- Mackay – 232, with an average time of 10.1 minutes across 1,384 arrivals
- Mater Public Hospitals – 891, with an average time of 27.0 minutes across 1,988 arrivals
- Metro North – 2,373, with an average time of 15.5 minutes across 9,225 arrivals
- Metro South – 4,371, with an average time of 31.6 minutes across 8,311 arrivals
- North West – 12, with an average time of 1.7 minutes across 447 arrivals
- Sunshine Coast – 728, with an average time of 9.1 across 4,821 arrivals
- Townsville – 136, with an average time of 2.5 minutes across 3,269 arrivals
- West Moreton – 2,051, with an average time of 44.5 minutes across 2,766 arrivals
- Wide Bay – 458, with an average time of 8.4 minutes across 3,270 arrivals

#### December 2023:

- Cairns and Hinterland – 398, with an average time of 9.8 minutes across 2,443 arrivals
- Central Queensland - 342, with an average time of 8.6 minutes across 2,388 arrivals
- Children's Health Queensland – 42, with an average time of 3.5 minutes across 716 arrivals
- Darling Downs – 362, with an average time of 10.1 minutes across 2,154 arrivals
- Gold Coast – 1,051, with an average time of 10.7 minutes across 5,903 arrivals
- Mackay – 224, with an average time of 9.1 minutes across 1,483 arrivals
- Mater Public Hospitals – 739, with an average time of 22.5 minutes across 1,973 arrivals
- Metro North – 2,267, with an average time of 13.7 minutes across 9,932 arrivals
- Metro South – 3,954, with an average time of 27.0 minutes across 8,817 arrivals
- North West – 13, with an average time of 1.6 minutes across 457 arrivals
- Sunshine Coast – 686, with an average time of 8.2 minutes across 5,048 arrivals
- Townsville – 116, with an average time of 2.1 minutes across 3,277 arrivals
- West Moreton – 1,831, with an average time of 35.4 minutes across 3,099 arrivals
- Wide Bay – 495, with an average time of 8.8 minutes across 3,394 arrivals

*Source: HHS Data for October – December: QAS eARF POST – Hospitals (Cognos Cube) 29 February 2024*