

## 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

'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.

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 more than 1,300 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.

In addition, 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 average 'lost time' (in minutes) per ambulance 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 Lost Time:

- Cairns and Hinterland – 9.4 across 2,450 arrivals
- Central Queensland - 12.0 across 2,327 arrivals
- Children's Health Queensland – 3.7 across 781 arrivals
- Darling Downs – 8.9 across 2,081 arrivals
- Gold Coast – 8.2 across 5,635 arrivals
- Mackay – 9.8 across 1,483 arrivals
- Mater Public Hospitals – 20.4 across 1,890 arrivals
- Metro North – 15.8 across 9,752 arrivals
- Metro South – 26.5 across 8,473 arrivals
- North West – 1.1 across 463 arrivals
- Sunshine Coast – 7.2 across 4,945 arrivals
- Townsville – 2.7 across 3,290 arrivals
- West Moreton – 36.7 across 2,953 arrivals
- Wide Bay – 9.7 across 3,275 arrivals

#### November 2023 Lost Time:

- Cairns and Hinterland – 10.3 across 2,339 arrivals
- Central Queensland - 10.8 across 2,107 arrivals
- Children's Health Queensland – 2.8 across 737 arrivals
- Darling Downs – 7.8 across 2,055 arrivals
- Gold Coast – 10.1 across 5,578 arrivals
- Mackay – 10.1 across 1,384 arrivals
- Mater Public Hospitals – 27.0 across 1,988 arrivals
- Metro North – 15.5 across 9,225 arrivals
- Metro South – 31.6 across 8,311 arrivals
- North West – 1.7 across 447 arrivals
- Sunshine Coast – 9.1 across 4,821 arrivals
- Townsville – 2.5 across 3,269 arrivals
- West Moreton – 44.5 across 2,766 arrivals
- Wide Bay – 8.4 across 3,270 arrivals

#### December 2023 Lost Time:

- Cairns and Hinterland – 9.8 across 2,443 arrivals
- Central Queensland - 8.6 across 2,388 arrivals
- Children's Health Queensland – 3.5 across 716 arrivals
- Darling Downs – 10.1 across 2,154 arrivals
- Gold Coast – 10.7 across 5,903 arrivals
- Mackay – 9.1 across 1,483 arrivals
- Mater Public Hospitals – 22.5 across 1,973 arrivals
- Metro North – 13.7 across 9,932 arrivals
- Metro South – 27.0 across 8,817 arrivals
- North West – 1.6 across 457 arrivals
- Sunshine Coast – 8.2 across 5,048 arrivals
- Townsville – 2.1 across 3,277 arrivals
- West Moreton – 35.4 across 3,099 arrivals
- Wide Bay – 8.8 across 3,394 arrivals