

## Question on Notice

No. 650

Asked on 22 May 2024

**MR J KRAUSE** 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. 51 of 2022—

Will the Minister provide the five longest Patient Off Stretcher Times for each of Queensland's 26 reporting hospitals (reported separately by hospital and by calendar month) for (a) January 2024, (b) February 2024, (c) March 2024 and (d) April 2024?

### ANSWER

The Queensland Ambulance Service (QAS) is the busiest ambulance service in the country, responding to 1.2 million incidents a year. It is the only mainland service that is free, which will never change under the Miles Government.

The hard work of our paramedics, as well as that of our amazing Emergency Department (ED) staff, means that the statewide median ED waiting time is 16 minutes.

Since 2015, we have employed more than 1,500 new frontline ambulance staff. 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.

The Miles Government is committed to ensuring Queenslanders can access worldclass health care no matter where they live, and part of that commitment is improving ED wait times.

That's why we're investing in whole of hospital strategies focused on improving patient flow. As part of the 2024-25 Budget, \$1.14 billion will be invested to further enhance the *Putting Patients First* plan.

The *Putting Patients First* plan 2024-25 builds on the \$764 million invested in 2023-24 through new initiatives that address emerging healthcare challenges, previously announced projects to increase capacity, and direct resources to critical areas within the healthcare system.

These programs make significant and targeted investments to improve the flow of patients through hospitals through:

- funding to increase the capacity of the QAS to meet future demand across the state, including new ambulance stations, new and replacement ambulance vehicles and more paramedics;
- funding for Urgent Care Clinics, Rapid Access Services, Satellite Hospitals and Mental Health Co-Responder models that are all designed to provide safe and

appropriate care to patients in alternative settings and reduce emergency department presentations;

- significant investments in the front-line workforce, including Mental Health clinicians, Emergency Department Flow Commanders and Transfer Initiative Nurses who provide faster access to care in the emergency department, and better coordination of patient flow; and
- improved access to more beds including hospital expansions, transit lounge and short stay unit expansions, as well as Allied Health led discharge support and extended hours, all of which will provide additional physical hospital capacity to meet the demand for inpatient care.

QAS provides Patient Off-Stretcher Time (POST) data for Queensland Health's approved key performance measure, as detailed in the Service Delivery Statement.

The data provided in this response is based on point in time reporting by paramedics while they are caring for patients.

Below is the reporting hospitals' POST data for the period January 2024 to March 2024. April 2024 data will be made available in line with the June quarter reporting later in 2024.

### **January 2024**

- Bundaberg – 202, 156, 128, 123, 120, with a median off-stretcher time of 23 minutes.
- Caboolture – 175, 138, 132, 131, 130, with a median off-stretcher time of 29 minutes.
- Cairns – 188, 159, 157, 149, 144, with a median off-stretcher time of 22 minutes.
- Gladstone – 203, 159, 100, 98, 86, with a median off-stretcher time of 17 minutes.
- Gold Coast University – 349, 151, 150, 146, 132, with a median off-stretcher time of 29 minutes.
- Gympie – 103, 98, 96, 86, 80, with a median off-stretcher time of 24 minutes.
- Hervey Bay – 141, 136, 132, 123, 121, with a median off-stretcher time of 26 minutes.
- Ipswich – 388, 377, 365, 360, 343, with a median off-stretcher time of 44 minutes.
- Logan – 433, 426, 334, 317, 314, with a median off-stretcher time of 44 minutes.
- Mackay – 207, 202, 195, 191, 174, with a median off-stretcher time of 27 minutes.
- Maryborough – 98, 86, 77, 75, 59, with a median off-stretcher time of 18 minutes.
- Mater Adult – 467, 412, 397, 364, 357, with a median off-stretcher time of 33 minutes.
- Mount Isa – 131, 128, 127, 80, 75, with a median off-stretcher time of 9 minutes.
- Nambour – 187, 127, 124, 120, 115, with a median off-stretcher time of 28 minutes.
- Prince Charles – 133, 125, 123, 123, 122, with a median off-stretcher time of 28 minutes.

- Princess Alexandra – 374, 323, 300, 290, 285, with a median off-stretcher time of 32 minutes.
- Queen Elizabeth II – 410, 322, 315, 312, 304, with a median off-stretcher time of 42 minutes.
- Queensland Children's – 73, 71, 44, 41, 37, with a median off-stretcher time of 20 minutes.
- Redcliffe – 154, 133, 130, 128, 127, with a median off-stretcher time of 33 minutes.
- Redland – 366, 291, 268, 264, 261, with a median off-stretcher time of 46 minutes.
- Robina – 229, 198, 180, 174, 168, with a median off-stretcher time of 29 minutes.
- Rockhampton – 164, 143, 134, 125, 117, with a median off-stretcher time of 29 minutes.
- Royal Brisbane & Women's – 180, 165, 156, 142, 142, with a median off-stretcher time of 31 minutes.
- Sunshine Coast University – 186, 154, 137, 135, 128, with a median off-stretcher time of 25 minutes.
- Toowoomba – 241, 218, 218, 215, 204, with a median off-stretcher time of 25 minutes.
- Townsville – 100, 87, 83, 72, 60, with a median off-stretcher time of 16 minutes.

## **February 2024**

- Bundaberg – 141, 130, 127, 118, 114, with a median off-stretcher time of 24 minutes.
- Caboolture – 235, 174, 166, 165, 163, with a median off-stretcher time of 27 minutes.
- Cairns – 199, 159, 146, 145, 144, with a median off-stretcher time of 24 minutes.
- Gladstone – 113, 86, 85, 81, 79, with a median off-stretcher time of 17 minutes.
- Gold Coast University – 238, 212, 202, 201, 185, with a median off-stretcher time of 30 minutes.
- Gympie – 118, 105, 93, 77, 76, with a median off-stretcher time of 23 minutes.
- Hervey Bay – 162, 137, 137, 130, 96, with a median off-stretcher time of 24 minutes.
- Ipswich – 441, 401, 383, 378, 369, with a median off-stretcher time of 46 minutes.
- Logan – 470, 423, 387, 367, 363, with a median off-stretcher time of 44 minutes.
- Mackay – 189, 156, 142, 130, 119, with a median off-stretcher time of 25 minutes.
- Maryborough – 79, 57, 51, 50, 48, with a median off-stretcher time of 17 minutes.
- Mater Adult – 434, 418, 390, 384, 366, with a median off-stretcher time of 41 minutes.
- Mount Isa – 130, 129, 129, 124, 120, with a median off-stretcher time of 10 minutes.
- Nambour – 188, 169, 151, 144, 141, with a median off-stretcher time of 29 minutes.

- Prince Charles – 146, 128, 120, 119, 119, with a median off-stretcher time of 29 minutes.
- Princess Alexandra – 422, 362, 304, 270, 238, with a median off-stretcher time of 36 minutes.
- Queen Elizabeth II – 333, 317, 314, 311, 274, with a median off-stretcher time of 47 minutes.
- Queensland Children's – 156, 86, 81, 72, 67, with a median off-stretcher time of 20 minutes.
- Redcliffe – 193, 137, 136, 133, 131, with a median off-stretcher time of 34 minutes.
- Redland – 371, 349, 321, 317, 315, with a median off-stretcher time of 48 minutes.
- Robina – 179, 178, 173, 156, 152, with a median off-stretcher time of 30 minutes.
- Rockhampton – 185, 181, 171, 148, 147, with a median off-stretcher time of 32 minutes.
- Royal Brisbane & Women's – 224, 172, 161, 146, 146, with a median off-stretcher time of 33 minutes.
- Sunshine Coast University – 158, 138, 125, 125, 116, with a median off-stretcher time of 25 minutes.
- Toowoomba – 296, 273, 196, 190, 183, with a median off-stretcher time of 25 minutes.
- Townsville – 206, 202, 173, 93, 64, with a median off-stretcher time of 16 minutes.

### **March 2024**

- Bundaberg – 204, 142, 134, 114, 112, with a median off-stretcher time of 24 minutes.
- Caboolture – 187, 139, 133, 132, 127, with a median off-stretcher time of 24 minutes.
- Cairns – 210, 175, 160, 155, 154, with a median off-stretcher time of 24 minutes.
- Gladstone – 134, 103, 101, 99, 95, with a median off-stretcher time of 17 minutes.
- Gold Coast University – 255, 197, 169, 160, 156, with a median off-stretcher time of 30 minutes.
- Gympie – 91, 83, 69, 68, 65, with a median off-stretcher time of 23 minutes.
- Hervey Bay – 165, 137, 98, 85, 84, with a median off-stretcher time of 25 minutes.
- Ipswich – 466, 466, 435, 425, 415, with a median off-stretcher time of 41 minutes.
- Logan – 303, 292, 292, 277, 276, with a median off-stretcher time of 41 minutes.
- Mackay – 279, 146, 140, 132, 128, with a median off-stretcher time of 25 minutes.
- Maryborough – 138, 110, 80, 62, 58, with a median off-stretcher time of 16 minutes.
- Mater Adult – 423, 370, 357, 337, 320, with a median off-stretcher time of 29 minutes.

- Mount Isa – 129, 129, 128, 125, 71, with a median off-stretcher time of 10 minutes.
- Nambour – 180, 173, 162, 134, 131, with a median off-stretcher time of 28 minutes.
- Prince Charles – 128, 121, 121, 121, 120, with a median off-stretcher time of 30 minutes.
- Princess Alexandra – 403, 396, 350, 342, 313, with a median off-stretcher time of 32 minutes.
- Queen Elizabeth II – 277, 264, 223, 217, 216, with a median off-stretcher time of 39 minutes.
- Queensland Children's – 103, 90, 85, 76, 68, with a median off-stretcher time of 21 minutes.
- Redcliffe – 134, 133, 124, 122, 121, with a median off-stretcher time of 30 minutes.
- Redland – 300, 294, 252, 244, 215, with a median off-stretcher time of 38 minutes.
- Robina – 200, 175, 157, 153, 150, with a median off-stretcher time of 29 minutes.
- Rockhampton – 179, 167, 160, 146, 144, with a median off-stretcher time of 28 minutes.
- Royal Brisbane & Women's – 237, 193, 185, 179, 163, with a median off-stretcher time of 33 minutes.
- Sunshine Coast University – 202, 153, 143, 134, 133, with a median off-stretcher time of 26 minutes.
- Toowoomba – 298, 275, 159, 152, 142, with a median off-stretcher time of 26 minutes.
- Townsville – 188, 128, 116, 111, 93, with a median off-stretcher time of 18 minutes.