

## Question on Notice

No. 890

Asked on 20 August 2024

**MR J LISTER** 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. 1229 of 2022 in relation to the number of patients not seen within clinically recommended times at Queensland's Public Emergency Departments—

Will the Minister provide the five longest wait times faced by a patient who was not seen within clinically recommended times (reported separately by each of Queensland's 26 reporting hospitals and by each month) for (a) April 2024, (b) May 2024, (c) June 2024 and (d) July 2024?

### ANSWER

Any patient presenting to an Emergency Department (ED) will be assessed and appropriately triaged, depending on their condition.

In the June quarter 2024, 100 per cent of the most serious patients were seen within two minutes of arrival. In addition, across this period Queensland EDs saw over 592,400 patients, and 73.3 per cent of them were seen within clinically recommended timeframes – 5.1 per cent more than the same time last year.

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.

Thanks to our amazing frontline health workers, supported by these investments, in the June quarter the median wait time at EDs dropped to 15 minutes – two minutes faster than at the same time last year, and four minutes faster than when the LNP were last in Government.

And while 100 per cent of the most critical patients continue to be seen immediately, patients presenting with minor injuries and illnesses sometimes have to wait longer than expected.

Many of the presentations noted in this response are for things like headaches, minor cuts and burns, rashes, and nausea. For example a 601 minute wait at the Princess Alexandra Hospital was for limb pain, a 582 minute wait at Logan was for a bruised shoulder, a 562 minute wait at Bundaberg was for a fractured toe, a 414 minute wait at Ipswich Hospital was for dental pain, and two presentations over 400 minutes for Redcliffe were from the same low-speed motor vehicle accident.

A number of the presentations below also represent patients with complex psychosocial backgrounds, including mental health concerns and people presenting with alcohol and other drug related conditions. For example, some patients with presentations noted below presented several times within one day with no clinical concerns.

The below data show the five shortest wait times (in minutes) and the five longest wait times (in minutes) a patient faced at each of Queensland's 26 reporting hospitals from April 2024 to June 2024. These data are provided in the interests of transparency.

July data will be made available when September Quarter 2024 is published to the Queensland Hospital Performance website.

#### **April 2024**

- Bundaberg
  - Shortest wait times: 0, 0, 0, 0, 0
  - Longest wait times: 525, 483, 432, 432, 428
- Caboolture
  - Shortest wait times: 0, 0, 0, 0, 0
  - Longest wait times: 486, 448, 428, 399, 399
- Cairns
  - Shortest wait times: 0, 0, 0, 0, 0
  - Longest wait times: 294, 291, 254, 252, 237
- Gladstone
  - Shortest wait times: 0, 0, 0, 0, 0
  - Longest wait times: 358, 329, 326, 308, 291
- Gold Coast University
  - Shortest wait times: 0, 0, 0, 0, 0
  - Longest wait times: 412, 387, 368, 342, 301
- Gympie
  - Shortest wait times: 0, 0, 0, 0, 0
  - Longest wait times: 463, 413, 407, 400, 378
- Hervey Bay
  - Shortest wait times: 0, 0, 0, 0, 0
  - Longest wait times: 586, 429, 416, 400, 362
- Ipswich
  - Shortest wait times: 0, 0, 0, 0, 0
  - Longest wait times: 569, 466, 388, 372, 368
- Logan
  - Shortest wait times: 0, 0, 0, 0, 0
  - Longest wait times: 443, 425, 417, 396, 379

- Mackay
  - Shortest wait times: 0, 0, 0, 0, 0
  - Longest wait times: 299, 250, 206, 194, 193
- Maryborough
  - Shortest wait times: 0, 0, 0, 0, 0
  - Longest wait times: 307, 303, 284, 273, 252
- Mater Adult
  - Shortest wait times: 0, 0, 0, 0, 0
  - Longest wait times: 414, 405, 398, 337, 331
- Mount Isa
  - Shortest wait times: 0, 0, 0, 0, 0
  - Longest wait times: 300, 257, 250, 235, 233
- Nambour
  - Shortest wait times: 0, 0, 0, 0, 0
  - Longest wait times: 141, 116, 115, 115, 111
- Prince Charles
  - Shortest wait times: 0, 0, 0, 0, 0
  - Longest wait times: 291, 290, 283, 274, 254
- Princess Alexandra
  - Shortest wait times: 0, 0, 0, 0, 0
  - Longest wait times: 608, 601, 586, 574, 499
- Queen Elizabeth II
  - Shortest wait times: 0, 0, 0, 0, 0
  - Longest wait times: 439, 403, 350, 342, 295
- Queensland Children's
  - Shortest wait times: 0, 0, 0, 0, 0
  - Longest wait times: 341, 337, 312, 267, 266
- Redcliffe
  - Shortest wait times: 0, 0, 0, 0, 0
  - Longest wait times: 477, 402, 401, 365, 355
- Redland
  - Shortest wait times: 0, 0, 0, 0, 0
  - Longest wait times: 567, 433, 422, 417, 379
- Robina
  - Shortest wait times: 0, 0, 0, 0, 0
  - Longest wait times: 169, 160, 156, 153, 152
- Rockhampton
  - Shortest wait times: 0, 0, 0, 0, 0
  - Longest wait times: 503, 425, 412, 365, 332
- Royal Brisbane & Women's
  - Shortest wait times: 0, 0, 0, 0, 0
  - Longest wait times: 480, 432, 416, 363, 357
- Sunshine Coast University
  - Shortest wait times: 0, 0, 0, 0, 0
  - Longest wait times: 307, 307, 276, 274, 246
- Toowoomba
  - Shortest wait times: 0, 0, 0, 0, 0
  - Longest wait times: 609, 501, 494, 480, 469

- Townsville
  - Shortest wait times: 0, 0, 0, 0, 0
  - Longest wait times: 440, 421, 409, 402, 402

## May 2024

- Bundaberg
  - Shortest wait times: 0, 0, 0, 0, 0
  - Longest wait times: 736, 649, 657, 628, 482
- Caboolture
  - Shortest wait times: 0, 0, 0, 0, 0
  - Longest wait times: 372, 359, 320, 303, 262
- Cairns
  - Shortest wait times: 0, 0, 0, 0, 0
  - Longest wait times: 307, 280, 279, 241, 233
- Gladstone
  - Shortest wait times: 0, 0, 0, 0, 0
  - Longest wait times: 324, 321, 313, 303, 272
- Gold Coast University
  - Shortest wait times: 0, 0, 0, 0, 0
  - Longest wait times: 462, 454, 452, 373, 366
- Gympie
  - Shortest wait times: 0, 0, 0, 0, 0
  - Longest wait times: 418, 380, 378, 374, 366
- Hervey Bay
  - Shortest wait times: 0, 0, 0, 0, 0
  - Longest wait times: 468, 440, 420, 413, 412
- Ipswich
  - Shortest wait times: 0, 0, 0, 0, 0
  - Longest wait times: 634, 589, 487, 443, 404
- Logan
  - Shortest wait times: 0, 0, 0, 0, 0
  - Longest wait times: 628, 582, 530, 469, 467
- Mackay
  - Shortest wait times: 0, 0, 0, 0, 0
  - Longest wait times: 302, 302, 239, 220, 219
- Maryborough
  - Shortest wait times: 0, 0, 0, 0, 0
  - Longest wait times: 360, 351, 343, 326, 324
- Mater Adult
  - Shortest wait times: 0, 0, 0, 0, 0
  - Longest wait times: 317, 301, 278, 244, 240
- Mount Isa
  - Shortest wait times: 0, 0, 0, 0, 0
  - Longest wait times: 291, 279, 250, 246, 237
- Nambour
  - Shortest wait times: 0, 0, 0, 0, 0
  - Longest wait times: 200, 142, 130, 128, 128

- Prince Charles
  - Shortest wait times: 0, 0, 0, 0, 0
  - Longest wait times: 403, 335, 332, 323, 320
- Princess Alexandra
  - Shortest wait times: 0, 0, 0, 0, 0
  - Longest wait times: 475, 427, 418, 395, 391
- Queen Elizabeth II
  - Shortest wait times: 0, 0, 0, 0, 0
  - Longest wait times: 399, 385, 356, 327, 326
- Queensland Children's
  - Shortest wait times: 0, 0, 0, 0, 0
  - Longest wait times: 308, 299, 293, 267, 261
- Redcliffe
  - Shortest wait times: 0, 0, 0, 0, 0
  - Longest wait times: 408, 347, 330, 307, 307
- Redland
  - Shortest wait times: 0, 0, 0, 0, 0
  - Longest wait times: 340, 283, 283, 276, 251
- Robina
  - Shortest wait times: 0, 1, 1, 1, 1
  - Longest wait times: 238, 229, 193, 185, 178
- Rockhampton
  - Shortest wait times: 0, 0, 0, 0, 0
  - Longest wait times: 509, 496, 441, 419, 404
- Royal Brisbane & Women's
  - Shortest wait times: 0, 0, 0, 0, 0
  - Longest wait times: 453, 420, 413, 394, 390
- Sunshine Coast University
  - Shortest wait times: 0, 0, 0, 0, 0
  - Longest wait times: 335, 227, 204, 189, 187
- Toowoomba
  - Shortest wait times: 0, 0, 0, 0, 0
  - Longest wait times: 488, 483, 421, 417, 388
- Townsville
  - Shortest wait times: 0, 0, 0, 0, 0
  - Longest wait times: 356, 330, 286, 281, 280

## June 2024

- Bundaberg
  - Shortest wait times: 0, 0, 0, 0, 0
  - Longest wait times: 784, 602, 564, 562, 550
- Caboolture
  - Shortest wait times: 0, 0, 0, 0, 0
  - Longest wait times: 504, 437, 424, 296, 288
- Cairns
  - Shortest wait times: 0, 0, 0, 0, 0
  - Longest wait times: 333, 317, 289, 282, 280

- Gladstone
  - Shortest wait times: 0, 0, 0, 0, 0
  - Longest wait times: 247, 237, 228, 228, 122
- Gold Coast University
  - Shortest wait times: 0, 0, 0, 0, 0
  - Longest wait times: 486, 449, 379, 344, 326
- Gympie
  - Shortest wait times: 0, 0, 0, 0, 0
  - Longest wait times: 499, 472, 430, 421, 418
- Hervey Bay
  - Shortest wait times: 0, 0, 0, 0, 0
  - Longest wait times: 350, 336, 334, 329, 319
- Ipswich
  - Shortest wait times: 0, 0, 0, 0, 0
  - Longest wait times: 694, 414, 382, 352, 341
- Logan
  - Shortest wait times: 0, 0, 0, 0, 0
  - Longest wait times: 426, 407, 385, 385, 378
- Mackay
  - Shortest wait times: 0, 0, 0, 0, 0
  - Longest wait times: 277, 274, 260, 245, 209
- Maryborough
  - Shortest wait times: 0, 0, 0, 0, 0
  - Longest wait times: 319, 313, 291, 289, 278
- Mater Adult
  - Shortest wait times: 0, 0, 0, 0, 0
  - Longest wait times: 314, 313, 308, 292, 288
- Mount Isa
  - Shortest wait times: 0, 0, 0, 0, 0
  - Longest wait times: 274, 265, 251, 232, 222
- Nambour
  - Shortest wait times: 0, 0, 0, 0, 0
  - Longest wait times: 151, 149, 140, 138, 136
- Prince Charles
  - Shortest wait times: 0, 0, 0, 0, 0
  - Longest wait times: 339, 312, 286, 278, 268
- Princess Alexandra
  - Shortest wait times: 0, 0, 0, 0, 0
  - Longest wait times: 727, 611, 459, 439, 422
- Queen Elizabeth II
  - Shortest wait times: 1, 1, 1, 1, 1
  - Longest wait times: 310, 300, 290, 275, 255
- Queensland Children's
  - Shortest wait times: 0, 0, 0, 0, 1
  - Longest wait times: 241, 231, 206, 191, 185
- Redcliffe
  - Shortest wait times: 0, 0, 0, 0, 0
  - Longest wait times: 413, 361, 353, 346, 341

- Redland
  - Shortest wait times: 0, 0, 0, 0, 0
  - Longest wait times: 348, 333, 331, 310, 304
- Robina
  - Shortest wait times: 0, 0, 1, 1, 1
  - Longest wait times: 237, 211, 206, 181, 181
- Rockhampton
  - Shortest wait times: 0, 0, 0, 0, 0
  - Longest wait times: 357, 352, 348, 307, 286
- Royal Brisbane & Women's
  - Shortest wait times: 0, 0, 0, 0, 0
  - Longest wait times: 446, 364, 360, 352, 340
- Sunshine Coast University
  - Shortest wait times: 0, 0, 0, 0, 0
  - Longest wait times: 313, 270, 263, 257, 246
- Toowoomba
  - Shortest wait times: 0, 0, 0, 0, 0
  - Longest wait times: 596, 496, 478, 449, 436
- Townsville
  - Shortest wait times: 0, 0, 0, 0, 0
  - Longest wait times: 346, 335, 318, 314, 310