

Question on Notice

No. 911

Asked on 21 August 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. 125 of 2023—

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

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 15 minutes, four minutes faster than it was when the LNP were last in Government.

Since 2015, we have employed more than 1,590 new frontline ambulance staff. As a result of our investments, we have been able to ensure that 90 per cent of the most critical incidents are attended in approximately 17 minutes.

This impressive performance represents the best response times in the country, and comes in the face of increasing demand, with the QAS responding to 14,000 additional Code 1 incidents, and three per cent more Triple Zero calls, than at the same time last year.

Despite immense pressures on the health system, the average lost time per ambulance vehicle at the statewide reportable hospitals (top 26) across the quarter was 14.6 minutes which is a massive four minute improvement on the same period last year.

I am advised that the average lost time per ambulance vehicle, at the statewide reportable hospitals (top 26) for April to June 2024 was as follows:

- April 2024 – 14.4 minutes across 48,389 arrivals.
- May 2024 – 15.2 minutes across 49,775 arrivals.
- June 2024 – 14.1 minutes across 47,822 arrivals.

This compares to average lost time per ambulance of 15 minutes, 17 minutes, and 18 minutes for April to June 2023, respectively.

In addition, in the June quarter of 2024, 73.3 per cent of patients presenting to emergency departments were seen within the clinically recommended time – an improvement of 2.8 percentage points compared to the same quarter last year. This represents over 20,000 more Queenslanders who were seen in time. 100 per cent of Category 1 patients were also seen within the recommended timeframe.

Total 'lost time' is an unofficial internal reporting metric used by the QAS and is not a published performance measure. Therefore, it should not be used to determine a facility's Patient Off Stretcher Time.

In addition, the total lost time is not an accurate reflection of the pressures that the health system is facing as it does not appropriately account for growth in demand for services, or growth in resources. Nor does it show whether patients are seen within the clinically recommended timeframes. Lost time per ambulance, however, can provide a better indication of the care that Queenslanders are likely to receive.

I am pleased to advise that Lost Time per Ambulance is now being published on the performance website as part of our commitment to ongoing data transparency.

Performance data is published on a quarterly basis, with quarter four data for the 2023-24 financial year available via <http://www.performance.health.qld.gov.au>. Performance data for July 2024 is not due for release until later in 2024.

The data below reflects the following for each of Queensland Health's 26 largest emergency departments:

- The total 'lost time' (in hours).
- Average 'lost time' per ambulance (in minutes).
- Total Code 1 and 2 ambulance arrivals.

April 2024:

- Cairns and Hinterland - 286 hours, with an average time of 7.1 minutes across 2,422 arrivals
- Central Queensland - 297 hours, with an average time of 8.1 minutes across 2,196 arrivals
- Children's Health Queensland - 18 hours, with an average time of 1.4 minutes across 746 arrivals
- Darling Downs - 552 hours, with an average time of 17 minutes across 1,952 arrivals
- Gold Coast - 995 hours, with an average time of 10.6 minutes across 5,640 arrivals
- Mackay - 209 hours, with an average time of 9.4 minutes across 1,335 arrivals
- Mater Health Service - 741 hours, with an average time of 23.1 minutes across 1,920 arrivals
- Metro North - 1,814 hours, with an average time of 11.6 minutes across 9,393 arrivals
- Metro South - 3,710 hours, with an average time of 26.6 minutes across 8,372 arrivals
- North West - 1 hour, with an average time of 0.1 minutes across 435 arrivals

- Sunshine Coast - 670 hours, with an average time of 8.5 minutes across 4,743 arrivals
- Townsville - 54 hours, with an average time of 1.1 minutes across 3,061 arrivals
- West Moreton - 1,919 hours, with an average time of 38.7 minutes across 2,978 arrivals
- Wide Bay - 385 hours, with an average time of 7.2 minutes across 3,196 arrivals

May 2024:

- Cairns and Hinterland - 250 hours, with an average time of 6.4 minutes across 2,361 arrivals
- Central Queensland - 301 hours, with an average time of 8.4 minutes across 2,157 arrivals
- Children's Health Queensland - 31 hours, with an average time of 2.1 minutes across 865 arrivals
- Darling Downs - 390 hours, with an average time of 11.7 minutes across 2,004 arrivals
- Gold Coast - 1,138 hours, with an average time of 12 minutes across 5,671 arrivals
- Mackay - 189 hours, with an average time of 7.9 minutes across 1,429 arrivals
- Mater Health Service - 928 hours, with an average time of 28.8 minutes across 1,932 arrivals
- Metro North - 2,000 hours, with an average time of 12.5 minutes across 9,617 arrivals
- Metro South - 4,553 hours, with an average time of 30.8 minutes across 8,879 arrivals
- North West - 0 hours, with an average time of 0 minutes across 467 arrivals
- Sunshine Coast - 654 hours, with an average time of 7.8 minutes across 5,052 arrivals
- Townsville - 44 hours, with an average time of 0.9 minutes across 3,024 arrivals
- West Moreton - 1,631 hours, with an average time of 32.5 minutes across 3,015 arrivals
- Wide Bay - 496 hours, with an average time of 9 minutes across 3,302 arrivals

June 2024:

- Cairns and Hinterland - 218 hours, with an average time of 5.7 minutes across 2,313 arrivals
- Central Queensland - 378 hours, with an average time of 10.7 minutes across 2,111 arrivals
- Children's Health Queensland - 34 hours, with an average time of 2.6 minutes across 795 arrivals
- Darling Downs - 198 hours, with an average time of 6.6 minutes across 1,790 arrivals
- Gold Coast - 1,282 hours, with an average time of 14.1 minutes across 5,465 arrivals
- Mackay - 178 hours, with an average time of 7.5 minutes across 1,415 arrivals
- Mater Health Service - 903 hours, with an average time of 28.9 minutes across 1,873 arrivals
- Metro North - 1,289 hours, with an average time of 8.2 minutes across 9,433 arrivals

- Metro South - 4,115 hours, with an average time of 29.5 minutes across 8,370 arrivals
- North West - 4 hours, with an average time of 0.5 minutes across 455 arrivals
- Sunshine Coast - 474 hours, with an average time of 5.9 minutes across 4,854 arrivals
- Townsville - 52 hours, with an average time of 1.1 minutes across 2,912 arrivals
- West Moreton - 1,645 hours, with an average time of 33.6 minutes across 2,942 arrivals
- Wide Bay - 449 hours, with an average time of 8.7 minutes across 3,094 arrivals