

Office of the Health Ombudsman

Performance report January 2017



Office of the
**HEALTH
OMBUDSMAN**

Listen. Respond. Resolve.

Office of the Health Ombudsman—Performance report January 2017

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Introduction

This document reports on our performance during January 2017.

As Queensland's health service complaints agency, the Office of the Health Ombudsman (OHO) exists to protect the health and safety of the public by assessing, investigating and resolving complaints made about health services provided in Queensland.

Our vision is to be the cornerstone of a transparent, accountable and fair system for effectively and quickly dealing with complaints and other healthcare matters in Queensland. Our performance reports—which we update and publish monthly, quarterly and yearly—are a testament to this.

The office is committed to ensuring that all decisions are well-informed, fair, impartial and timely.

Data in this report are correct as at 9 February 2017, but are subject to change.

Intake of complaints

Type of contacts

Type of contact	Number	Percentage
Complaint	507	56.77
Enquiry	378	42.33
Yet to be classified	8	0.90
Total	893	100.00

'Yet to be classified' includes contacts in which not enough information was provided for a determination to be reached—but further information is being sought, or matters that were not able to be finalised prior to the end of the reporting period. Contacts deemed 'yet to be classified' will be allocated as complaints or enquiries once additional information is received and registered as such in the next reporting period.

The number of complaint contacts will not equal the number of decisions made in the table below.

Type of complaints

Type of complaints	Number	Percentage
Health consumer complaint	336	66.27
Mandatory notification*	20	3.94
Voluntary notification*	128	25.25
Self-notification*	14	2.76
Referral from another agency	9	1.78
Total	507	100.00

*Notifications are made by health service providers, as required under the Health Practitioner Regulation National Law (Queensland).

Complaint decisions

Decision timeframes—within seven days

January data shows continued improvement in the proportion of decisions made within seven days—up to 91.98 per cent compared with 82.54 per cent in December.

For complaints about registered health practitioners, we depend on timely data from external agencies, including AHPRA, so that decisions can be made within seven days.

Decision made within seven days of receiving a complaint	Number	Percentage
Yes	390	91.98
No	34	8.02
Total	424	100.00

Accepted vs. not accepted

Number of decisions made	Number	Percentage
Accepted*	291	62.31
Not accepted	133	28.48
Decision pending	43	9.21
Total	467	100.00

'Decision pending' relates to matters where more information is required before a decision on whether to accept or not accept can be made, or because the matter came in just before the end of the reporting period and is still being processed.

*The actions taken for complaints that were accepted are shown in the table below. Please note that for a single accepted complaint, multiple issues and/or practitioners can be identified with each accruing a relevant action. These actions are recorded in the following table.

Accepted decision outcomes

Type of relevant action	Number	Percentage
Assessment	170	43.48
Local resolution	67	17.14
Conciliation	0	0.00
Investigation	10	2.56
Referred to AHPRA and the national boards	137	35.04
Referral to another entity	7	1.78
Immediate registration action	0	0.00
Interim prohibition order	0	0.00
Total	391	100.00

Accepted decisions may result in multiple issues and/or practitioners being identified, each requiring its own action. The data in the above *Accepted decision outcomes* table includes all identified issues/practitioners requiring action that were identified in the accepted complaints (noted in the previous *Accepted vs. not accepted* table).

Health service complaints profile

Reporting parameters for the identification of issues in complaints were updated as of October 2016. Previously, issues contained within the office's reporting related to complaints that completed the office's assessment process during the reporting period.

Refinements to systems and processes now allow for the reporting of all issues identified in complaints during the reporting period. This change will result in higher numbers of issues appearing in the following three tables from October 2016.

This update is an example of the office's commitment to continual improvement as it matures as an agency and the importance it places on transparent, robust data.

Main issues raised in complaints

Issue	Number	Percentage
Access	46	6.78
Code of conduct for healthcare workers	5	0.74
Communication/information	84	12.39
Consent	18	2.65
Discharge/transfer arrangements	9	1.33
Environment/management of facilities	10	1.47
Enquiry service	0	0.00
Fees/cost	14	2.06
Grievance processes	22	3.24
Medical records	13	1.92
Medication	98	14.45
Professional conduct	58	8.55
Professional health	28	4.13
Professional performance	263	38.79
Reports/certificates	10	1.47
Treatment	0	0.00
Total	678	100.00

These figures are based on issues recorded during the reporting period. A single complaint can contain multiple issues. Reporting on all issues identified in complaints allows comprehensive monitoring of trends, which can in turn inform a range of health complaint management system functions, such as education and information provision.

Number and type of complaints by health practitioner

Practitioner type	Access	Code of conduct for healthcare workers	Communication and information	Consent	Discharge/transfer arrangements	Environment/management of facility	Fees and costs	Grievance process	Medical records	Medication	Professional conduct	Professional health	Professional performance	Reports/certificates	Research/teaching/assessment	Total
Alternative care	-	4	-	-	-	-	-	-	-	-	-	-	-	-	-	4
Chinese medicine	-	-	-	-	-	1	-	-	1	-	-	-	-	-	-	2
Chiropractor	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Dentistry	-	-	1	-	-	-	1	1	1	-	2	1	19	-	-	26
Emergency care	-	-	1	-	-	-	-	-	-	-	1	-	1	-	-	3
General medical	1	-	25	1	-	1	1	3	2	28	19	4	59	3	-	147
Medical radiation	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	1
Medical specialty	-	-	4	-	-	1	1	-	-	4	1	1	9	3	-	24
Nursing	-	-	1	1	-	-	-	-	2	2	11	16	14	-	-	47
Occupational therapy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Optometry	-	-	-	-	-	-	-	-	-	1	1	-	1	-	-	3
Osteopathy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Other	-	1	2	4	-	-	-	-	-	-	6	3	6	-	-	22
Pathology	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Pharmacy	-	-	1	-	-	-	-	-	1	9	3	1	-	-	-	15
Physiotherapy	1	-	-	-	-	-	-	-	-	-	-	-	3	-	-	4
Podiatry	-	-	1	-	-	-	-	-	-	-	-	1	1	-	-	3
Psychology	-	-	3	-	-	1	-	-	-	-	2	-	3	1	-	10
Speech pathology	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Surgical	-	-	4	4	2	1	3	1	1	3	7	1	21	2	-	50
Total	2	5	43	10	2	5	6	5	8	47	53	28	138	9	-	361

These figures are based on issues recorded during the reporting period. A single complaint can contain multiple issues. Reporting on all issues identified in complaints allows comprehensive monitoring of trends, which can in turn inform a range of health complaint management system functions, such as education and information provision.

Number and type of complaints by health service organisation

Organisation type	Access	Communication and information	Consent	Discharge/transfer arrangements	Environment/management of facility	Fees and costs	Grievance process	Medical records	Medication	Professional conduct	Professional performance	Reports/certificates	Treatment	Total
Aged care facility	-	3	-	-	-	-	1	-	2	-	7	-	-	13
Allied health service	-	-	-	-	-	-	-	-	-	-	1	-	-	1
Ambulance service	-	-	-	-	-	-	-	-	-	-	1	-	-	1
Community health service	-	-	-	-	-	-	-	-	1	-	-	-	-	1
Correctional facility	33	1	-	-	1	-	-	1	33	-	13	-	-	82
Dental service	-	2	-	-	-	-	1	1	-	-	5	-	-	9
Hospital and Health Service	-	-	-	-	-	1	1	-	-	-	4	-	-	6
Laboratory service	-	1	-	-	-	1	-	-	-	-	2	-	-	4
Licensed private hospital	-	3	-	-	1	4	2	1	2	-	10	-	-	23
Medical centre	5	7	1	-	-	2	3	-	2	-	3	1	-	24
Mental health service	1	-	1	-	-	-	-	-	2	-	6	-	-	10
Nursing service	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Other government department	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Other support service	-	-	-	-	-	-	-	-	-	-	1	-	-	1
Pharmaceutical service	-	-	-	-	-	-	-	-	2	-	-	-	-	2
Public health service	-	3	-	-	-	-	-	-	-	1	4	-	-	8
Public hospital	4	20	5	7	3	-	9	2	6	4	67	-	-	127
Residential care service	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Specialised health service	1	1	1	-	-	-	-	-	-	-	1	-	-	4
Not yet known	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Total	44	41	8	7	5	8	17	5	51	5	125	1	-	316

These figures are based on issues recorded during the reporting period. A single complaint can contain multiple issues. Reporting on all issues identified in complaints allows comprehensive monitoring of trends, which can in turn inform a range of health complaint management system functions, such as education and information provision.

Assessment

Assessments started and completed

Assessments this month	Number
Assessments started	170
Assessments completed	202

Completed assessment timeframes

Of the 40 assessments completed within 60 days, 21 matters were approved for extension.

The 60 matters completed outside of 60 days were due to the continuing high volume of matters that require additional assessment, the complexity of many of the matters in assessment, and delays in receiving information from parties or in obtaining the necessary independent clinical advice required to appropriately assess the matters.

Assessment timeframes	Number	Percentage
Completed within 30 days	102	50.50
Completed within 60 days*	40	19.80
Completed in more than 60 days	60	29.70
Total	202	100.00

*Assessments are able to be completed within 60 days when granted an extension of 30 days as a result of legislated requirements being met.

Assessment decisions

Type of relevant action	Number	Percentage
Local resolution	7	3.41
Conciliation	8	3.90
Investigation	10	4.88
Referred to AHPRA and the national boards	25	12.20
Referral to another entity	90	43.90
Immediate registration action*	1	0.49
Interim prohibition order*	0	0.00
No further action	64	31.22
Total	205	100.00

Total assessment decisions will not equal the total number of assessments (in previous tables) as a single assessment can result in multiple relevant actions.

The figures for the type of relevant action decided in the assessment stage may not correspond with totals for respective relevant actions (e.g. local resolution, conciliation, investigation etc.) due to the time between a decision being made and an action being taken crossing over different reporting periods.

*Immediate action assessment decision figures may not align with the immediate action figures later in the report due to immediate action decisions being made outside of the assessment process.

Local resolution

Local resolutions started and completed

Local resolutions this month	Number
Local resolutions started	85
Local resolutions completed	79

The number of local resolutions started in the month may not directly match the number of assessment decisions to undertake local resolution due to the time between a decision being made and an action taken crossing over different reporting periods.

Completed local resolutions

Timeframes

Of the 22 local resolution matters completed within 60 days, 9 were approved for extension.

We strive to finalise all matters within legislated timeframes, however, some can take longer than others due to factors outside of our control, such as delays in receiving information and responses from individual parties.

Local resolution timeframes	Number	Percentage
Completed within 30 days	57	72.15
Completed within 60 days*	22	27.85
Completed in more than 60 days	0	0.00
Total	79	100.00

*Local resolutions are able to be completed within 60 days when granted an extension of 30 days as a result of legislated requirements being met.

Outcomes

Local resolution outcomes	Number	Percentage
Resolved	64	81.01
Not resolved	13	16.46
Complaint withdrawn*	2	2.53
Total	79	100.00

*Complainants can choose to withdraw their complaint at any stage during local resolution.

Decisions for matters that were not resolved

Type of relevant action	Number	Percentage
Assessment	0	0.00
Conciliation	0	0.00
Investigation	0	0.00
Referred to AHPRA and the national boards	0	0.00
Referral to another entity	0	0.00
Immediate action	0	0.00
No further action	13	100.00
Total	13	100.00

Conciliation

Conciliations started and closed

Conciliations this month	Number
Conciliations open at the start of the month	64
Conciliations started	7
Conciliations closed	12

The number of conciliations started in the reporting period may not match the number of decisions to refer for conciliation noted in other areas of the report due to the time between a decision being made and an action taken crossing over different reporting periods.

'Conciliations started' includes all matters—including matters where agreement to participate has or has not been reached or the decision is pending—that entered the conciliation workflow during the reporting period following the OHO assessing them as being suitable for conciliation. Similarly, 'conciliations closed' are all matters that were closed during the reporting period, whether due to parties not agreeing to participate or the matter being closed after completing the conciliation process. Closed conciliations differ from completed conciliations below, as completed conciliations only include matters where both parties agreed to participate and the conciliation process was completed.

Agreement to participate in conciliation

Agreement to participate in conciliation	Number
Party/ies agreed to conciliation	3
Party/ies did not agree to conciliation	7
Decision pending at end of month	17

Once the decision is made to attempt conciliation, both parties must agree to participate in the process. If either one, or both, of the parties do not agree, the conciliation process does not commence and the matter is closed.

Decisions pending includes matters where parties are still deciding whether to participate in conciliation at the end of the reporting period. It also includes matters that have been referred to another relevant action, where conciliation may not commence until this relevant action has been finalised.

Completed conciliations

Timeframes

Completed conciliation timeframes	Number	Percentage
Less than 3 months	0	0.00
3–6 months	4	80.00
6–9 months	1	20.00
9–12 months	0	0.00
More than 12 months	0	0.00
Total	5	100.00

The data above relates to matters where parties agreed to participate in conciliation and the conciliation process was completed within the specified timeframes. Completed conciliations differ from closed conciliations (in the table above) as they only relate to matters where parties agreed to participate and the conciliation process was completed.

Outcomes

Conciliation outcomes	Number	Percentage
Successful	4	80.00
Not successful	1	20.00
Ended by Health Ombudsman	0	0.00
Total	5	100.00

The data above relates to matters where parties agreed to participate in conciliation. After agreeing, the conciliation process was completed with the matter either being successful or not successful—or in rare instances, the Health Ombudsman ending it. Completed conciliations differ from closed conciliations—in the first conciliation data table above—as completed conciliations only relate to matters where parties agreed to participate and the conciliation process was completed.

Decisions for conciliations that were not successful

Type of relevant action	Number	Percentage
Local resolution	0	0.00
Investigation	0	0.00
Referred to AHPRA and the national boards	0	0.00
Referral to another entity	0	0.00
Immediate action	0	0.00
No further action	1	100.00
Total	1	100.00

Open conciliation timeframes

Open conciliation timeframes	Number	Percentage
Less than 3 months	29	49.15
3–6 months	20	33.90
6–9 months	3	5.08
9–12 months	2	3.39
More than 12 months	5	8.47
Total	59	100.00

Matters can be referred simultaneously to conciliation and another relevant action. Conciliation may not commence until after the other relevant action has been finalised.

There are 11 matters on hold until the outcome of another process is finalised (e.g. the process of another agency such as AHPRA). This includes one matter that has been open for less than 3 months, two that have been open for 3–6 months, one that has been open for 9–12 months, and five that have been open for more than 12 months.

Investigation

Investigations started and closed

Investigations this month	Number
Investigations open at the beginning of the month	360
Investigations started	23
Investigations closed	10

The number of investigations started in the reporting period may not match the number of assessment decisions to undertake investigation due to the time between a decision being made and an action taken crossing over different reporting periods, or due to investigations being started via other processes (e.g. own-motion investigation).

Closed investigations

Timeframes

Closed investigation timeframes	Number	Percentage
Less than 3 months	4	40.00
3–6 months	0	0.00
6–9 months	1	10.00
9–12 months	1	10.00
More than 12 months	4	40.00
Total	10	100.00

Outcomes

Closed investigation outcomes	Number	Percentage
Recommended for referral to Director of Proceedings*	4	40.00
Referred to AHPRA	5	50.00
Referred to another agency	0	0.00
No further action	1	10.00
Total	10	100.00

*Matters determined suitable for referral to the Director of Proceedings at the conclusion of an investigation are sent to the Health Ombudsman for consideration and determination on whether referral to the Director of Proceedings is appropriate.

Open investigations

Open investigations consist of two categories—active investigations and paused investigations.

Active investigations are being currently investigated by the office, while paused investigations are not able to be investigated by the office until such time as another agency—such as the Queensland Police Service or the Office of the State Coroner—concludes their own processes. Despite the office being unable to progress paused investigations, they are still considered to be open investigations.

Active investigation timeframes

Active investigation timeframes	Number	Percentage
Less than 3 months	64	21.33
3–6 months	51	17.00
6–9 months	44	14.67
9–12 months	30	10.00
More than 12 months*	111	37.00
Total	300	100.00

* All investigations that have been open for more than 12 months are published on the investigations register on the OHO website (www.oho.qld.gov.au).

Paused investigation timeframes

Paused investigation timeframes	Number	Percentage
Less than 3 months	4	5.41
3–6 months	1	1.35
6–9 months	10	13.51
9–12 months	15	20.27
More than 12 months	44	59.46
Total	74	100.00

Certain matters may be referred to an external agency, such as the Queensland Police Service while criminal proceedings take place, or to the coroner if it relates to reportable deaths (under s92 of the *Health Ombudsman Act 2013*). From an OHO perspective, these matters are not closed but effectively paused within the OHO's complaints management system as in these circumstances it is not appropriate for the OHO to conduct any investigations that may impede on an external agency's processes. As a result, investigation of these matters will be put on hold until the external agency finalises its processes.

Total open investigation timeframes

Total open investigation timeframes	Number	Percentage
Less than 3 months	68	18.18
3–6 months	52	13.90
6–9 months	54	14.44
9–12 months	45	12.03
More than 12 months	155	41.44
Total	374	100.00

Total open investigation categories

Type of investigation	Number
Health service complaint	296
Systemic issue	35
Another matter*	43
Total	374

*Matters that are brought to the Health Ombudsman's attention by means other than through a health service complaint or notification.

Director of Proceedings

Matters referred to the Director of Proceedings by practitioner type

Practitioner type	Number
Medical practitioner	3
Psychologist	1
Total	4

Matters determined suitable for referral to the Director of Proceedings at the conclusion of an investigation are sent to the Health Ombudsman for consideration and determination on whether referral to the Director of Proceedings is appropriate. As a result, these figures will differ from *closed investigation outcomes* figures.

Matters currently with the Director of Proceedings by practitioner type

Practitioner type	Number
Medical practitioner	12
Pharmacist	2
Psychologist	3
Registered nurse	8
Student nurse	1
Unregistered practitioner	1
Total	27

Matters referred to the Queensland Civil and Administrative Tribunal

Practitioner type	Number
Registered nurse	1
Total	1

The Director of Proceedings considers all relevant aspects of each matter to determine whether to refer the matter to the Queensland Civil and Administrative Tribunal.

Immediate action

The *Health Ombudsman Act 2013* allows for the Health Ombudsman to take immediate action against registered and unregistered health practitioners in instances where the Health Ombudsman reasonably believes the practitioner's health, conduct or performance poses a serious risk to the health and safety of the public.

Show cause notices

In January, individual show cause notices were issued to a:

- registered nurse for reasons relating to conduct
- medical practitioner for reasons relating to conduct.

As outlined in the *Health Ombudsman Act 2013*, upon receipt of a show cause notice, a health service provider is invited to make a submission within a stated period of time. The Health Ombudsman will then consider the submission before deciding whether to take immediate action against the provider.

Immediate registration actions

Practitioner type	Number	Action taken	Reasons/s for taking action		
			Health	Conduct	Performance
Registered nurse	1	Suspension		✓	

Immediate registration actions apply only to registered practitioners and may result in the Health Ombudsman issuing a suspension—or imposing conditions upon—a registered practitioner's registration.

Interim prohibition orders

Practitioner type	Number	Action taken	Reasons/s for taking action			
			Health	Conduct	Performance	Interstate
Assistant in nursing	1	Prohibition		✓		

The Health Ombudsman has powers to issue interim prohibitions orders to unregistered practitioners and registered practitioners practicing outside their field of registration. An interim prohibition order can prohibit or restrict the practitioner from providing any health service, or a specific health service. The Health Ombudsman can also enforce a prohibition order or an interim prohibition order issued in another state or territory where that interstate prohibition order corresponds—or substantially corresponds—to the type of prohibition order that can be made in Queensland.

The details for current prohibition orders can be found on the OHO website (www.oho.qld.gov.au) on the prohibition order register.

Australian Health Practitioner Regulation Agency

Notifications from AHPRA

One new notification (s193 of the Act) relating to a possible serious matter was received in January, while no matters were requested for referral back to the OHO.

Number of practitioners referred to AHPRA by practitioner type

Practitioner type	Number
Aboriginal and Torres Strait Islander health	0
Chinese medicine	1
Chiropractic	2
Dental	16
Medical	105
Medical student	0
Medical radiation	1
Nursing and midwifery	42
Nursing student	0
Occupational therapy	2
Optometry	1
Osteopathy	0
Pharmacy	8
Physiotherapy	3
Podiatry	2
Psychology	8
Unregistered practitioner	0
Total	191

Number of issues referred to AHPRA by practitioner type

Registered practitioner type	Access	Communication and information	Consent	Discharge/ transfer arrangements	Environment/ management of facility	Fees and costs	Grievance process	Medical records	Medication	Professional conduct	Professional health	Professional performance	Reports/ certificates	Total
Aboriginal and Torres Strait Islander health	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Chinese medicine	-	-	-	-	1	-	-	1	-	-	-	-	-	2
Chiropractic	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Dental	-	-	-	-	-	1	-	1	-	2	1	15	-	20
Medical	1	27	2	5	3	2	1	1	29	8	6	75	7	167
Medical student	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Medical radiation	-	-	-	-	-	-	-	-	-	-	-	1	-	1
Nursing and midwifery	-	1	1	-	-	-	-	2	4	16	23	15	-	62
Nursing student	-	-	-	-	-	-	-	-	-	1	-	-	-	1
Occupational therapy	-	-	-	-	-	-	-	-	-	-	2	-	-	2
Optometry	-	-	-	-	-	-	-	-	-	1	-	-	-	1
Osteopathy	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Pharmacy	-	-	-	-	-	-	-	-	6	2	1	-	-	9
Physiotherapy	-	-	-	-	-	-	-	-	-	-	-	3	-	3
Podiatry	-	-	-	-	-	-	-	-	-	-	1	1	-	2
Psychology	-	3	-	-	2	-	-	-	-	2	1	3	1	12
Unregistered practitioner	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total	1	31	3	5	6	3	1	5	39	32	35	116	8	282

The figures above represent the number of issues referred to AHPRA, not the number of practitioners. The referral of a single practitioner may include multiple issues relating to that practitioner, with each issue requiring its own action.

Demographics

The following demographic data is based on matters that have completed the assessment process. Basing figures on completed assessments produces accurate reporting as all relevant details of a matter have been identified.

Unless otherwise specified, data is based on healthcare consumers, not the complainant, as the complainant in a matter may not be the consumer of the health service. Matters where the healthcare consumer is an organisation are not included in these figures.

Gender

Gender	Number	Percentage
Female	100	57.80
Male	70	40.46
Unknown	3	1.73
Total	173	100.00

Age

Age	Number	Percentage
Less than 18	19	10.98
18–24 years	8	4.62
25–34 years	31	17.92
35–44 years	28	16.18
45–54 years	23	13.29
55–64 years	28	16.18
65–74 years	12	6.94
More than 75 years	15	8.67
Unknown*	9	5.20

*Not recorded or not provided for a particular matter.

Location of healthcare consumers

Location of healthcare consumers	Number	Percentage
Brisbane	84	48.55
Central West	0	0.00
Darling Downs	9	5.20
Far North	7	4.05
Fitzroy	2	1.16
Gold Coast	12	6.94
Mackay	1	0.58
North West	0	0.00
Northern	13	7.51
South West	1	0.58
Sunshine Coast	4	2.31
West Moreton	4	2.31
Wide Bay–Burnett	11	6.36
Outside Queensland	10	5.78
Unknown	15	8.67

The above data is based on health consumer location.

Location of health service providers

Location of health service providers	Number	Percentage
Brisbane	117	53.42
Central West	1	0.46
Darling Downs	10	4.57
Far North	13	5.94
Fitzroy	4	1.83
Gold Coast	20	9.13
Mackay	1	0.46
North West	0	0.00
Northern	16	7.31
South West	1	0.46
Sunshine Coast	9	4.11
West Moreton	4	1.83
Wide Bay-Burnett	16	7.31
Outside Queensland*	2	0.91
Unknown	5	2.28

The above data is based on health service provider location.

*Health service provider location is taken from the primary address of the provider recorded in the OHO complaints management system. Complaints can be made about health service providers from other states who have provided health services in Queensland. This could include locums travelling to Queensland from interstate or providers who previously lived in Queensland providing services but have since moved interstate—as the OHO can deal with complaints up to two years old.



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