

# Quarterly performance report

Quarter one 2019–20



Office of the  
**HEALTH  
OMBUDSMAN**

*Listen. Respond. Resolve.*

## Quarterly performance report—Quarter one 2019–20

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# Table of contents

<b>Introduction</b>	<b>4</b>
<b>Intake of complaints</b>	<b>5</b>
Type of contacts	5
Type of complaints	5
Complaint decisions	6
<b>Health service complaints profile</b>	<b>8</b>
Main issues raised in complaints	8
Profile of complaints about health practitioners	9
Profile of complaints about health service organisations	10
<b>Assessment</b>	<b>12</b>
Assessments started and completed	12
Completed assessment timeframes	12
Assessment decisions	13
<b>Local resolution</b>	<b>14</b>
Local resolutions started and completed	14
Completed local resolution	14
Decisions for matters that were not resolved	15
<b>Conciliation</b>	<b>16</b>
Conciliations started and closed	16
Agreement to participate in conciliation	16
Completed conciliations	17
Decisions for conciliations that were not successful	18
Open conciliation timeframes	18
<b>Investigation</b>	<b>19</b>
Investigations started and closed	19
Closed investigations	19
Open investigations	21
<b>Monitoring investigation recommendations</b>	<b>24</b>
OHO recommendations monitoring	24
Open recommendations monitoring case timeframes	24
<b>Director of Proceedings</b>	<b>25</b>
Matters referred to the Director of Proceedings by practitioner type	25
Matters currently with the Director of Proceedings by practitioner type*	26
Outcomes of matters reviewed by the Director of Proceedings	27
Decisions on matters referred to the Queensland Civil and Administrative Tribunal	29
Decisions on immediate action reviews	30

<b>Immediate action</b>	<b>31</b>
Show cause notices	31
Immediate registration actions	31
Interim prohibition orders	32
<b>Monitoring practitioner compliance</b>	<b>33</b>
Practitioner monitoring cases	33
Open monitoring cases	33
<b>Australian Health Practitioner Regulation Agency</b>	<b>37</b>
Notifications from AHPRA	37
Consultation on matters	37
Number of practitioners referred to AHPRA by practitioner type	40
Number of issues referred to AHPRA by practitioner type	41
<b>Demographics</b>	<b>42</b>
Gender	42
Age	42
Location of healthcare consumers	43
Location of health service providers	44

## Introduction

This document reports on the quarter one (Q1) performance of the Office of the Health Ombudsman (OHO) for the 2019–20 financial year.

The OHO is the agency responsible for health service complaints management in Queensland. We are committed to protecting the health and safety of the public by assessing, investigating and resolving complaints made about health services provided in Queensland.

We are impartial and independent, and our vision is to be the cornerstone of a transparent, accountable and fair health complaints management system. As testament to this, our performance reports—which are published monthly, quarterly and yearly—are available to the public on our website [www.oho.qld.gov.au](http://www.oho.qld.gov.au).

Data in this report is correct as at 23 October 2019, though figures may differ from those published in previous reports due to subsequent adjustments which occurred after the publication of those reports.

# Intake of complaints

## Type of contacts

Type of contact	July		August		September		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Complaint	890	83.57	827	81.56	807	83.45	2524	82.86
Enquiry	175	16.43	151	14.89	123	12.72	449	14.74
Information*	N/A	N/A	36	3.55	36	3.72	72	2.36
Yet to be classified	0	0.00	0	0.00	1	0.10	1	0.03
<b>Total</b>	<b>1065</b>	<b>100.00</b>	<b>1014</b>	<b>100.00</b>	<b>967</b>	<b>100.00</b>	<b>3046</b>	<b>100.00</b>

Matters that are 'yet to be classified' are contacts in which not enough information was provided in the first instance to allow for a determination, and additional information is being sought. They may also be matters that came in just before the end of the reporting period and were still being processed.

\*The introduction of improved business processes in August 2019 resulted in the addition of 'Information' as a new contact category. The office may receive information from other government entities, for example the Queensland Police Service, relating to health service practitioners. These matters previously would have been classified as either a complaint or enquiry depending on whether further action was required by the office but are now captured as information.

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

## Type of complaints

Type of complaints	July		August		September		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Health consumer complaint	791	88.88	731	88.39	731	90.58	2253	89.26
Mandatory notification*	17	1.91	14	1.69	20	2.48	51	2.02
Voluntary notification*	61	6.85	74	8.95	47	5.82	182	7.21
Self-notification*	7	0.79	4	0.48	6	0.74	17	0.67
Referral from another agency	14	1.57	4	0.48	3	0.37	21	0.83
<b>Total</b>	<b>890</b>	<b>100.00</b>	<b>827</b>	<b>100.00</b>	<b>807</b>	<b>100.00</b>	<b>2524</b>	<b>100.00</b>

\*Notifications are made by health service providers which do not otherwise meet the definition of a health consumer complaint, as required in the *Health Practitioner Regulation National Law (Queensland)*.

## Complaint decisions

### Decisions timeframes—within seven days

Decision made	July		August		September		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Yes	788	94.60	758	94.40	696	93.67	2242	94.24
No	45	5.40	45	5.60	47	6.33	137	5.76
<b>Total</b>	<b>833</b>	<b>100.00</b>	<b>803</b>	<b>100.00</b>	<b>743</b>	<b>100.00</b>	<b>2379</b>	<b>100.00</b>

### Accepted vs not accepted

Number of decisions made	July		August		September		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Accepted	569	68.31	579	72.10	518	69.72	1666	70.03
Not accepted	264	31.69	224	27.90	225	30.28	713	29.97
<b>Total</b>	<b>833</b>	<b>100.00</b>	<b>803</b>	<b>100.00</b>	<b>743</b>	<b>100.00</b>	<b>2379</b>	<b>100.00</b>

'Not accepted' decisions relate to complaints in which the Health Ombudsman has decided to take no further action under section 44 of the *Health Ombudsman Act 2013* (the Act).

'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.

An additional 59 matters were determined by the office to fall outside the jurisdiction of the Act, and therefore have been excluded from the tables above.

## Accepted decision outcomes

Type of relevant action	July		August		September		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Assessment	126	21.04	140	22.95	98	18.15	364	20.81
Local resolution	141	23.54	141	23.11	125	23.15	407	23.27
Conciliation	0	0.00	0	0.00	0	0.00	0	0.00
Investigation	8	1.34	4	0.66	4	0.74	16	0.91
Referred to AHPRA and the national boards	175	29.22	165	27.05	179	33.15	519	29.67
Referred to another entity	149	24.87	160	26.23	134	24.81	443	25.33
Referred to director of proceedings	0	0.00	0	0.00	0	0.00	0	0.00
<b>Total</b>	<b>599</b>	<b>100.00</b>	<b>610</b>	<b>100.00</b>	<b>540</b>	<b>100.00</b>	<b>1749</b>	<b>100.00</b>

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 'Accepted vs not accepted' table on page 6).



# Health service complaints profile

## Main issues raised in complaints

Issue	July		August		September		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Access	114	7.86	106	8.02	90	7.90	310	7.93
Code of conduct for healthcare workers	8	0.55	13	0.98	13	1.14	34	0.87
Communication/information	185	12.76	139	10.51	168	14.75	492	12.58
Consent	31	2.14	44	3.33	21	1.84	96	2.45
Discharge/transfer arrangements	19	1.31	24	1.82	19	1.67	62	1.59
Environment/management of facilities	36	2.48	28	2.12	35	3.07	99	2.53
Fees/cost	50	3.45	51	3.86	47	4.13	148	3.78
Grievance processes	34	2.34	21	1.59	19	1.67	74	1.89
<i>Health Ombudsman Act 2013 offence</i>	0	0.00	0	0.00	0	0.00	0	0.00
Medical records	38	2.62	48	3.63	33	2.90	119	3.04
Medication	199	13.72	164	12.41	128	11.24	491	12.55
Professional conduct	143	9.86	109	8.25	113	9.92	365	9.33
Professional health	38	2.62	25	1.89	15	1.32	78	1.99
Professional performance	518	35.72	517	39.11	419	36.79	1454	37.18
Reports/certificates	37	2.55	32	2.42	19	1.67	88	2.25
Research/teaching/assessment	0	0.00	1	0.08	0	0.00	1	0.03
<b>Total</b>	<b>1450</b>	<b>100.00</b>	<b>1322</b>	<b>100.00</b>	<b>1139</b>	<b>100.00</b>	<b>3911</b>	<b>100.00</b>

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.

## Profile of complaints about health practitioners

Practitioner type	Number of practitioners identified in complaints*	Number and type of issues** identified in complaints about health practitioners**																
		Access	Code of conduct for healthcare workers	Communication and information	Consent	Discharge/transfer arrangements	Environment/management of facility	Fees and costs	Grievance process	Health Ombudsman Act 2013 Offence	Medical records	Medication	Professional conduct	Professional health	Professional performance	Reports/certificates	Research/Teaching/Assessment	Total
Aboriginal and Torres Strait Islander health practitioner	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Chinese medicine practitioner	2	-	-	-	-	-	-	1	-	-	-	-	2	-	-	-	-	3
Chiropractor	11	-	-	2	1	-	1	-	-	-	-	-	6	-	4	-	-	14
Dental practitioner	90	2	-	10	2	-	-	9	-	-	6	1	11	6	71	-	-	118
Medical practitioner	706	22	-	125	26	4	2	31	8	-	34	127	100	21	384	50	-	934
Medical radiation practitioner	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1
Nurse	160	-	1	12	2	-	2	1	-	-	4	24	82	41	49	-	-	218
Occupational therapist	6	-	-	1	-	-	-	1	-	-	-	-	1	-	1	4	-	8
Optometrist	5	-	-	1	-	-	-	-	-	-	2	-	1	-	2	-	-	6
Osteopath	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Paramedic	18	-	-	2	-	-	-	-	-	-	2	1	8	1	10	-	-	24
Pharmacist	27	-	-	6	-	-	-	1	-	-	-	18	7	2	1	-	-	35
Physiotherapist	13	-	-	1	-	-	-	-	-	-	1	-	6	1	6	-	-	15
Podiatrist	8	-	-	-	-	-	-	-	-	-	5	-	2	-	6	-	-	13
Psychologist	61	2	-	12	3	-	1	2	-	-	3	-	31	3	18	13	1	89
Student practitioner	3	-	1	-	-	-	-	-	-	-	-	-	1	2	-	-	-	4
Unknown practitioner	73	3	1	11	1	-	1	5	-	-	2	13	15	-	26	2	-	80
Unregistered practitioner	49	-	29	2	-	-	-	4	-	-	-	1	15	1	5	-	-	57
<b>Total</b>	<b>1233</b>	<b>29</b>	<b>32</b>	<b>186</b>	<b>35</b>	<b>4</b>	<b>7</b>	<b>55</b>	<b>8</b>	<b>0</b>	<b>59</b>	<b>185</b>	<b>288</b>	<b>78</b>	<b>583</b>	<b>69</b>	<b>1</b>	<b>1619</b>

\* The figures reported in this column are a count of the number of health practitioners identified in complaints during the reporting period. A single complaint may identify more than one health practitioner and/or health service organisation. In circumstances where a health practitioner is identified in relation to multiple complaints, the health practitioner would be counted per complaint. For example, a health practitioner identified in three complaints would be counted three times in this column. From 1 July 2019, the practitioner type categories listed in this table have been updated to more accurately reflect the types of practitioners about whom the office receives complaints.

\*\* This data is a count of the number of issues identified within the reporting period. A complaint may also identify more than one issue per health practitioner.

## Profile of complaints about health service organisations

Organisation type	Number of facilities identified in complaints*	Number and type of issues** identified in complaints about health service organisations																Total
		Access	Code of conduct for healthcare workers	Communication and information	Consent	Discharge/ transfer arrangements	Environment/ management of facility	Fees and costs	Grievance processes	Health Ombudsman Act 2013 Offence	Medical records	Medication	Professional conduct	Professional health	Professional performance	Reports/ certificates	Research/ Teaching/ Assessment	
Administrative service	2	-	-	-	-	-	-	1	-	-	-	-	-	-	1	-	-	2
Aged care facility	35	2	-	3	1	1	12	1	1	-	2	9	4	-	16	-	-	52
Allied health service	24	2	-	6	1	-	-	5	1	-	-	3	4	-	8	1	-	31
Ambulance service	18	2	-	3	-	-	1	-	3	-	1	-	1	-	9	-	-	20
Community health service	34	6	-	11	-	-	3	1	2	-	3	2	4	-	14	-	-	46
Correctional facility	487	121	-	24	1	-	6	1	1	-	2	199	1	-	186	2	-	544
Dental service	44	12	-	9	-	-	1	7	6	-	-	-	1	-	19	-	-	55
Health promotion service	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
Hospital and Health Service	10	4	-	3	-	3	1	1	1	-	-	-	3	-	2	-	-	18
Laboratory service	10	-	-	3	-	-	-	3	1	-	-	-	-	-	4	1	-	12
Licensed day hospital	3	-	-	-	-	-	1	1	-	-	-	-	-	-	2	-	-	4
Licensed private hospital	75	3	-	20	2	11	9	7	5	-	4	9	3	-	58	3	-	134
Medical centre	141	29	-	31	1	-	15	23	8	-	16	7	8	-	32	3	-	173
Mental health service	163	12	-	25	32	11	8	2	2	-	5	21	14	-	70	2	-	204
Nursing service	2	-	-	-	-	-	-	-	-	-	-	1	-	-	4	-	-	5
Optical store	8	-	-	-	-	-	1	1	2	-	-	-	-	-	5	-	-	9
Other government department	9	2	-	-	-	-	1	2	-	-	2	-	1	-	2	-	-	10
Other support service	6	-	-	-	1	-	-	1	1	-	-	2	2	-	3	-	-	10
Pharmaceutical service	21	2	-	3	-	-	-	6	1	-	1	9	3	-	-	-	-	25
Private organisation	17	-	1	4	1	-	2	5	1	-	-	-	1	-	5	-	-	20

Public health service	23	6	1	4	-	32	28	2	1	-	-	1	2	-	13	-	-	30
Public hospital	558	75	-	152	21	-	-	13	28	-	23	43	22	-	406	6	-	849
Residential care service	2	-	-	-	-	-	1	-	-	-	-	-	-	-	2	-	-	3
Specialised health service	28	1	-	5	-	-	2	10	1	-	1	-	3	-	10	1	-	34
Welfare service	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
<b>Total</b>	<b>1722</b>	<b>281</b>	<b>2</b>	<b>306</b>	<b>61</b>	<b>58</b>	<b>92</b>	<b>93</b>	<b>66</b>	<b>0</b>	<b>60</b>	<b>306</b>	<b>77</b>	<b>0</b>	<b>871</b>	<b>19</b>	<b>0</b>	<b>2292</b>

\* The figures reported in this column are a count of the number of health service organisations identified in complaints during the reporting period. A single complaint may identify more than one health practitioner and/or health service organisation. In circumstances where a health service organisation is identified in multiple complaints, the organisation would be counted per complaint. For example, a health service organisation identified in three complaints would be counted three times in this column.

\*\* This data is a count of the number of issues identified within the reporting period. A complaint may also identify more than one issue per health service organisation.

## Assessment

### Assessments started and completed

Assessments this quarter	July	August	September	Q1 total
Assessments started	151	190	107	448
Assessments completed	147	150	154	451

### Completed assessment timeframes

Assessment timeframes	July		August		September		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Within legislative timeframes*	141	95.92	133	88.67	149	96.75	423	93.79
Outside legislative timeframes	6	4.08	17	11.33	5	3.25	28	6.21
<b>Total</b>	<b>147</b>	<b>100.00</b>	<b>150</b>	<b>100.00</b>	<b>154</b>	<b>100.00</b>	<b>451</b>	<b>100.00</b>

\*Includes matters completed within 30 days or 60 days with an approved extension.

## Assessment decisions

Type of relevant action	July		August		September		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Local resolution	0	0.00	1	0.64	0	0.00	1	0.22
Conciliation	4	2.67	1	0.64	6	3.87	11	2.39
Investigation	11	7.33	4	2.56	4	2.58	19	4.12
Referred to AHPRA and the national boards	22	14.67	30	19.23	20	12.90	72	15.62
Referred to another entity	13	8.67	18	11.54	8	5.16	39	8.46
No further action	100	66.67	102	65.38	117	75.48	319	69.20
<b>Total</b>	<b>150</b>	<b>100.00</b>	<b>156</b>	<b>100.00</b>	<b>155</b>	<b>100.00</b>	<b>461</b>	<b>100.00</b>

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

# Local resolution

## Local resolutions started and completed

Local resolutions this quarter	July	August	September	Q1 total
Local resolutions started	152	154	136	442
Local resolutions completed	132	153	127	412

The number of local resolutions started in the quarter 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 resolution

### Timeframes

Local resolution timeframe	July		August		September		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Within legislative timeframes*	130	98.48	153	100.00	126	99.21	409	99.27
Outside legislative timeframes	2	1.52	0	0.00	1	0.79	3	0.73
<b>Total</b>	<b>132</b>	<b>100.00</b>	<b>153</b>	<b>100.00</b>	<b>127</b>	<b>100.00</b>	<b>412</b>	<b>100.00</b>

\*Includes matters completed within 30 days or 60 days with an approved extension

## Outcomes

Local resolution outcomes	July		August		September		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Resolution reached	102	77.27	118	77.12	99	77.95	319	77.43
No resolution reached	10	7.58	19	12.42	17	13.39	46	11.17
Complaint withdrawn*	20	15.15	13	8.50	8	6.30	41	9.95
Local resolution did not commence**	0	0.00	3	1.96	3	2.36	6	1.46
<b>Total</b>	<b>132</b>	<b>100.00</b>	<b>153</b>	<b>100.00</b>	<b>127</b>	<b>100.00</b>	<b>412</b>	<b>100.00</b>

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

## Decisions for matters that were not resolved

Type of relevant action	July		August		September		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Assessment	0	0.00	0	0.00	0	0.00	0	0.00
Conciliation	0	0.00	0	0.00	0	0.00	0	0.00
Investigation	0	0.00	0	0.00	0	0.00	0	0.00
Referred to AHPRA and the national boards	1	10.00	0	0.00	2	11.76	3	6.52
Referred to another entity	0	0.00	0	0.00	0	0.00	0	0.00
No further action	9	90.00	19	100.00	15	88.24	43	93.48
<b>Total</b>	<b>10</b>	<b>100.00</b>	<b>19</b>	<b>100.00</b>	<b>17</b>	<b>100.00</b>	<b>46</b>	<b>100.00</b>



# Conciliation

## Conciliations started and closed

Conciliations this quarter	July	August	September	Q1 total
Conciliations started	5	1	7	13
Conciliations closed	5	3	2	10

The number of conciliations started in the reporting period may not directly match the number of assessment decisions to undertake conciliation, 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	July	August	September	Q1 total
Parties agreed to participate	6	3	2	11
Party/ies did not agree to participate	2	1	2	5

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

Conciliations completed	July		August		September		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Less than 3 months	0	0.00	0	0.00	0	0.00	0	0.00
3–6 months	1	33.33	1	50.00	0	0.00	2	40.00
6–9 months	1	33.33	1	50.00	0	0.00	2	40.00
9–12 months	0	0.00	0	0.00	0	0.00	0	0.00
More than 12 months	1	33.33	0	0.00	0	0.00	1	20.00
<b>Total</b>	<b>3</b>	<b>100.00</b>	<b>2</b>	<b>100.00</b>	<b>0</b>	<b>0.00</b>	<b>5</b>	<b>100.00</b>

### Outcomes

Conciliation outcomes	July		August		September		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Successful	1	33.33	2	100.00	0	0.00	3	60.00
Not successful	2	66.67	0	0.00	0	0.00	2	40.00
Ended by the Health Ombudsman	0	0.00	0	0.00	0	0.00	0	0.00
<b>Total</b>	<b>3</b>	<b>100.00</b>	<b>2</b>	<b>100.00</b>	<b>0</b>	<b>0.00</b>	<b>5</b>	<b>100.00</b>

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	July		August		September		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Local resolution	0	0.00	0	0.00	0	0.00	0	0.00
Investigation	0	0.00	0	0.00	0	0.00	0	0.00
Referred to AHPRA and the national boards	0	0.00	0	0.00	0	0.00	0	0.00
Referred to another entity	0	0.00	0	0.00	0	0.00	0	0.00
Immediate action	0	0.00	0	0.00	0	0.00	0	0.00
No further action	2	100.00	0	0.00	0	0.00	2	100.00
<b>Total</b>	<b>2</b>	<b>100.00</b>	<b>0</b>	<b>0.00</b>	<b>0</b>	<b>0.00</b>	<b>2</b>	<b>100.00</b>

## Open conciliation timeframes

Conciliations open	July		August		September	
	Number	%	Number	%	Number	%
Less than 3 months	14	53.85	8	33.33	11	37.93
3–6 months	4	15.38	8	33.33	10	34.48
6–9 months	2	7.69	2	8.33	0	0.00
9–12 months	0	0.00	0	0.00	2	6.90
More than 12 months	6	23.08	6	25.00	6	20.69
<b>Total</b>	<b>26</b>	<b>100.00</b>	<b>24</b>	<b>100.00</b>	<b>29</b>	<b>100.00</b>

To allow for continued transparency in the timeliness of conciliation processes, open conciliation timeframes include the time in which a matter was on hold whilst another process was finalised.

# Investigation

## Investigations started and closed

Investigations this quarter	July	August	September	Q1 total
Open at start of month	151	152	163	N/A
Investigations started	23	22	24	69
Investigations closed	19	6	14	39
Investigations amalgamated under s40(2)	3	5	5	13
Investigations separated under s40(2)	0	0	0	0

## Closed investigations

### Timeframes

In Q1, 79.49 per cent of the 39 investigations were closed within twelve months of commencement.

Closed investigation timeframes	July		August		September		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Less than 3 months	5	26.32	2	33.33	6	42.86	13	33.33
3–6 months	3	15.79	1	16.67	4	28.57	8	20.51
6–9 months	2	10.53	2	33.33	1	7.14	5	12.82
9–12 months	4	21.05	0	0.00	1	7.14	5	12.82
12–24 months	5	26.32	1	16.67	2	14.29	8	20.51
More than 24 months	0	0.00	0	0.00	0	0.00	0	0.00
<b>Total</b>	<b>19</b>	<b>100.00</b>	<b>6</b>	<b>100.00</b>	<b>14</b>	<b>100.00</b>	<b>39</b>	<b>100.00</b>

## Outcomes

Investigation outcomes	July		August		September		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Recommended for referral to Director of Proceedings*	7	29.17	1	12.50	4	28.57	12	26.09
Referred to AHPRA	2	8.33	2	25.00	4	28.57	8	17.39
Referred to another agency	6	25.00	1	12.50	1	7.14	8	17.39
No further action	9	37.50	4	50.00	5	35.71	18	39.13
Referred for conciliation	0	0.00	0	0.00	0	0.00	0	0.00
<b>Total</b>	<b>24</b>	<b>100.00</b>	<b>8</b>	<b>100.00</b>	<b>14</b>	<b>100.00</b>	<b>46</b>	<b>100.00</b>

A single investigation may result in multiple outcomes, and as such the total number of outcomes in this table may not match the number of closed investigations detailed in the table above.

\*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, while paused investigations are not able to be investigated until such time as another agency—such as the Queensland Police Service or the Coroner’s Court of Queensland—concludes their own processes. Despite being unable to progress paused investigations, they are still considered to be open investigations.

### Active investigation timeframes

Active investigation timeframes	July		August		September	
	Number	%	Number	%	Number	%
Less than 3 months	42	36.52	41	32.03	43	33.08
3–6 months	23	20.00	27	21.09	21	16.15
6–9 months	17	14.78	23	17.97	22	16.92
9–12 months	15	13.04	12	9.38	17	13.08
12–24 months*	18	15.65	23	17.97	23	17.69
More than 24 months*	0	0.00	2	1.56	4	3.08
<b>Total</b>	<b>115</b>	<b>100.00</b>	<b>128</b>	<b>100.00</b>	<b>130</b>	<b>100.00</b>

\*All investigations that have been open for more than 12 months are published on our investigations register, available on our website ([www.oho.qld.gov.au](http://www.oho.qld.gov.au)).

## Paused investigation timeframes

Paused investigation timeframes	July		August		September	
	Number	%	Number	%	Number	%
Less than 3 months	0	0.00	0	0.00	4	10.53
3–6 months	4	10.81	4	11.43	5	13.16
6–9 months	8	21.62	4	11.43	4	10.53
9–12 months	5	13.51	8	22.86	8	21.05
12–24 months	10	27.03	11	31.43	9	23.68
More than 24 months	10	27.03	8	22.86	8	21.05
<b>Total</b>	<b>37</b>	<b>100.00</b>	<b>35</b>	<b>100.00</b>	<b>38</b>	<b>100.00</b>

## Open investigation timeframes

Total open investigation timeframes	July		August		September	
	Number	%	Number	%	Number	%
Less than 3 months	42	27.63	41	25.15	47	27.98
3–6 months	27	17.76	31	19.02	26	15.48
6–9 months	25	16.45	27	16.56	26	15.48
9–12 months	20	13.16	20	12.27	25	14.88
12–24 months	28	18.42	34	20.86	32	19.05
More than 24 months	10	6.58	10	6.13	12	7.14
<b>Total</b>	<b>152</b>	<b>100.00</b>	<b>163</b>	<b>100.00</b>	<b>168</b>	<b>100.00</b>

## Open investigation categories

Type of investigation	July	August	September
Health service complaint	94	97	97
Systemic issue	5	5	5
Ministerial directed investigation	1	1	1
Another matter	50	56	55
Matters identified for further investigation	2	4	10
<b>Total</b>	<b>152</b>	<b>163</b>	<b>168</b>

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

\*\*Matters referred for further investigation by the Health Ombudsman under s105 of the Act following referral to Director of Proceedings



# Monitoring investigation recommendations

We monitor the implementation of recommendations made as an outcome of two types of investigation processes—recommendations made as a result of an investigation completed by our office and recommendations made as a result of an investigation completed by a health service provider.

## OHO recommendations monitoring

At the completion of certain investigations, the Health Ombudsman makes recommendations to health services for how they can improve service delivery and/or prevent recurrence of the issues identified in the investigation. In these instances, we put in place a recommendations monitoring program to track the implementation of the recommendations.

### Monitoring cases started and closed

OHO monitoring cases	July	August	September
Cases open at the beginning of the month	3	4	4
Recommendations monitoring cases started	1	0	0
Recommendations monitoring cases closed	0	0	1

### Open recommendations monitoring case timeframes

Monitoring case timeframes*	July		August		September	
	Number	%	Number	%	Number	%
Less than 6 months	1	25.00	1	25.00	1	33.33
6–12 months	0	0.00	0	0.00	0	0.00
More than 12 months	3	75.00	3	75.00	2	66.67
<b>Total</b>	<b>4</b>	<b>100.00</b>	<b>4</b>	<b>100.00</b>	<b>3</b>	<b>100.00</b>

\*Open recommendations monitoring cases include those resulting from recommendations by the Health Ombudsman, and those resulting from an investigation conducted by a health service provider.

## Director of Proceedings

The role of the Director of Proceedings is to independently assess the merits of an investigation and determine whether the matter is suitable to be run to Queensland Civil and Administrative Tribunal (QCAT) for a determination.

Where the Director of Proceedings determines that an investigation has produced evidence of issues relating to health, conduct and/or performance that require intervention by QCAT, a comprehensive brief of evidence is prepared and in-house or external lawyers are briefed to represent the Health Ombudsman before QCAT.

### Matters referred to the Director of Proceedings by practitioner type

Practitioner type	July		August		September		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Assistant in nursing	1	14.29	1	50.00	0	0.00	2	15.38
Massage therapist	1	14.29	0	0.00	1	25.00	2	15.38
Medical practitioner	4	57.14	0	0.00	0	0.00	4	30.77
Pharmacist	0	0.00	1	50.00	0	0.00	1	7.69
Psychiatrist	0	0.00	0	0.00	0	0.00	0	0.00
Registered nurse	1	14.29	0	0.00	2	50.00	3	23.08
Social worker	0	0.00	0	0.00	1	25.00	1	7.69
<b>Total</b>	<b>7</b>	<b>100.00</b>	<b>2</b>	<b>100.00</b>	<b>4</b>	<b>100.00</b>	<b>13</b>	<b>100.00</b>

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 the Investigation outcomes' figures elsewhere in this report.

## Matters currently with the Director of Proceedings by practitioner type\*

Practitioner type	Number	Percentage
Advanced care paramedic	2	3.28
Assistant in nursing	4	6.56
Audiologist	2	3.28
Chinese medicine practitioner	1	1.64
Counsellor	1	1.64
Dentist	2	3.28
Holding out as an enrolled nurse	1	1.64
Holding out as a paramedic	1	1.64
Holding out as a psychologist	1	1.64
Massage therapist	3	4.92
Medical assistant	1	1.64
Medical practitioner	20	32.79
Natural therapist	1	1.64
Osteopath	1	1.64
Pharmacist	2	3.28
Podiatrist	2	3.28
Psychologist	2	3.28
Registered nurse	12	19.67
Social Worker	1	1.64
Unregistered chiropractor	1	1.64
<b>Total</b>	<b>61</b>	<b>100.00</b>

## Outcomes of matters reviewed by the Director of Proceedings

### Matters filed in the Queensland Civil and Administrative Tribunal

Practitioner type	July		August		September		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Dentist	1	14.29	0	0.00	0	0.00	1	6.67
Massage therapist	0	0.00	0	0.00	1	16.67	1	6.67
Medical practitioner	2	28.57	1	50.00	1 <sup>2</sup>	16.67	4	26.67
Pharmacist	0	0.00	0	0.00	1	16.67	1	6.67
Psychologist	1	14.29	0	0.00	0	0.00	1	6.67
Registered nurse	3	42.86	1	50.00	3 <sup>3</sup>	50.00	7	46.67
<b>Total</b>	<b>7</b>	<b>100.00</b>	<b>2<sup>1</sup></b>	<b>100.00</b>	<b>6</b>	<b>100.00</b>	15	100.00

<sup>1</sup>In August, the Director of Proceedings decided to refer one matter to QCAT about a practitioner against whom a QCAT referral already existed. This matter was consolidated with the existing QCAT referral and is not included in the 2 matters reflected in this table.

<sup>2</sup>This includes a referral where the Director of Proceedings decided to refer two matters regarding the same practitioner to QCAT, and filed both matters as one referral.

<sup>3</sup>This includes one practitioner who held dual registration as a midwife.

## Matters to be referred back to Health Ombudsman

Practitioner type	July		August		September		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Assistant in nursing	1	11.11	0	0.00	0	0.00	1	4.35
Dental practitioner	0	0.00	0	0.00	1	25.00	1	4.35
Holding out as a registered nurse	1	11.11	0	0.00	0	0.00	1	4.35
Medical practitioner	1	11.11	8	80.00	3	75.00	12	52.17
Medical radiation practitioner	1	11.11	0	0.00	0	0.00	1	4.35
Psychologist	1	11.11	0	0.00	0	0.00	1	4.35
Registered nurse	3	33.33	2	20.00	0	0.00	5	21.74
Social worker	1	11.11	0	0.00	0	0.00	1	4.35
<b>Total</b>	<b>9</b>	<b>100.00</b>	<b>10</b>	<b>100.00</b>	<b>4</b>	<b>100.00</b>	<b>23</b>	<b>100.00</b>

## Decisions on matters referred to the Queensland Civil and Administrative Tribunal

There have been 14 decisions made on matters referred to QCAT during the quarter, however one decision may not be published at this time.

On 2 July 2019, a decision was handed down in *Health Ombudsman v Jolley*. The Tribunal found that the practitioner behaved in a way that constitutes professional misconduct. The practitioner was reprimanded and conditions were imposed on their registration.

On 16 July 2019, a decision was handed down in *Health Ombudsman v Trotta*. The Tribunal found that the practitioner behaved in a way that constitutes professional misconduct. The practitioner was reprimanded and disqualified from applying for registration as a registered health practitioner for a period of 3 years and 4 months. The practitioner was also permanently prohibited from providing any health service in a clinical or non-clinical capacity (paid or otherwise) to any female persons and to any male persons under the age of 18 years.

On 7 August 2019, a decision was handed down in *Health Ombudsman v Brown*. The Tribunal found that the practitioner behaved in a way that constitutes professional misconduct. The practitioner was reprimanded.

On 16 August 2019, a decision was handed down in *Health Ombudsman v Masamba*. The Tribunal found that the practitioner behaved in a way which constitutes professional misconduct. The practitioner was reprimanded, and their registration suspended for a period of three months. The practitioner's registration was subject to conditions imposed by the Tribunal.

On 23 August 2019, a decision was handed down in *Health Ombudsman v Le Garde*. The Tribunal found that the practitioner behaved in a way which constitutes professional misconduct. The practitioner was reprimanded and their registration suspended for a period of six months.

On 29 August 2019, a decision was handed down in *Health Ombudsman v Field*. The Tribunal found that the practitioner behaved in a way which constitutes professional misconduct. The practitioner's registration was cancelled, and the practitioner was disqualified from applying for registration for a period of one year.

On 3 September 2019, a decision was handed down in *Health Ombudsman v Sabo*. The Tribunal found that the practitioner behaved in a way which constitutes professional misconduct. The practitioner was reprimanded and disqualified for applying for registration for a period of two years.

On 6 September 2019, a decision was handed down in *Health Ombudsman v Esdaile*. The Tribunal found that the practitioner posed a serious risk to persons. The practitioner was prohibited from advertising, promoting, and/or supplying any remedy, vaccine and/or treatment, which is not recognised and endorsed by conventional science-based medicine for any or all of a list of medical conditions outlined in the decision.

On 6 September 2019, a decision was handed down in *Health Ombudsman v Euston (No 2)*. The Tribunal found that the practitioner behaved in a way which constitutes professional misconduct. The practitioner was reprimanded and ordered to pay a \$30,000 fine.

On 9 September 2019, a decision was handed down in *Health Ombudsman v McDonald*. The Tribunal found that the practitioner behaved in a way which constitutes professional misconduct. The practitioner was reprimanded.

On 13 September 2019, a decision was handed down in *Health Ombudsman v Kirk*. The Tribunal found that the practitioner poses a serious risk to persons and permanently prohibited the practitioner from providing any health service.

On 13 September 2019, a decision was handed down in *Health Ombudsman v ILM*. The Tribunal found that the practitioner behaved in a way that constitutes professional misconduct. The practitioner was reprimanded.

On the 13 September 2019, a decision was handed down in *Health Ombudsman v MacBean*. The Tribunal found that the practitioner posed a serious risk to persons and permanently prohibited the practitioner from providing any health service.

## Decisions on immediate action reviews

QCAT made no new decisions regarding immediate action reviews during the quarter.

## Immediate action

The *Health Ombudsman Act 2013* allows for immediate action to be taken against a registered or unregistered health practitioner if the Health Ombudsman reasonably believes:

- that a practitioner's health, conduct or performance poses a serious risk to the health and safety of the public

or

- that action is in the public interest.

## Show cause notices

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.

The Health Ombudsman issued fifteen cause notices during the quarter.

## Immediate registration actions

Practitioner type	Number	Action taken	Reasons/s for taking action*	
			Public Interest	Serious Risk
Dental practitioner	1	Conditions		✓
Medical practitioner	1	Conditions		✓
Enrolled nurse	1	Conditions		✓
Physiotherapist	1	Conditions	✓	✓
Registered nurse	1	Conditions	✓	✓
Registered nurse	1	Conditions		✓
Medical practitioner	1	Suspension	✓	
Registered nurse	1	Conditions		✓
Medical practitioner	1	Suspension	✓	

\*From July 2019 the reason/s for taking action included in this table have been updated to more accurately reflect the immediate action process.

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



## Interim prohibition orders

Practitioner type	Number	Action taken	Reasons/s for taking action*	
			Public Interest	Serious Risk
Assistant in nursing	1	Prohibition		✓
Massage therapist	1	Restrictions		✓

\*From July 2019 the reason/s for taking action included in this table have been updated to more accurately reflect the immediate action process.

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 prohibition order register on the OHO website.

## Monitoring practitioner compliance

When the Health Ombudsman takes immediate action against a health practitioner, we monitor the practitioner's compliance with the conditions of the order.

For interim prohibition orders, this means monitoring compliance with the restriction(s) on or prohibitions placed of service. For immediate registration actions, this means monitoring compliance with condition(s) on or suspension of a practitioner's registration.

The Health Ombudsman may take immediate action against a single practitioner with both immediate registration action and an interim prohibition order. This can occur, for example, in instances where there is a risk that a registered practitioner may also practice in an unregistered capacity.

### Practitioner monitoring cases

Cases this month	July	August	September
Cases open at the beginning of the month	115	117	120
Practitioner monitoring cases started	3	6	6
Practitioner monitoring cases closed	1	4	6

### Open monitoring cases

#### Timeframes

Open case timeframes	July		August		September	
	Number	%	Number	%	Number	%
Less than 6 months	34	29.06	30	25.21	33	27.50
6–12 months	21	17.95	28	23.53	33	27.50
More than 12 months	62	52.99	61	51.26	54	45.00
<b>Total</b>	<b>117</b>	<b>100.00</b>	<b>119</b>	<b>100.00</b>	<b>120</b>	<b>100.00</b>

## Immediate action types

Open cases by immediate action type	July		August		September	
	Number	%	Number	%	Number	%
Interim prohibition order—restrictions	20	17.09	20	16.95	19	15.83
Interim prohibition order—prohibited	42	35.90	43	36.44	38	31.67
Immediate registration action—conditions	37	31.62	37	31.36	40	33.33
Immediate registration action—suspension	15	12.82	15	12.71	16	13.33
QCAT disciplinary decision	2	1.71	2	1.69	6	5.00
QCAT interim decision	1	0.85	1	0.85	1	0.83
<b>Total</b>	<b>117</b>	<b>100.00</b>	<b>118</b>	<b>100.00</b>	<b>120</b>	<b>100.00</b>

## Registered practitioners under monitoring by practitioner type

Open cases by practitioner type	Number	Percentage
Aboriginal and Torres Strait Islander health worker	0	0.00
Chinese medicine practitioner	3	8.20
Chiropractor	0	0.00
Dental practitioner	4	6.56
Medical practitioner	27	44.26
Medical radiation practitioner	0	0.00
Nursing and midwifery practitioner	21	39.34
Occupational therapist	0	0.00
Optometrist	0	0.00
Osteopath	0	0.00
Pharmacist	0	0.00
Physiotherapist	1	1.64
Podiatrist	0	0.00
Psychologist	0	0.00
<b>Total</b>	<b>56</b>	<b>100.00</b>

These figures are based on the number of individual registered practitioners being monitored by the OHO during the reporting period. As a single practitioner may be monitored in relation to more than one immediate action, these figures may not match the total number of open monitoring cases.

## Unregistered practitioners under monitoring by type

Open cases by practitioner type	Number	Percentage
Aboriginal and Torres strait islander health worker	1	1.69
Aged care worker	1	1.69
Assistant in nursing	9	15.25
Audiologist	2	3.39
Counsellor	1	1.69
Former registered health practitioner	14	23.73
Health support worker	3	5.08
Holding out*	3	5.08
Kinesiologist	2	3.39
Massage therapist	15	25.42
Naturopath	0	0.00
Natural therapist	1	1.69
Paramedic	5	8.47
Personal carer	1	1.69
Social worker	1	1.69
<b>Total</b>	<b>59</b>	<b>100.00</b>

\*Certain titles of registered health professions are protected under the National Law. Anyone who uses a protected title (e.g. medical practitioner), without being registered for that profession, are classified as 'holding out' as a practitioner of that profession.

These figures are based on the number of individual unregistered practitioners being monitored by the OHO during the reporting period. As a single practitioner may be monitored in relation to more than one immediate action, these figures may not match the total number of open monitoring cases.

# Australian Health Practitioner Regulation Agency

## Notifications from AHPRA

The Australian Health Practitioner Regulation Agency (AHPRA) notified the Health Ombudsman of three serious matters during the quarter, as prescribed under section 193 of the National Law. No matters were requested for referral back to the office.

## Consultation on matters

The office consults with AHPRA on whether matters being considered for referral are appropriate for AHPRA to manage. For matters we are considering referring to AHPRA under section 91 of the *Health Ombudsman Act 2013*, we provide all necessary information in order for AHPRA to form a view as to whether referral is or is not appropriate.

For complex cases or where a pattern of conduct may be present, we may hold case conferences with AHPRA, either in person or electronically, which can sometimes delay the consultation process. By encouraging robust conversations during this process, productive and consistent decisions between the co-regulatory agencies is achieved.

Consultation matters	July	August	September	Q1 total
Matters consulted on*	243	269	238	750
Matters referred	238	254	218	710
Matters retained by the office**	10	0	1	11

\*The number of matters consulted on may not equal the total number of matters referred, retained and pending as a matter may have commenced consultation prior to the start of the reporting period.

\*\*Under certain circumstances additional information may be received in the course of consultation resulting in the office retaining carriage of the matter and/or taking other relevant action.

## Relevant action proposing referral

Relevant action	July		August		September		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Intake and triage	187	76.95	190	70.63	191	80.25	568	75.73
Assessment	45	18.52	72	26.77	35	14.71	152	20.27
Conciliation	0	0.00	0	0.00	0	0.00	0	0.00
Local resolution	4	1.65	2	0.74	2	0.84	8	1.07
Investigation	4	1.65	1	0.37	5	2.10	10	1.33
Director of proceedings	2	0.82	0	0.00	5	2.10	7	0.93
Internal review	1	0.41	4	1.49	0	0.00	5	0.67
<b>Total</b>	<b>243</b>	<b>100.00</b>	<b>269</b>	<b>100.00</b>	<b>238</b>	<b>100.00</b>	<b>750</b>	<b>100.00</b>

## Age of matters on commencement of consultation

In order to prevent duplication of work, we aim to ensure that matters are referred to AHPRA as early as possible in the complaint management process.

Due to the type of matters in which investigation or conciliation is deemed appropriate, and the more time intensive nature of these processes, these matters are usually older when consultation commences.

Relevant action	0–7 days	8–14 days	15–30 days	30–60 days	More than 60 days
Intake	537	20	10	1	0
Assessment	7	9	61	67	8
Local resolution	1	0	1	5	1
Conciliation	0	0	0	0	0
Investigation	0	0	0	3	7
Director of proceedings	0	0	0	0	7
Internal review	0	0	0	5	0
<b>Total</b>	<b>545</b>	<b>29</b>	<b>72</b>	<b>76</b>	<b>28</b>

'Age of matters' is calculated from the date on which a matter was accepted by the office.

## Consultation duration

Consultation duration	July		August		September		Q1 total	
	Number	%	Number	%	Number	%	Number	%
0–3 days	158	65.02	143	53.16	64	26.89	365	48.67
4–7 days	82	33.74	125	46.47	155	65.13	362	48.27
8–11 days	3	1.23	1	0.37	19	7.98	23	3.07
More than 12 days	0	0.00	0	0.00	0	0.00	0	0.00
<b>Total</b>	<b>243</b>	<b>100.00</b>	<b>269</b>	<b>100.00</b>	<b>238</b>	<b>100.00</b>	<b>750</b>	<b>100.00</b>



## Number of practitioners referred to AHPRA by practitioner type

Practitioner type	July		August		September		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Aboriginal and Torres Strait Islander health practitioner	0	0.00	0	0.00	0	0.00	0	0.00
Chinese medicine practitioner	1	0.42	0	0.00	0	0.00	1	0.14
Chiropractor	3	1.26	1	0.39	1	0.46	5	0.70
Dental practitioner	23	9.66	31	12.20	16	7.34	70	9.86
Medical practitioner	137	57.56	142	55.91	135	61.93	414	58.31
Medical radiation practitioner	0	0.00	0	0.00	1	0.46	1	0.14
Nursing and midwifery practitioner	51	21.43	41	16.14	34	15.60	126	17.75
Occupational therapist	0	0.00	3	1.18	0	0.00	3	0.42
Optometrist	1	0.42	0	0.00	3	1.38	4	0.56
Osteopath	0	0.00	0	0.00	0	0.00	0	0.00
Paramedic	3	1.26	2	0.79	5	2.29	10	1.41
Pharmacist	4	1.68	7	2.76	7	3.21	18	2.54
Physiotherapist	2	0.84	3	1.18	2	0.92	7	0.99
Podiatrist	0	0.00	6	2.36	2	0.92	8	1.13
Psychology	13	5.46	16	6.30	11	5.05	40	5.63
Student practitioner*	0	0.00	2	0.79	1	0.46	3	0.42
<b>Total</b>	<b>238</b>	<b>100.00</b>	<b>254</b>	<b>100.00</b>	<b>218</b>	<b>100.00</b>	<b>710</b>	<b>100.00</b>

## 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 processes	Medical records	Medication	Professional conduct	Professional health	Professional performance	Reports/ certificates	Research / teaching / assessment	Total
Aboriginal and Torres Strait Islander health worker	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Chinese medicine practitioner	-	-	-	-	-	-	-	-	-	1	-	-	-	-	1
Chiropractor	-	1	-	-	-	-	-	-	-	1	-	3	-	-	5
Dental practitioner	-	4	3	-	1	3	-	7	-	7	9	61	-	-	95
Medical practitioner	4	43	17	5	-	2	4	18	75	62	21	287	23	-	561
Medical radiation practitioner	-	-	-	-	-	-	-	-	-	1	-	-	-	-	1
Nursing and midwifery practitioner	-	5	2	-	2	1	-	4	19	64	35	37	-	-	169
Occupational therapy	-	1	-	-	-	1	-	-	-	-	-	1	2	-	5
Optometrist	-	-	-	-	-	-	-	-	-	1	-	2	-	-	3
Osteopath	-	1	-	-	-	-	-	1	-	-	-	1	-	-	3
Paramedic	-	2	-	-	-	-	-	1	-	2	1	6	-	-	12
Pharmacist	-	4	-	-	-	1	-	-	12	4	2	-	-	-	23
Physiotherapist	-	1	-	-	-	-	-	-	-	1	-	6	-	-	8
Podiatrist	-	-	-	-	-	-	-	5	-	2	-	6	-	-	13
Psychologist	1	5	3	-	1	1	-	4	-	25	3	15	8	1	67
Student practitioner	-	-	-	-	-	-	-	-	-	2	2	-	-	-	4
<b>Total</b>	<b>5</b>	<b>67</b>	<b>25</b>	<b>5</b>	<b>4</b>	<b>9</b>	<b>4</b>	<b>40</b>	<b>106</b>	<b>173</b>	<b>73</b>	<b>425</b>	<b>33</b>	<b>1</b>	<b>970</b>

# Demographics

## Gender

Gender	Number	Percentage
Female	1144	47.57
Male	1211	50.35
Prefer not to specify	3	0.12
Unknown	47	1.95
<b>Total</b>	<b>2405</b>	<b>100.00</b>

## Age

Age	Number	Percentage
Less than 18 years	118	4.91
18–24 years	144	5.99
25–34 years	487	20.25
35–44 years	485	20.17
45–54 years	393	16.34
55–64 years	271	11.27
65–74 years	188	7.82
More than 75 years	179	7.44
Unknown*	140	5.82
<b>Total</b>	<b>2405</b>	<b>100.00</b>

\*Age not recorded or not provided for a particular matter.

## Location of healthcare consumers

Location of healthcare consumers	Number	Percentage
Brisbane	1003	41.70
Central West	6	0.25
Darling Downs	80	3.33
Far North	122	5.07
Fitzroy	79	3.28
Gold Coast	285	11.85
Mackay	66	2.74
North West	5	0.21
Northern	112	4.66
South West	7	0.29
Sunshine Coast	115	4.78
West Moreton	105	4.37
Wide Bay-Burnett	168	6.99
Outside Queensland	90	3.74
Unknown	162	6.74
<b>Total</b>	<b>2405</b>	<b>100.00</b>

## Location of health service providers

Location of health service providers	Number	Percentage
Brisbane	1300	45.90
Central West	6	0.21
Darling Downs	116	4.10
Far North	137	4.84
Fitzroy	87	3.07
Gold Coast	304	10.73
Mackay	62	2.19
North West	5	0.18
Northern	124	4.38
South West	5	0.18
Sunshine Coast	129	4.56
West Moreton	83	2.93
Wide Bay-Burnett	174	6.14
Outside Queensland*	27	0.95
Unknown	273	9.64
<b>Total</b>	<b>2832</b>	<b>100.00</b>

\*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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