

Quarterly performance report

Quarter two 2014–15

January 2015



Office of the
**HEALTH
OMBUDSMAN**

Listen. Respond. Resolve.

Quarterly performance report—Quarter two 2014–15

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Introduction

This document contains our performance data for the second quarter of the 2014–15 financial year (Q2).

Over time, our quarterly data (along with our monthly performance reports) will identify trends, which will inform our work in promoting improved health service delivery by health service providers, and identifying systemic issues.

The OHO is committed to meeting timeframes, delivering high quality services and, as we continue to monitor our performance data, looking for areas of improvement, innovation and greater efficiency. In the period under review, OHO staff have continued to review processes and procedures to ensure efficiency. In addition, two business analysts have been employed on a contract basis to review existing processes and advise on additional efficiency gains.

It is also important to note that our quarterly performance reporting highlights our commitment to transparency and accountability, and our desire to ensure Queenslanders have confidence in the management of health service complaints.

The OHO commenced operation on 1 July 2014 as Queensland's health service complaints management agency. On commencement, the office not only started receiving enquiries and health service complaints, but assumed responsibility for 289 matters previously managed by the Health Quality and Complaints Commission (HQCC). All matters transitioned from the HQCC were entered in OHO's health service complaints management system and are integrated within this data.

In addition, during August 2014, the OHO began reviewing current Australian Health Practitioner Agency (AHPRA) matters to determine those that are most appropriately dealt with by the OHO, and those that will continue to be dealt with by AHPRA. This is in conjunction with the notification of new serious matters by AHPRA to the OHO for determination and action, as appropriate.

Data in this report are correct as at 9 January 2015. Figures within this report may differ from respective aggregate monthly totals published in previous reports due to necessary adjustments and alterations being made to historical data following the publication of previous reports.

Number of contacts

Number of contacts

Type of contact	October		November		December		Q2 total	
	Number	%	Number	%	Number	%	Number	%
Complaint	326	46.00	273	40.87	236	40.48	908	46.21
Enquiry	359	50.70	346	51.80	345	59.18	1055	53.67
Yet to be classified	23	3.25	49	7.34	2	0.34	2	0.10
Total	708	100.00	668	100.00	583	100.00	1 965	100.00

The total for the quarter differs from the total monthly figures due to matters 'yet to be classified' being classified as either a complaint or enquiry during the reporting period. Similarly, contacts that are 'yet to be classified' at the time of running this report will be counted as complaints or enquiries in future reporting.

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 can also be matters that came in just before the end of the reporting period and were still being processed.

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

Decisions

Number of decisions made

Number of decisions made	October		November		December		Q2 total	
	Number	%	Number	%	Number	%	Number	%
Accepted	241	76.50	265	76.81	240	80.81	747	84.50
Not accepted	38	12.10	40	11.59	42	14.14	122	13.80
Decision pending	36	11.40	40	11.59	15	5.05	15	1.70
Total	315	100.00	345	100.00	297	100.00	884	100.00

The total for the quarter differs from the total monthly figures due to 'decision pending' matters being either accepted or not accepted during the reporting period. Similarly, matters that are 'decision pending' at the time of running this report will be counted as accepted or not accepted in future reporting.

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

Decisions made within seven days of receiving a complaint

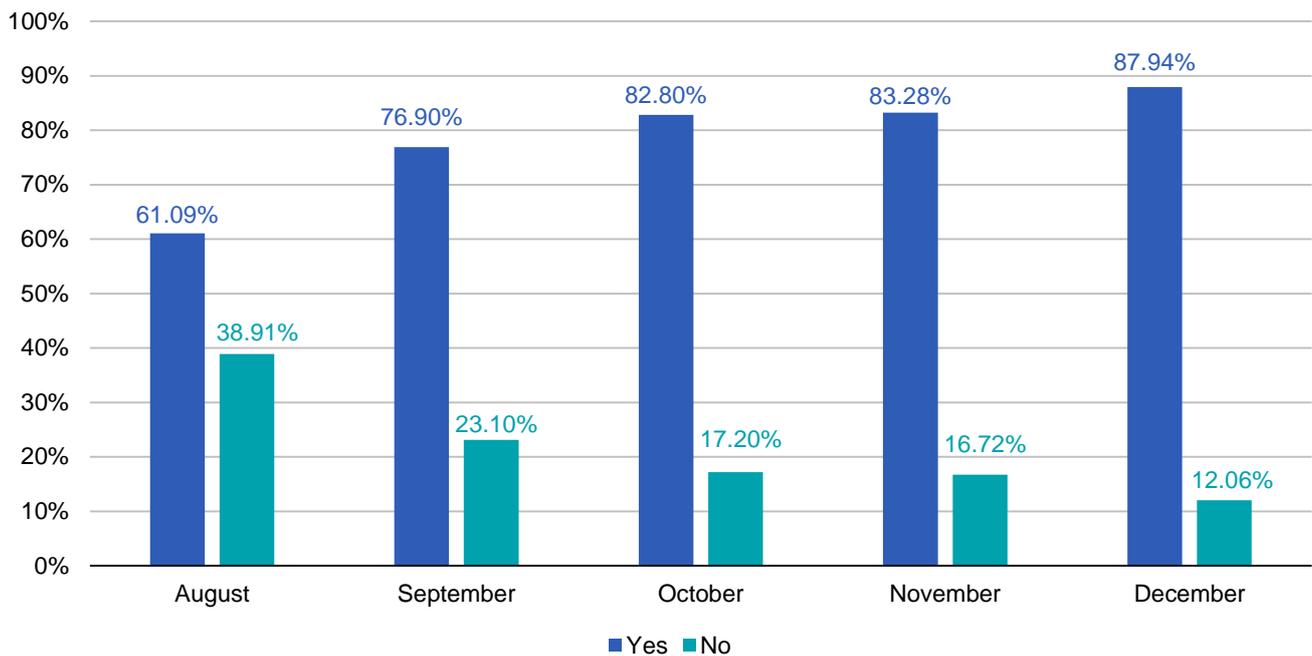
Decision made	October		November		December		Q2 total	
	Number	%	Number	%	Number	%	Number	%
Yes	231	82.80	254	83.28	248	87.94	733	84.64
No	48	17.20	51	16.72	34	12.06	133	15.36
Total	279	100.00	305	100.00	282	100.00	866	100.00

Reason for decisions being made outside of seven days

While the impact of higher than expected levels of new health service complaints being made to the Office of the Health Ombudsman is still being felt, steps taken to build capacity and improve the timeliness of decision making is yielding positive results.

There has been a significant increase in the percentage of decisions made within seven days since August (61 per cent), which continued during the second quarter of 2014–15, ending with almost 88 per cent of decisions being made within seven days during December.

Complaints accepted in seven days



As noted in previous performance reports, the office commenced recruitment of extra staff to assist in the processing of complaints. In addition, the office is continuing to refine existing, and implementing new, operational processes to improve the processing of complaints, in line with our commitment to continually look for ways of improving our service delivery to meet the needs of Queenslanders. It is expected these strategies will continue to see the office making decisions as efficiently as possible.

Health service complaints profile

Main issues raised in complaints

Issue	October		November		December		Q2 total	
	Number	%	Number	%	Number	%	Number	%
Access	10	3.27	13	5.94	20	4.80	43	4.56
Communication / information	44	14.38	41	18.72	57	13.67	142	15.07
Consent	1	0.33	3	1.37	10	2.40	14	1.49
Discharge/transfer arrangements	8	2.61	4	1.83	5	1.20	17	1.80
Environment / management of facilities	5	1.63	1	0.46	1	0.24	7	0.74
Enquiry service only	0	0.00	3	1.37	4	0.96	7	0.74
Fees/cost	2	0.65	7	3.20	11	2.64	20	2.12
Grievance processes	5	1.63	3	1.37	11	2.64	19	2.02
Medical records	14	4.58	12	5.48	15	3.60	41	4.35
Medication	35	11.44	17	7.76	37	8.87	89	9.45
Professional conduct	36	11.76	26	11.87	71	17.03	133	14.12
Professional health	15	4.90	7	3.20	26	6.24	48	5.10
Professional performance	112	36.60	69	31.51	131	31.41	312	33.12
Reports / certificates	3	0.98	3	1.37	4	0.96	10	1.06
Treatment	16	5.23	10	4.57	14	3.36	40	4.25
Total	306	100.00	219	100.00	417	100.00	942	100.00

These figures are based on complaints that completed the assessment process during the quarter. Basing figures on completed assessments produces accurate reporting of the type(s) of issues identified, as all relevant details of a matter have been identified at the time an assessment is completed. Please note, there can be multiple issues identified within a single complaint.

Number and type of complaints by health practitioner

Practitioner type	Access	Communication and information	Consent	Discharge/transfer arrangements	Environment/management of facility	Enquiry service	Fees and costs	Grievance process	Medical records	Medication	Professional conduct	Professional health	Professional performance	Reports/certificates	Treatment	Total
Alternative care	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	1
Chinese medicine	-	-	1	-	-	-	-	-	-	-	-	1	2	-	-	4
Chiropractor	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1
Dentistry	-	8	2	-	2	-	1	-	4	-	12	3	24	-	1	57
Emergency care	-	2	-	2	-	-	-	-	3	-	2	-	3	-	2	14
General medical	5	36	-	2	-	1	3	4	10	34	33	10	86	3	4	231
Medical radiation	-	1	-	-	-	-	-	-	-	-	1	2	-	-	-	4
Medical specialty	1	11	3	1	-	-	2	-	2	9	6	2	21	1	2	61
Nursing	-	3	-	-	-	-	-	-	5	5	26	15	9	-	-	63
Optometry	-	1	-	-	-	-	-	-	-	-	1	-	1	-	-	3
Other	-	3	-	-	-	1	1	-	1	3	16	4	8	1	-	38
Pathology	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	1
Pharmacy	-	1	-	-	-	-	-	-	-	2	3	-	-	-	-	6
Physiotherapy	-	3	-	-	-	-	-	-	-	-	2	2	-	-	-	7
Podiatry	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	1
Psychology	-	8	-	-	-	-	1	-	2	1	8	7	6	2	-	35
Surgical	1	10	1	1	-	-	-	1	2	-	4	-	26	-	6	52
Not yet known	-	5	-	-	-	-	1	-	2	2	5	2	1	-	-	18
Total	7	93	7	6	2	2	9	5	31	56	120	48	189	7	15	597

These figures are based on complaints that completed the assessment process during the quarter. Basing figures on completed assessments produces accurate reporting of the type(s) of issues identified, as all relevant details of a matter have been identified at the time an assessment is completed. Please note, there can be multiple issues identified within a single complaint.

Number and type of complaints by health service organisation

Organisation type	Access	Communication and information	Consent	Discharge/transfer arrangements	Environment/management of facility	Enquiry service	Fees and costs	Grievance process	Medical records	Medication	Professional conduct	Professional health	Professional performance	Reports/certificates	Treatment	Total
Aged care facility	-	1	-	-	3	-	-	-	-	4	-	-	6	-	-	14
Allied health service	-	2	-	-	-	-	1	-	1	1	-	-	3	-	-	8
Ambulance service	-	1	-	-	-	-	-	1	-	-	-	-	2	-	-	4
Community health service	1	2	-	-	-	-	-	-	-	1	2	-	-	-	-	6
Correctional facility	17	3	-	-	1	-	-	-	-	13	-	-	26	-	1	61
Dental service	1	2	-	-	-	-	1	1	-	-	-	-	3	-	-	8
Health information service	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	1
Health Service District	1	1	1	-	1	-	-	1	-	-	-	-	5	-	-	10
Laboratory service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Licensed Private Hospital	2	6	-	1	1	-	1	5	-	4	2	-	10	-	4	36
Medical Centre	3	6	1	-	-	-	4	-	1	-	1	-	2	-	-	18
Mental health service	-	1	1	1	-	-	1	1	-	2	1	-	5	-	-	13
Other government department	-	-	1	-	-	-	-	-	1	-	-	-	-	-	-	2
Other support service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Pharmaceutical service	-	1	-	-	-	-	-	1	-	-	-	-	-	-	-	2
Public health service	-	-	-	-	-	-	-	-	-	-	1	-	4	-	-	5
Public Hospital	10	25	2	9	3	-	3	3	8	6	6	-	53	-	19	147
Specialised health service	1	1	1	-	-	-	-	-	-	-	-	-	2	2	-	7
Not yet known	-	-	-	-	1	-	1	1	-	1	-	-	3	-	-	7
Total	36	52	7	11	10	-	12	14	11	32	13	-	125	2	24	349

These figures are based on complaints that completed the assessment process during the quarter. Basing figures on completed assessments produces accurate reporting of the type(s) of issues identified, as all relevant details of a matter have been identified at the time an assessment is completed. Please note, there can be multiple issues identified within a single complaint.

Assessment

Assessments started and completed

Assessments this quarter	October	November	December	Q2 total
Assessments started	242	266	239	747
Assessments completed	176	155	235	566

Completed assessment timeframes

Assessment timeframe	October		November		December		Q2 total	
	Number	%	Number	%	Number	%	Number	%
Within 30 days	127	72.16	86	58.65	144	61.30	357	63.07
Within 60 days*	39	22.16	51	33.08	51	21.70	141	24.91
Greater than 60 days*	10	5.68	18	8.27	40	17.00	68	12.01
Total	176	100.00	133	100.00	235	100.00	566	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. Of the 141 assessments completed within 60 days, 74 matters were eligible for and received an approved extension, while the remaining 67 matters ran over due to a higher than expected level of complaints.

**The 68 matters that were completed outside of 60 days were primarily the result of delays in sourcing the necessary independent clinical advice required to appropriately assess the matters. The engagement of independent clinical experts is an important element of the assessment process for more complex complaints.

As [noted earlier in this report](#), steps are being taken to ensure continued improvement in capacity and timeliness.

Assessment decisions

Type of relevant action	October		November		December		Q2 total	
	Number	%	Number	%	Number	%	Number	%
Local resolution	47	25.40	44	27.00	79	30.74	170	28.10
Conciliation	3	1.60	2	1.23	3	1.17	8	1.32
Investigation	21	11.35	16	9.82	27	10.51	64	10.58
Referred to AHPRA and the national boards	50	27.00	50	30.67	74	28.80	174	28.76
Referral to another entity	8	4.30	3	1.84	12	4.70	23	3.80
Immediate action*	0	0.00	1	0.61	7	2.72	8	1.32
No further action	56	30.30	47	28.83	55	21.40	158	26.12
Total	185	100.00	163	100.00	257	100.00	605	100.00

Total assessment decisions won't 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 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 actions decisions being made outside of the assessment process.

Local resolution

Local resolutions started and completed

Local resolutions this quarter	October	November	December	Q2 total
Local resolutions started	49	40	80	169
Local resolutions completed	79	38	59	176

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 timeframes	October		November		December		Q2 total	
	Number	%	Number	%	Number	%	Number	%
Within 30 days	63	79.75	35	92.11	59	100.00	157	89.20
Within 60 days*	15	19.00	3	7.89	0	0.00	18	10.23
Greater than 60 days*	1	1.25	0	0.00	0	0.00	1	0.57
Total	79	100.00	38	100.00	59	100.00	176	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. Of the 18 local resolutions completed within 60 days, eight matters were eligible for and received an approved extension, while the remaining 10 matters ran over due to a higher than expected level of complaints.

**The one matter that was completed outside of 60 days was also eligible for and received an approved extension for an additional 30 days, but ran over time.

As [noted earlier in this report](#), steps are being taken to build capacity and improve timeliness, with improvements expected to be seen in the next quarterly report.

Local resolution outcomes

Local resolution outcomes	October		November		December		Q2 total	
	Number	%	Number	%	Number	%	Number	%
Resolution reached	63	79.75	33	86.84	49	83.05	145	82.39
No resolution reached	15	19.00	5	13.16	10	16.95	30	17.05
Complaint withdrawn*	1	1.25	0	0.00	0	0.00	1	0.57
Total	79	100.00	38	100.00	59	100.00	176	100.00

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

Decisions for matters where resolution wasn't reached

Type of relevant action	October		November		December		Q2 total	
	Number	%	Number	%	Number	%	Number	%
Conciliation	2	13.33	0	0.00	0	0.00	2	6.67
Investigation	0	0.00	0	0.00	0	0.00	0	0.00
Referred to AHPRA and the national boards	1	6.67	0	0.00	0	0.00	1	3.33
Referral 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	12	80.00	5	100.00	10	100.00	27	90.00
Total	15	100.00	5	100.00	10	100.00	30	100.00

Conciliation

Conciliations started and closed

Conciliations this quarter	October	November	December	Q2 total
Conciliations started	5	2	4	11
Conciliations closed	14	2	15	31

The number of conciliations started in the month 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.

Agreement to participate in conciliation

Agreement to participate	October	November	December	Q2 total
Party/ies agreed to participate*	11	0	0	11
Party/ies did not agree to participate*	0	1	4	5
Decisions pending at close of quarter**	8	10	7	7

*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 is closed. The above data for 'agreed/did not agree' is taken from closed conciliations.

**Decisions pending includes decisions still to be made at the end of the reporting period, as well as matters that have been referred to a National Board and will not commence conciliation until the National Board concludes its processes.

Closed conciliation timeframes

Conciliations closed	October		November		December		Q2 total	
	Number	%	Number	%	Number	%	Number	%
0–3 months	2	14.30	1	50.00	1	6.67	4	12.90
3–6 months	4	28.60	1	50.00	3	20.00	8	25.81
6–9 months	2	14.30	0	0.00	9	60.00	11	35.48
9–12 months	0	0.00	0	0.00	1	6.67	1	3.23
12+ months	6	42.80	0	0.00	1	6.67	7	22.58
Total	14	100.00	2	100.00	15	100.00	31	100.00

Closed conciliation outcome

Conciliation outcomes	October		November		December		Q2 total	
	Number	%	Number	%	Number	%	Number	%
Closed—party/ies chose not to participate*	2	14.30	1	50.00	4	26.70	7	22.58
Agreement reached	8	57.10	1	50.00	8	53.30	17	54.84
No agreement reached	4	28.60	0	0.00	3	20.00	7	22.58
Ended by Health Ombudsman**	0	0.00	0	0.00	0	0.00	0	0.00
Total	14	100.00	2	100.00	15	100.00	31	100.00

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

**If the Health Ombudsman ends conciliation the reasons for this decision are to be included.

Decisions for matters where conciliation wasn't reached

Type of relevant action	October		November		December		Q2 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
Referral 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	4	100.00	0	0.00	3	100.00	7	100.00
Total	4	100.00	0	0.00	3	100.00	7	100.00

Open conciliation timeframes

Conciliations open	October		November		December	
	Number	%	Number	%	Number	%
0–3 months	13	33.33	6	15.38	5	17.86
3–6 months	13	33.33	11	28.21	8	28.57
6–9 months	11	28.21	19	48.72	14	50.00
9–12 months	0	0.00	1	2.56	0	0.00
12+ months	2	5.13	2	5.13	1	3.57
Total	39	100.00	39	100.00	28	100.00

Investigation

Investigations started and completed

Investigations this quarter	October	November	December	Q2 total
Investigations started	39	24	31	94
Investigations completed	10	4	18	32

The number of investigations started in the month may not directly 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.

Closed investigation timeframes

Investigations closed	October		November		December		Q2 total	
	Number	%	Number	%	Number	%	Number	%
0–3 months	0	0.00	3	75.00	3	16.67	6	18.75
3–6 months	3	30.00	0	0.00	8	44.44	11	34.38
6–9 months	3	30.00	0	0.00	0	0.00	3	9.38
9–12 months	1	10.00	0	0.00	2	11.10	3	9.38
12+ months	3	30.00	1	25.00	5	27.78	9	28.13
Total	10	100.00	4	100.00	18	100.00	32	100.00

Open investigation categories

Investigation category	October	November	December
Health service complaint	138	155	173
Systemic issue	0	0	0
Another matter*	5	8	10

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

Open investigation timeframes

Investigations open	October		November		December	
	Number	%	Number	%	Number	%
0–3 months	68	47.60	62	38.00	53	30.00
3–6 months	18	12.60	40	24.54	59	32.20
6–9 months	17	11.90	11	6.75	17	9.30
9–12 months	16	11.20	19	11.66	17	9.30
12+ months*	24	16.80	31	19.02	36	19.70
Total	143	100.00	163	100.00	183	100.00

*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

Immediate action

Show cause notices

Five show cause notices were issued during the quarter—one in October, three in November and one in December.

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 action

One immediate registration action was taken during the quarter (in December) against one medical practitioner for issues relating to their health and for professional misconduct, with conditions imposed.

The Health Ombudsman can take immediate action against both registered and non-registered health practitioners if the Health Ombudsman reasonably believes the practitioner poses a serious risk to the health and safety of the public.

For registered health practitioners, the Health Ombudsman can temporarily suspend or impose conditions on registration, and for unregistered practitioners, temporarily restrict or prohibit a practitioner from providing a particular health service.

Interim prohibition orders

Three prohibition orders were made during the quarter—one interim prohibition order in November and December, along with an interstate interim prohibition order in December. The details can be found on the OHO website (www.oho.qld.gov.au) on the interim prohibition order register.

The Health Ombudsman can issue an interim prohibition order if a non-registered health practitioner's health, conduct or performance means they pose a serious risk to people, and immediate action is necessary to protect public health and safety. An interim prohibition order can **prohibit** or **restrict** a health 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.

Australian Health Practitioner Regulation Agency (AHPRA)

Transitional matters

The OHO received an overview of current AHPRA matters on 29 July 2014, with further information requested and provided in August. A review and audit of these matters was carried out to determine the most appropriate action, including identifying those serious matters most appropriately dealt with by the OHO, and those that would continue to be dealt with by AHPRA. Ongoing discussions have been held with AHPRA about some matters, to gain a better understanding of current status, level of seriousness and risk to public safety.

10 matters were transitioned in the second quarter, in addition to the 50 matters transitioned in the first quarter, to the OHO under section 310 of the Health Practitioner Regulation National Law (Queensland) (National Law).

An additional 9 matters have been requested for transfer to the OHO under either s310 or by agreement under s193A(4) of the National Law and this is expected to be concluded by February 2015.

Notifications from AHPRA

In addition to the transitional matters above, AHPRA have notified the Health Ombudsman of 63 serious matters, as prescribed under s193 of the National Law, since 1 July 2014.

Of these matters, the Health Ombudsman:

- requested 11 be referred to the OHO in the second quarter (19 in the first quarter)—s193(2)(a) National Law
- asked the National Board to continue to deal with 16 matters in the second quarter (17 in the first quarter)—s193(2)(b) National Law.

A further 9 matters have been requested from AHPRA and have been referred by agreement under s193A(4) of the National Law.

Matters referred to AHPRA

Registered practitioner type	Access	Communication and information	Consent	Discharge/transfer arrangements	Environment/management of facility	Enquiry service	Fees and costs	Grievance process	Medical records	Medication	Professional conduct	Professional health	Professional performance	Reports/certificates	Treatment	Total
Aboriginal and Torres Strait Islander health	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Chinese Medicine	-	-	1	-	-	-	-	-	-	-	-	1	2	-	-	4
Chiropractic	-	1	-	-	-	-	-	-	-	-	2	-	-	-	-	3
Dental	-	3	-	-	1	-	-	-	3	-	5	3	8	-	-	23
Medical	-	17	1	4	-	-	1	1	7	13	17	8	52	2	7	130
Medical Student	-	-	-	-	-	-	-	-	-	-	-	2	-	-	-	2
Medical Radiation	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	1
Nursing and Midwifery	1	4	-	1	-	-	-	-	6	15	19	18	20	-	-	84
Occupational Therapy	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	1
Optometry	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Osteopathy	-	-	1	-	-	-	-	-	-	-	-	1	2	-	-	4
Pharmacy	-	-	-	-	-	-	-	-	-	2	4	-	-	-	-	6
Physiotherapy	-	2	-	-	-	-	-	-	-	-	2	-	-	-	-	4
Podiatry	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Psychology	-	2	-	-	-	-	-	-	-	-	5	6	3	-	-	16
Total	1	29	3	5	1	-	1	1	16	30	55	40	87	2	7	278

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	267	48.90
Male	255	46.70
Unknown	24	4.40
Total	546	100.00

Age

Age	Number	Percentage
Less than 18	24	4.40
18–24 years	21	3.85
25–34 years	86	15.75
35–44 years	92	16.85
45–54 years	86	15.75
55–64 years	80	14.65
65–74 years	41	7.51
Over 75 years	27	4.95
Unknown*	89	16.30

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

Location of healthcare consumers

Location of healthcare consumers	Number	Percentage
Brisbane	244	44.69
Central West	0	0.00
Darling Downs	17	3.11
Far North	20	3.66
Fitzroy	19	3.48
Gold Coast	78	14.29
Mackay	20	3.66
North West	0	0.00
Northern	33	6.04
South West	2	0.37
Sunshine Coast	29	5.31
West Moreton	6	1.10
Wide Bay-Burnett	36	6.59
Outside Queensland	16	2.93
Unknown	26	4.76

The above data is based on health consumer location

Location of health service providers

Location of health service providers	Number	Percentage
Brisbane	273	48.84
Central West	0	0.00
Darling Downs	12	2.15
Far North	33	5.90
Fitzroy	26	4.65
Gold Coast	80	14.31
Mackay	16	2.86
North West	0	0.00
Northern	31	5.55
South West	0	0.00
Sunshine Coast	27	4.83
West Moreton	2	0.36
Wide Bay-Burnett	28	5.01
Outside Queensland	11	1.97
Unknown	20	3.58

The above data is based on health service provider location.



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