

13 February 2025

The Hon Tim Nicholls MP
Minister for Health and Ambulance Services

By email: [REDACTED]

Subject: Occupational violence due to inadequate real-time ED data

Dear Minister

AMA Queensland welcomed the government's Open Hospitals portal as a good first step in providing patients, health staff and the community with real-time information about our public health system. We also said much more needed to be added before it could be regarded as an accurate and transparent representation of the true situation in our busy hospitals.

Emergency department doctors are reporting incidents of occupational violence from patients against ED staff due to the inadequacies of the data on the portal. Patients are presenting to EDs expecting wait times to accord with that on the website and are getting increasingly agitated with ED staff when they wait longer.

Doctors advise patients have verbally abused nursing staff while holding up their mobile phones showing the portal says their wait time should be 12 minutes when, in actual fact, their true wait time has been six hours. We note complaints about the inadequacy of the portal have also been reported in recent media coverage.

We urge you to act immediately to inform the public of the limited nature of the data and what the real wait times are to receive treatment. This must be done without delay before our hardworking emergency doctors and nurses are subjected to further abuse.

Data on the portal must include the wait times:

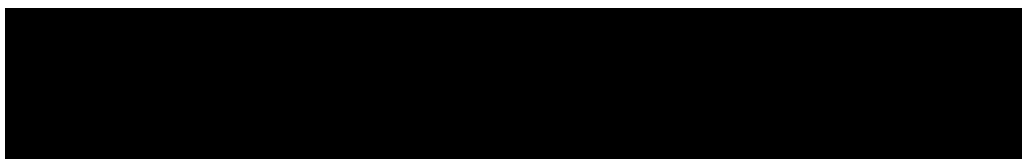
- to assessment by an ED doctor; and
- for patients to be admitted to an inpatient bed.

It must also accurately represent the numbers of patients waiting in the ED or it risks destroying public trust and confidence in our public hospitals. When the portal says there's just one patient waiting to be seen but the ED waiting room contains 10-20 patients, it only risks further public frustration and occupational violence against health staff.

Thankfully, doctors have advised this information is already available in hospital ED systems and could be added to the portal instantly. They have commended the [South Australian government's ED dashboard](#) as an exemplar of the information Queensland Health should publish without delay.

We are committed to helping the government implement real time hospital data that serves the public and the dedicated clinicians working in our busy hospitals. We would welcome an opportunity to meet with you to discuss the suggestions above and additional data for inclusion in the portal.

Yours sincerely



Dr Nick Yim
President
AMA Queensland

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Copied to:

Dr David Rosengren, Director-General, Queensland Health

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Dr Helen Brown, Deputy Director-General, Clinical Excellence Queensland, Queensland Health