



Queensland Health

Enquiries to: Ms Naomi Hebson  
Acting Deputy Director-  
General  
Healthcare Purchasing  
System Performance  
Telephone: [REDACTED]  
Our ref: C-ECTF-25/3818

Dr Nick Yim  
President

Dr Brett Dale  
Chief Executive Officer

Australian Medical Association Queensland  
KELVIN GROVE QLD 4059

Email: [amaq@amaq.com.au](mailto:amaq@amaq.com.au)

Dear Dr Yim and Dr Dale

Thank you for your letter to the Honourable Tim Nicholls MP, Minister for Health and Ambulance Services dated 13 February 2025, in relation to aggression and violence associated with the introduction of Emergency Department (ED) real-time data. The Minister has asked that I respond to you.

Queensland Health is committed to providing a safe workplace for all employees and remains committed to working with EDs across the state to ensure staff have access to the available resources to set behavioural expectations and assist in the de-escalation of patients when they experience unexpected delays in treatment.

I encourage your colleagues to report all instances, including verbal abuse, via the formal channels which have been established. This information will support an enhanced understanding of the occurrences.

Regarding the recently launched website, delivering real-time hospital data is a key government commitment designed to drive greater transparency and accountability, while supporting increased public awareness of the health system. I note your correspondence states that there have been concerns reported to the Australian Medical Association Queensland regarding the website and its information.

As you know, EDs are extremely dynamic by nature and the number of incoming patients, and the complexity and severity of their conditions can impact the order in which existing patients are seen and the waiting time they experience. These impacts are experienced 'live' and take immediate effect. This may result in a discrepancy between the median waiting time physically experienced (an individuals' unique experience), and the waiting time experienced by patients in the past two hours (published on the website).

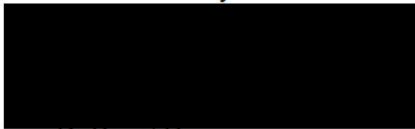
Following extensive investment in triage initiated assessment and interventions, there are times when patients may still be located in the waiting room or returned to the waiting room after meaningful care has been commenced. This may present a perception of high volume waiting patients when in fact these patients have had a detailed post triage assessment and in many cases have had analgesia, antibiotics, ECG and blood samples taken for pathology testing. Importantly the waiting time measure reported is based on patients who commenced treatment in the preceding 120 minutes. It is not indicative of the total time a patient may spend at the ED or minor injury and illness clinic

Detailed information regarding the metrics reported, and some frequently asked questions, is available for consumers via the 'about the data' link on the website. Consumer materials are being prepared for posting in waiting rooms of EDs and minor injury and illness clinics to reinforce the data context and support our staff in responding to enquiries.

Queensland Health is gathering ongoing consumer and Queensland Health staff feedback to enable the website to continue to evolve following its initial release. A forum for consultation with clinicians and other stakeholders is planned and this will provide ongoing opportunities for refinements to ensure the website continues to meet the needs of Queenslanders.

I understand that the Minister's office has reached out to you to organise a meeting to discuss these matters. However, should you require further information, the Department of Health's contact is Ms Naomi Hebson, Acting Deputy Director-General, Healthcare Purchasing and System Performance, on telephone [REDACTED]

Yours sincerely



Dr David Rosengren  
**Director-General**  
17 February 2025