

Office of the Health Ombudsman

Performance report March 2017



Office of the
**HEALTH
OMBUDSMAN**

Listen. Respond. Resolve.

Office of the Health Ombudsman—Performance report March 2017

Published by the Office of the Health Ombudsman, April 2017



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Introduction

This document reports on our performance during March 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.

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

Data in this report are correct as at 6 April 2017, but are subject to change.

Intake of complaints

Type of contacts

Type of contact	Number	Percentage
Complaint	596	59.78
Enquiry	397	39.82
Yet to be classified	4	0.40
Total	997	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	471	79.03
Mandatory notification*	11	1.85
Voluntary notification*	96	16.11
Self-notification*	7	1.17
Referral from another agency**	11	1.85
Total	596	100.00

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

**Referrals are matters formally referred by government agencies to the OHO.

Complaint decisions

Decision timeframes—within seven days

There was an increase in the proportion of decisions made within seven days—92.16 per cent compared to 88.49 per cent in February. The results for March are comparable with January figures (91.98 per cent) and represent a consistent trend of improved results for decision making (to accept or not accept a complaint) within the statutory timeframe.

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	435	92.16
No	37	7.84
Total	472	100.00

Accepted versus not accepted

Number of decisions made	Number	Percentage
Accepted	313	57.54
Not accepted	160	29.41
Decision pending	71	13.05
Total	544	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.

Accepted decision outcomes

Type of relevant action	Number	Percentage
Assessment	150	29.41
Local resolution	70	13.73
Conciliation	0	0.00
Investigation	9	1.76
Referred to AHPRA and the national boards	107	20.98
Referral to another entity	1	0.20
Immediate registration action	0	0.00
Interim prohibition order	0	0.00
Accept, no further action	173	33.92
Total	510	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 versus not accepted* table).

Health service complaints profile

Reporting parameters for the identification of issues in complaints were updated in October 2016. Previously, issues contained within our reporting related to complaints that completed our 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 our commitment to continual improvement as we mature as an agency and the importance we place on transparent, robust data.

Main issues raised in complaints

Issue	Number	Percentage
Access	21	3.31
Code of conduct for healthcare workers	1	0.16
Communication/information	80	12.62
Consent	9	1.42
Discharge/transfer arrangements	14	2.21
Environment/management of facilities	22	3.47
Enquiry service	0	0.00
Fees/cost	18	2.84
Grievance processes	16	2.52
Medical records	13	2.05
Medication	82	12.93
Professional conduct	54	8.52
Professional health	14	2.21
Professional performance	282	44.48
Reports/certificates	8	1.26
Treatment	0	0.00
Total	634	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	Total
Alternative care	-	-	-	-	-	-	-	-	-	-	1	-	1	-	2
Chinese medicine	-	-	-	-	-	-	-	-	-	-	1	-	-	-	1
Chiropractor	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Dentistry	-	-	2	-	-	-	3	1	-	-	2	-	31	-	39
Emergency care	-	-	-	-	-	-	-	-	-	2	-	-	2	-	4
General medical	2	-	25	4	1	1	4	1	4	21	10	8	59	1	141
Medical radiation	-	1	-	-	-	-	-	-	-	-	-	-	1	-	2
Medical specialty	-	-	2	1	1	-	-	-	-	4	1	2	12	-	23
Nursing	-	-	2	1	-	-	-	-	1	4	16	4	11	-	39
Occupational therapy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Optometry	-	-	1	-	-	-	-	-	-	-	-	-	1	-	2
Osteopathy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Other	-	-	-	1	-	-	-	-	-	-	4	-	-	1	6
Pathology service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Pharmacy	-	-	2	-	-	2	-	-	-	5	3	-	2	-	14
Physiotherapy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Podiatry	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Psychology	-	-	1	1	-	-	-	-	1	-	7	-	2	1	13
Speech pathology	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Surgical	-	-	-	-	-	-	-	-	1	1	3	-	12	-	17
Total	2	1	35	8	2	3	7	2	7	37	48	14	134	3	303

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	Code of conduct for healthcare workers	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	Total
Aged care facility	-	1	-	-	-	1	-	-	-	2	-	-	6	-	10
Allied health service	-	-	-	-	-	-	1	-	-	-	-	-	-	-	1
Ambulance service	-	-	1	-	-	-	-	-	-	-	1	-	2	-	4
Community health service	2	-	2	-	-	1	-	1	-	-	-	-	1	-	7
Correctional facility	10	-	4	-	-	1	-	-	-	23	-	-	30	-	68
Dental service	2	-	-	-	-	-	1	2	-	-	-	-	2	-	7
Hospital and Health Service	-	-	2	-	-	1	-	-	-	-	-	-	1	-	4
Laboratory service	-	-	-	-	-	-	1	1	-	-	-	-	-	1	3
Licensed private hospital	1	-	6	-	4	1	2	2	-	1	-	-	6	-	23
Medical centre	2	-	5	-	-	3	2	1	-	3	-	-	4	-	20
Mental health service	1	-	3	-	-	2	-	-	-	7	1	-	6	-	20
Other support service	-	-	-	-	-	1	-	-	-	1	-	-	1	-	3
Pharmaceutical service	-	-	1	-	-	-	1	1	-	3	-	-	-	-	6
Public health service	-	-	1	-	-	-	-	-	-	-	-	-	3	-	4
Public hospital	1	-	19	1	8	5	1	5	6	5	3	-	80	3	137
Residential care service	-	-	-	-	-	1	-	-	-	-	-	-	1	-	2
Specialised health service	-	-	-	-	-	-	1	1	-	-	-	-	3	1	6
Area health services	-	-	-	-	-	-	-	-	-	-	1	-	1	-	2
Health service district	-	-	-	-	-	1	-	-	-	-	-	-	-	-	1
Optical store	-	-	-	-	-	1	-	-	-	-	-	-	1	-	2
Parent organisation	-	-	-	-	-	-	1	-	-	-	-	-	-	-	1
Total	19	1	44	1	12	19	11	14	6	45	6	0	148	5	331

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	160
Assessments completed	189

Completed assessment timeframes

The completion of assessments within statutory timeframes has continued to improve. Of the 189 assessments completed in March, 138 were completed within 30 days or within 60 days with an approved extension granted. This represents an overall rate of assessments completed within statutory timeframes of 73 per cent. This is an improvement of 12.12 and 2.84 percentage points when compared to January and February respectively.

Of the 29 assessments completed within 60 days, 21 matters were approved for extension.

The 43 matters completed outside of 60 days were due to residual older matters that required 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	117	61.90
Completed within 60 days*	29	15.34
Completed in more than 60 days	43	22.75
Total	189	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	2	1.06
Conciliation	8	4.26
Investigation	2	1.06
Referred to AHPRA and the national boards	24	12.77
Referral to another entity	80	42.55
Immediate registration action*	0	0.00
Interim prohibition order*	0	0.00
No further action	72	38.30
Total	188	100

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	75
Local resolutions completed	82

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 nine local resolution matters completed within 60 days, eight 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	73	89.02
Completed within 60 days*	9	10.98
Completed in more than 60 days	0	0.00
Total	82	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	70	85.36
Not resolved	8	9.76
Complaint withdrawn*	4	4.88
Total	82	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	8	100.00
Total	8	100.00

Conciliation

Conciliations started and closed

Conciliations this month	Number
Conciliations open at the start of the month	54
Conciliations started	8
Conciliations closed	4

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	6
Party/ies did not agree to conciliation	1
Decision pending at end of month	16

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	20	34.48
3–6 months	21	36.21
6–9 months	10	17.24
9–12 months	1	1.72
More than 12 months	6	10.34
Total	58	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	2	66.67
Not successful	1	33.33
Ended by Health Ombudsman	0	0.00
Total	3	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	20	34.48
3–6 months	21	36.21
6–9 months	10	17.24
9–12 months	1	1.72
More than 12 months	6	10.34
Total	58	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 12 matters on hold until the outcome of another process is finalised (e.g. the process of another agency such as AHPRA). This includes three matters that have been open for less than 3 months, one for 3–6 months, one for 9–12 months, and six for more than 12 months.

Investigation

Investigations started and closed

Investigations this month	Number
Investigations open at the beginning of the month	396*
Investigations started	11
Investigations closed	15

*The total number of investigations open at the beginning of the month may not match the number of investigations reported as opened, started and closed in February due to the reclassification of several open investigations.

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	3	20.00
3–6 months	1	6.67
6–9 months	0	0.00
9–12 months	0	0.00
More than 12 months	11	73.33
Total	15	100.00

Outcomes

Closed investigation outcomes	Number	Percentage
Recommended for referral to Director of Proceedings*	8	53.33
Referred to AHPRA	2	13.33
Referred to another agency	0	0.00
No further action	5	33.33
Total	15	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 those we are currently investigating, while paused investigations are those we are not able to investigate until such time as another agency—such as the Queensland Police Service or the Office of the State Coroner—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	Number	Percentage
Less than 3 months	54	17.03
3–6 months	58	18.30
6–9 months	43	13.56
9–12 months	47	14.83
More than 12 months*	115	36.28
Total	317	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	0	0.00
3–6 months	7	10.14
6–9 months	4	5.80
9–12 months	16	23.19
More than 12 months	42	60.87
Total	69	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 our perspective, these matters are not closed but effectively paused within our complaints management system as in these circumstances it is not appropriate for us 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	54	13.99
3–6 months	65	16.84
6–9 months	47	12.18
9–12 months	63	16.32
More than 12 months	157	40.67
Total	386	100.00

Total open investigation categories

Type of investigation	Number
Health service complaint	275
Systemic issue	32
Another matter*	79
Total	386

*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	2
Registered nurse	2
Psychologist	1
Total	5

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	18
Registered nurse	10
Psychologist	4
Pharmacist	1
Student nurse	1
Unregistered practitioner	1
Chiropractor	1
Total	36

Matters referred to the Queensland Civil and Administrative Tribunal

Practitioner type	Number
Medical practitioner	1
Registered nurse	1
Total	2

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 March, two show cause notices were issued to:

- one audiologist for reasons relating to conduct and performance
- one enrolled nurse 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	2	Conditions		✓	
Student nurse	1	Suspension		✓	
Medical practitioner	1	Suspension		✓	
Chinese medicine practitioner	1	Conditions		✓	✓
Dental practitioner	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		✓		
Student nurse	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 February. One matter was requested for referral to the Health Ombudsman.

Number of practitioners referred to AHPRA by practitioner type

Practitioner type	Number
Aboriginal and Torres Strait Islander health	0
Chinese medicine	1
Chiropractic	0
Dental	20
Medical	86
Medical student	0
Medical radiation	0
Nursing and midwifery	28
Nursing student	0
Occupational therapy	0
Optometry	0
Osteopathy	0
Pharmacy	4
Physiotherapy	0
Podiatry	0
Psychology	4
Unregistered practitioner	0
Total	143

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	Total
Aboriginal and Torres Strait Islander health	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Chinese medicine	-	-	-	-	-	-	-	-	-	1	-	-	-	1
Chiropractic	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Dentist	-	1	-	-	-	2	1	-	-	2	-	25	-	31
Medical	1	12	9	4	1	1	-	4	20	6	11	77	1	147
Medical student														0
Medical radiation	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Nursing and midwifery	-	3	1	-	-	-	-	1	4	10	4	17	-	40
Nursing and midwifery student	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Occupational therapy	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Optometry	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Osteopathy	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Pharmacy	-	-	-	-	2	-	-	-	1	3	-	-	-	6
Physiotherapy	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Podiatry	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Psychology	-	-	-	-	-	-	-	-	-	3	-	2	1	6
Speech Pathologist	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Total	1	16	10	4	3	3	1	5	25	25	15	121	2	231

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	83	43.68
Male	106	55.79
Unknown	1	0.53
Total	190	100.00

Age

Age	Number	Percentage
Less than 18	13	6.84
18–24 years	7	3.68
25–34 years	48	25.26
35–44 years	36	18.95
45–54 years	24	12.63
55–64 years	24	12.63
65–74 years	17	8.95
More than 75 years	16	8.42
Unknown*	5	2.63

*Not recorded or not provided for a particular matter.

Location of healthcare consumers

Location of healthcare consumers	Number	Percentage
Brisbane	85	44.74
Central West	0	0.00
Darling Downs	14	7.37
Far North	8	4.21
Fitzroy	4	2.11
Gold Coast	18	9.47
Mackay	6	3.16
North West	0	0.00
Northern	14	7.37
South West	0	0.00
Sunshine Coast	11	5.79
West Moreton	4	2.11
Wide Bay–Burnett	11	5.79
Outside Queensland	5	2.63
Unknown	10	5.26

The above data is based on health consumer location.

Location of health service providers

Location of health service providers	Number	Percentage
Brisbane	102	51.00
Central West	0	0.00
Darling Downs	6	3.00
Far North	7	3.50
Fitzroy	4	2.00
Gold Coast	23	11.50
Mackay	6	3.00
North West	0	0.00
Northern	15	7.50
South West	0	0.00
Sunshine Coast	10	5.00
West Moreton	2	1.00
Wide Bay-Burnett	15	7.50
Outside Queensland*	1	0.50
Unknown	9	4.50

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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