

Office of the Health Ombudsman

Performance report February 2017



Office of the
**HEALTH
OMBUDSMAN**

Listen. Respond. Resolve.

Office of the Health Ombudsman—Performance report February 2017

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Introduction

This document reports on our performance during February 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.

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

Data in this report are correct as at 9 March 2017, but are subject to change.

Intake of complaints

Type of contacts

Type of contact	Number	Percentage
Complaint	469	53.23
Enquiry	409	46.42
Yet to be classified	3	0.34
Total	881	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	320	68.23
Mandatory notification*	18	3.84
Voluntary notification*	122	26.01
Self-notification*	3	0.64
Referral from another agency	6	1.28
Total	469	100.00

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

Complaint decisions

Decision timeframes—within seven days

There was a slight decrease in the proportion of decisions made within seven days—down to 88.49 per cent compared with 91.98 per cent in January. However, this month's timeframes continue to remain at much improved levels when compared to months prior to December 2016 (e.g. September, October and November rates of 47 per cent, 50 per cent and 50 per cent respectively).

For complaints about registered health practitioners, the office depends 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	369	88.49
No	48	11.51
Total	417	100.00

Accepted vs. not accepted

Number of decisions made	Number	Percentage
Accepted	295	65.70
Not accepted	122	27.17
Decision pending	32	7.13
Total	449	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	141	33.57
Local resolution	69	16.43
Conciliation	0	0
Investigation	7	1.67
Referred to AHPRA and the national boards	87	20.71
Referral to another entity	2	0.48
Immediate registration action	0	0
Interim prohibition order	0	0
Accepted, No Further Action	114	27.14
Total	420	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 vs. not accepted* table).

Health service complaints profile

Reporting parameters for the identification of issues in complaints were updated as of October 2016. Previously, issues contained within the office's reporting related to complaints that completed the office's 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 the office's commitment to continual improvement as it matures as an agency and the importance it places on transparent, robust data.

Main issues raised in complaints

Issue	Number	Percentage
Access	20	3.52
Code of conduct for healthcare workers	0	0.00
Communication/information	75	13.20
Consent	11	1.94
Discharge/transfer arrangements	14	2.46
Environment/management of facilities	3	0.53
Enquiry service	0	0.00
Fees/cost	18	3.17
Grievance processes	16	2.82
Medical records	12	2.11
Medication	56	9.86
Professional conduct	60	10.56
Professional health	18	3.17
Professional performance	255	44.89
Reports/certificates	10	1.76
Treatment	0	0.00
Total	568	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	Research/teaching/assessment	Total
Alternative care	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Chinese medicine	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	1
Chiropractor	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	1
Dentistry	-	-	3	1	-	-	2	2	-	1	2	1	15	-	-	27
Emergency care	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	2
General medical	2	-	18	5	1	-	5	2	5	10	16	4	62	3	-	133
Medical radiation	-	-	1	-	-	-	-	-	-	-	-	-	1	-	-	2
Medical specialty	-	-	4	1	-	-	2	-	-	-	1	-	11	3	-	22
Nursing	-	-	3	-	-	-	-	1	1	6	14	9	14	-	-	48
Occupational therapy	-	-	-	-	-	-	-	-	1	-	1	-	1	-	-	3
Optometry	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Osteopathy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	-	-	1	-	-	-	-	1	-	1	9	1	2	-	-	15
Pathology	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Pharmacy	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	1
Physiotherapy	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	2
Podiatry	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Psychology	-	-	2	-	-	-	-	-	-	-	4	2	1	-	-	9
Speech pathology	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Surgical	-	-	3	-	-	-	1	-	-	-	2	-	11	3	-	20
Total	2	0	35	7	1	0	10	6	7	18	52	18	121	9	-	286

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 process	Medical records	Medication	Professional conduct	Professional Health	Professional performance	Reports/certificates	Treatment	Total
Aged care facility	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	1
Allied health service	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	1
Ambulance service	-	-	-	-	2	-	-	-	-	-	-	-	2	-	-	4
Community health service	-	-	1	-	-	-	-	-	-	-	-	-	1	-	-	2
Correctional facility	15	-	4	-	-	-	-	-	2	23	2	-	28	-	-	74
Dental service	-	-	-	-	-	-	1	-	-	-	-	-	4	-	-	5
Hospital and Health Service	-	-	-	-	-	-	-	-	-	-	-	-	2	-	-	2
Laboratory service	-	-	1	-	-	-	2	-	-	-	-	-	2	-	-	5
Licensed day hospital	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	1
Licensed private hospital	-	-	4	1	1	1	1	2	1	2	1	-	14	-	-	28
Medical centre	-	-	2	-	-	-	1	2	1	-	-	-	1	-	-	7
Mental health service	1	-	4	1	2	-	-	1	1	2	-	-	5	-	-	17
Nursing service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other government department	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	1
Pharmaceutical service	-	-	1	-	-	-	-	-	-	2	-	-	-	-	-	3
Private Organisation	-	-	2	-	-	-	1	1	-	-	-	-	-	-	-	4
Public health service	-	-	1	-	-	-	-	-	-	-	-	-	4	-	-	5
Public hospital	2	-	18	1	8	2	2	4	-	7	4	-	65	1	-	114
Specialised health service	-	-	2	1	-	-	-	-	-	-	1	-	4	-	-	8
Not yet known	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total	18	-	40	4	13	3	8	10	5	38	8	-	134	1	-	282

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	163
Assessments completed	218

Completed assessment timeframes

Of the 39 assessments completed within 60 days, 27 matters were approved for extension.

The 53 matters completed outside of 60 days were due to the continuing high volume of matters that require 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	126	57.80
Completed within 60 days*	39	17.89
Completed in more than 60 days	53	24.31
Total	218	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	4	1.83
Conciliation	5	2.28
Investigation	4	1.83
Referred to AHPRA and the national boards	40	18.26
Referral to another entity	86	39.27
Immediate registration action*	1	0.46
Interim prohibition order*	0	0.00
No further action	79	36.07
Total	219	100.00

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	69

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

For matters completed within 60 days, 12 of the 13 matters were approved for extension, while 1 matter took longer than 60 days to complete.

Local resolution timeframes	Number	Percentage
Completed within 30 days	55	79.71
Completed within 60 days*	13	18.84
Completed in more than 60 days	1	1.45
Total	69	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	57	82.61
Not resolved	12	17.39
Complaint withdrawn*	0	0.00
Total	69	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	1	8.33
Referral to another entity	0	0.00
Immediate action	0	0.00
No further action	11	91.67
Total	12	100.00

Conciliation

Conciliations started and closed

Conciliations this month	Number
Conciliations open at the start of the month	59
Conciliations started	7
Conciliations closed	12

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	5
Party/ies did not agree to conciliation	5
Decision pending at end of month	15

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	0	0.00
3–6 months	4	57.14
6–9 months	3	42.86
9–12 months	0	0.00
More than 12 months	0	0.00
Total	7	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	5	71.43
Not successful	2	28.57
Ended by Health Ombudsman	0	0.00
Total	7	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	2	100.00
Total	2	100.00

Open conciliation timeframes

Open conciliation timeframes	Number	Percentage
Less than 3 months	19	35.19
3–6 months	24	44.44
6–9 months	4	7.41
9–12 months	0	0.00
More than 12 months	7	12.96
Total	54	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 11 matters on hold until the outcome of another process is finalised (e.g. the process of another agency such as AHPRA). 1 has been open for less than 3 months, 1 for between 3 and 6 months, 2 for between 6 and 9 months, 0 for between 9 and 12 months, and 7 for more than 12 months.

Investigation

Investigations started and closed

Investigations this month	Number
Investigations open at the beginning of the month	384
Investigations started	16
Investigations closed	15

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

Outcomes

Closed investigation outcomes	Number	Percentage
Recommended for referral to Director of Proceedings*	15	100.00
Referred to AHPRA	0	0
Referred to another agency	0	0
No further action	0	0
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 being currently investigated by the office, while paused investigations are not able to be investigated by the office until such time as another agency—such as the Queensland Police Service or the Office of the State Coroner—concludes their own processes. Despite the office 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	65	21.10
3–6 months	48	15.58
6–9 months	44	14.29
9–12 months	35	11.36
More than 12 months*	116	37.66
Total	308	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	3	3.89
3–6 months	5	6.49
6–9 months	5	6.49
9–12 months	20	25.97
More than 12 months	44	57.14
Total	77	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 an OHO perspective, these matters are not closed but effectively paused within the OHO's complaints management system as in these circumstances it is not appropriate for the OHO 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	68	17.66
3–6 months	53	13.77
6–9 months	49	12.73
9–12 months	55	14.29
More than 12 months	160	41.56
Total	385	100.00

Total open investigation categories

Type of investigation	Number
Health service complaint	279
Systemic issue	34
Another matter*	72
Total	385

*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	5
Registered Nurse	1
Chiropractor	1

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	17
Registered Nurse	9
Psychologist	3
Pharmacist	1
Student Nurse	1
Unregistered	1
Chiropractor	1
Total	33

Matters referred to the Queensland Civil and Administrative Tribunal

Practitioner type	Number
Pharmacist	1
Total	1

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 February, individual show cause notices were issued to:

- one pharmacist for reasons relating to conduct and performance
- one massage therapist 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 ¹	1	Conditions		✓	✓
Medical practitioner ²	2	Conditions		✓	
Dental practitioner ³	1	Suspension		✓	
Dental practitioner ⁴	1	Conditions		✓	✓

¹ One registered nurse's suspension was revoked and conditions imposed. ²One medical practitioner's suspension was revoked and conditions imposed. ³One dental practitioner's conditions were removed and his registration suspended. ⁴One dental practitioner's suspension was revoked and conditions imposed.

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

In February, the Health Ombudsman did not issue any prohibition orders.

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

No new notifications (s193 of the Act) relating to a possible serious matter were received in February, while no matters were requested for referral back to the OHO.

Number of practitioners referred to AHPRA by practitioner type

Practitioner type	Number
Aboriginal and Torres Strait Islander health	0
Chinese medicine	1
Chiropractic	1
Dental	17
Medical	85
Medical student	0
Medical radiation	0
Nursing and midwifery	41
Nursing student	0
Occupational therapy	1
Optometry	0
Osteopathy	0
Pharmacy	2
Physiotherapy	3
Podiatry	0
Psychology	5
Unregistered practitioner	0
Total	156

Number of issues referred to AHPRA by practitioner type

Registered practitioner type	Access	Code of Conduct for Healthcare workers	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
Chiropractic	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	1
Dental	-	-	2	1	-	-	-	-	2	1	1	2	1	17	-	-	27
Medical	1	-	14	2	-	-	-	-	2	4	13	16	3	64	6	-	125
Medical student	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Medical radiation	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Nursing and midwifery	-	-	1	-	-	-	-	-	-	2	8	14	12	18	-	-	55
Nursing student	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Occupational therapy	-	-	-	-	-	-	-	-	-	1	-	1	-	1	-	-	3
Optometry	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Osteopathy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Pharmacy	-	-	-	-	-	-	-	-	-	1	2	-	-	-	-	-	3
Physiotherapy	-	-	-	-	-	-	-	-	-	-	-	1	-	3	-	-	4
Podiatry	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Psychology	-	-	1	-	-	-	-	-	-	-	-	3	2	1	-	-	7
Unregistered practitioner	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total	1	-	18	3	-	-	-	-	4	9	24	38	19	105	6	-	227

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	90	43.90
Male	109	53.17
Unknown	6	2.93
Total	205	100.00

Age

Age	Number	Percentage
Less than 18	7	3.41
18–24 years	17	8.29
25–34 years	46	22.44
35–44 years	42	20.49
45–54 years	28	13.66
55–64 years	25	12.20
65–74 years	22	10.73
More than 75 years	8	3.90
Unknown*	10	4.88

*Not recorded or not provided for a particular matter.

Location of healthcare consumers

Location of healthcare consumers	Number	Percentage
Brisbane	99	48.29
Central West	0	0.00
Darling Downs	5	2.44
Far North	4	1.95
Fitzroy	11	5.37
Gold Coast	15	7.32
Mackay	3	1.46
North West	4	1.95
Northern	9	4.39
South West	3	1.46
Sunshine Coast	13	6.34
West Moreton	4	1.95
Wide Bay–Burnett	17	8.29
Outside Queensland	8	3.90
Unknown	10	4.88

The above data is based on health consumer location.

Location of health service providers

Location of health service providers	Number	Percentage
Brisbane	126	55.75
Central West	0	0.00
Darling Downs	3	1.33
Far North	11	4.87
Fitzroy	7	3.10
Gold Coast	20	8.85
Mackay	8	3.54
North West	3	1.33
Northern	11	4.87
South West	2	0.88
Sunshine Coast	12	5.31
West Moreton	2	0.88
Wide Bay-Burnett	10	4.42
Outside Queensland*	2	0.88
Unknown	9	3.98

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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