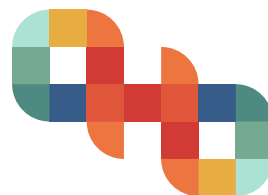


Quarter One 2021-22  
performance report  
Office of the Health Ombudsman



OFFICE OF THE  
**HEALTH**  
OMBUDSMAN



## **Quarterly performance report—Quarter one 2021-22**

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# Introduction

This document reports on the quarter one (Q1) performance of the Office of the Health Ombudsman (OHO) for the 2021–22 financial year.

The OHO is the agency responsible for health service complaints management in Queensland. We are committed to protecting the health and safety of the public by assessing, investigating and resolving complaints made about health services provided in Queensland.

We are impartial and independent, and our vision is to be the cornerstone of a transparent, accountable and fair health complaints management system. As testament to this, our performance reports—which are published monthly, quarterly and yearly—are available to the public on our website [www.oho.qld.gov.au](http://www.oho.qld.gov.au).

Data in this report is correct as at 2 November 2021, though figures may differ from those published in previous reports due to subsequent adjustments which occurred after the publication of those reports.

# Intake of complaints

## Type of contacts

Type of contact	July		August		September		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Complaint	885	77.63	921	75.18	872	73.90	2678	75.54
Enquiry	190	16.67	236	19.27	251	21.27	677	19.10
Information	65	5.70	68	5.55	57	4.83	190	5.36
Yet to be classified	0	0.00	0	0.00	0	0.00	0	0.00
<b>Total</b>	<b>1140</b>	<b>100.00</b>	<b>1225</b>	<b>100.00</b>	<b>1180</b>	<b>100.00</b>	<b>3545</b>	<b>100.00</b>

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

## Type of complaints

Type of complaints	July		August		September		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Health consumer complaint	763	86.21	812	88.17	761	87.27	2336	87.23
Mandatory notification*	30	3.39	38	4.13	28	3.21	96	3.58
Voluntary notification*	85	9.60	62	6.73	75	8.60	222	8.29
Self-notification*	6	0.68	6	0.65	5	0.57	17	0.63
Referral from another agency	1	0.11	3	0.33	3	0.344	7	0.26
<b>Total</b>	<b>885</b>	<b>100.00</b>	<b>921</b>	<b>100.00</b>	<b>872</b>	<b>100.00</b>	<b>2678</b>	<b>100.00</b>

\*Notifications are matters defined under the Health Practitioner Regulation National Law (Queensland) and only relate to registered practitioners.

## Complaint decisions

On 1 March 2020, amendments were made to the *Health Ombudsman Act 2013* enabling the office to ‘Not accept’ a complaint in situations where the Health Ombudsman is satisfied:

- the complaint would be more appropriately dealt with by a different entity; or
- the complainant has not yet sought a resolution with the relevant health service provider and it is reasonable in the circumstances for the complainant to first do so.

As a result of these changes, the table “Accepted vs Not Accepted” has been replaced with the table “Decisions made” included below.

Cases previously categorised as “Not Accepted” are now reported under the category of “Accepted and no further action taken” and relate to the number of decisions to take no further action under s 44 of the Act. This change is to definition only, and no alterations have been made to how these cases are managed by the office.

### Decisions timeframes—within seven days

Decision made	July		August		September		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Yes	841	98.25	876	97.55	806	98.17	2523	97.98
No	15	1.75	22	2.45	15	1.83	52	2.02
<b>Total</b>	<b>856</b>	<b>100.00</b>	<b>898</b>	<b>100.00</b>	<b>821</b>	<b>100.00</b>	<b>2575</b>	<b>100.00</b>

### Decisions made

Number of decisions made	July		August		September		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Accepted and further relevant action taken	438	51.17	459	51.11	410	49.94	1307	50.76
Accepted and no further action taken*	229	26.75	201	22.38	231	28.14	661	25.67
Not accepted under s35A**	189	22.08	238	26.50	180	21.92	607	23.57
<b>Total</b>	<b>856</b>	<b>100.00</b>	<b>898</b>	<b>100.00</b>	<b>821</b>	<b>100.00</b>	<b>2575</b>	<b>100.00</b>

\*These decisions relate to matters in which the Health Ombudsman has decided to take no further action under section 44 of the *Health Ombudsman Act 2013*. Prior to 1 March 2020, this category was reported as “Not Accepted”.

\*\*Matters may not be accepted under s35A of the Act where the matter would be more appropriately dealt with by an entity other than the health ombudsman or where the complainant has not yet sought a resolution with the health service provider.

An additional 54 matters were determined to fall outside the jurisdiction of the Act.

## Accepted decision outcomes

Type of relevant action	July		August		September		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Assessment	51	10.99	78	16.18	93	20.85	222	15.95
Local resolution	111	23.92	92	19.09	63	14.13	266	19.11
Conciliation	0	0.00	0	0.00	0	0.00	0	0.00
Investigation	3	0.65	3	0.62	2	0.45	8	0.57
Referred to AHPRA and the national boards	175	37.72	169	35.06	162	36.32	506	36.35
Referred to another entity	124	26.72	140	29.05	126	28.25	390	28.02
Referred to Director of Proceedings	0	0.00	0	0.00	0	0.00	0	0.00
<b>Total</b>	<b>464</b>	<b>100.00</b>	<b>482</b>	<b>100.00</b>	<b>446</b>	<b>100.00</b>	<b>1392</b>	<b>100.00</b>

Accepted decisions may result in multiple issues and/or practitioners being identified, each requiring its own action. The data in the above table includes all identified issues/practitioners requiring action that were identified in the accepted complaints where further relevant action was taken (noted in category 'Accepted and further relevant action taken' included the previous 'Decisions made' table).



# Health service complaints profile

## Main issues raised in complaints

Issue	July		August		September		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Access	166	3.97	161	3.85	138	3.30	465	11.12
Code of conduct for healthcare workers	9	0.22	24	0.57	14	0.33	47	1.12
Communication/information	157	3.75	138	3.30	191	4.57	486	11.62
Consent	23	0.55	40	0.96	32	0.77	95	2.27
Discharge/transfer arrangements	22	0.53	35	0.84	28	0.67	85	2.03
Environment/management of facilities	51	1.22	71	1.70	44	1.05	166	3.97
Fees/cost	37	0.88	47	1.12	65	1.55	149	3.56
Grievance processes	33	0.79	56	1.34	62	1.48	151	3.61
<i>Health Ombudsman Act 2013 offence</i>	0	0.00	0	0.00	0	0.00	0	0.00
Medical records	57	1.36	48	1.15	44	1.05	149	3.56
Medication	147	3.52	153	3.66	146	3.49	446	10.66
Professional conduct	151	3.61	164	3.92	174	4.16	489	11.69
Professional health	20	0.48	23	0.55	29	0.69	72	1.72
Professional performance	419	10.02	436	10.43	444	10.62	1299	31.06
Reports/certificates	26	0.62	28	0.67	29	0.69	83	1.98
Research/teaching/assessment	0	0.00	0	0.00	0	0.00	0	0.00
<b>Total</b>	<b>1318</b>	<b>31.52</b>	<b>1424</b>	<b>34.05</b>	<b>1440</b>	<b>34.43</b>	<b>4182</b>	<b>100.00</b>

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.

## Subcategories of professional performance issues raised in complaints

Issue	July		August		September		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Competence	5	0.38	9	0.69	8	0.62	22	1.69
Coordination of treatment	50	3.85	49	3.77	48	3.70	147	11.32
Delay in treatment	29	2.23	23	1.77	29	2.23	81	6.24
Diagnosis	34	2.62	29	2.23	23	1.77	86	6.62
Inadequate care	38	2.93	39	3.00	43	3.31	120	9.24
Inadequate consultation	53	4.08	27	2.08	36	2.77	116	8.93
Inadequate prosthetic equipment	1	0.08	2	0.15	5	0.38	8	0.62
Inadequate treatment	102	7.85	104	8.01	131	10.08	337	25.94
Infection control	6	0.46	11	0.85	5	0.38	22	1.69
No or inappropriate referral	12	0.92	12	0.92	12	0.92	36	2.77
Public or private election	0	0.00	0	0.00	0	0.00	0	0.00
Rough and painful treatment	8	0.62	12	0.92	9	0.69	29	2.23
Teamwork and supervision	3	0.23		0.00	2	0.15	5	0.38
Unexpected treatment outcome or complications	63	4.85	96	7.39	71	5.47	230	17.71
Withdrawal of treatment	2	0.15	8	0.62	7	0.54	17	1.31
Wrong or inappropriate treatment	13	1.00	15	1.15	15	1.15	43	3.31
<b>Total</b>	<b>419</b>	<b>32.26</b>	<b>436</b>	<b>33.56</b>	<b>444</b>	<b>34.18</b>	<b>1299</b>	<b>100.00</b>

Professional performance represents the largest proportion of complaint issues. Additional information on this category of issue provides greater transparency around the issues being managed by OHO.

## Profile of complaints about health practitioners

Practitioner type	Number of practitioners identified in complaints*	Number and type of issues** identified in complaints about health practitioners**																Total
		Access	Code of conduct for healthcare workers	Communication and information	Consent	Discharge/transfer arrangements	Environment/management of facility	Fees and costs	Grievance process	Health Ombudsman Act 2013 Offence	Medical records	Medication	Professional conduct	Professional health	Professional performance	Reports/certificates	Research/Teaching/Assessment	
Aboriginal and Torres Strait	1	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	2
Chinese medicine practitioner	3	-	-	-	-	-	-	-	-	-	-	-	3	-	-	-	-	3
Chiropractor	16	-	1	1	-	-	-	1	-	-	1	-	11	-	6	-	-	21
Dental practitioner	83	2	-	5	6	-	-	4	5	-	4	2	18	2	79	-	-	127
Medical practitioner	631	41	-	158	18	3	7	27	7	-	19	119	112	15	346	36	-	908
Medical radiation practitioner	6	-	-	-	-	-	-	-	-	-	-	-	6	-	1	-	-	7
Midwife	9	-	-	5	-	-	1	-	-	-	-	-	5	2	5	-	-	18
Nurse	173	-	2	27	4	-	-	-	1	-	7	16	106	36	29	-	-	228
Occupational therapist	11	-	-	2	-	-	-	3	-	-	-	-	3	1	4	4	-	17
Optometrist	4	-	-	-	1	-	-	-	-	-	-	-	1	-	2	1	-	5
Osteopath	7	1	-	1	-	-	-	-	-	-	-	-	7	-	-	-	-	9
Paramedic	14	-	-	-	-	-	-	-	-	-	-	-	8	3	6	-	-	17
Pharmacist	30	-	-	3	-	-	-	-	-	-	-	27	11	2	-	-	-	43
Physiotherapist	7	-	-	1	-	-	-	-	-	-	-	-	6	1	2	-	-	10
Podiatrist	6	-	-	-	-	-	-	2	-	-	-	-	1	-	4	-	-	7
Psychologist	84	3	-	17	2	-	1	4	1	-	8	-	53	4	22	3	-	118
Student practitioner	11	-	1	-	-	-	-	-	-	-	-	-	8	5	-	-	-	14
Unknown practitioner	43	2	1	7	4	-	-	-	-	-	5	3	9	-	20	2	-	53
Unregistered practitioner	51	-	35	4	-	-	5	-	2	-	-	2	23	-	7	2	-	80
<b>Total</b>	<b>1190</b>	<b>49</b>	<b>40</b>	<b>231</b>	<b>35</b>	<b>3</b>	<b>14</b>	<b>41</b>	<b>16</b>	<b>0</b>	<b>44</b>	<b>169</b>	<b>392</b>	<b>72</b>	<b>533</b>	<b>48</b>	<b>0</b>	<b>1687</b>

\* The figures reported in this column are a count of the number of health practitioners identified in complaints during the reporting period. A single complaint may identify more than one health provider. In circumstances where a health practitioner is identified in relation to multiple complaints, the health practitioner would be counted per complaint.

\*\* This data is a count of the number of issues identified within the reporting period. A complaint may also identify more than one issue per health practitioner.

## Profile of complaints about health service organisations

Organisation type	Number of facilities identified in complaints*	Number and type of issues** identified in complaints about health service organisations																Total
		Access	Code of conduct for healthcare workers	Communication and information	Consent	Discharge/transfer arrangements	Environment/management of facility	Fees and costs	Grievance processes	Health Ombudsman Act 2013 Offence	Medical records	Medication	Professional conduct	Professional health	Professional performance	Reports/certificates	Research/Teaching/Assessment	
Administrative service	2	-	-	1	-	-	-	1	-	-	-	-	-	-	-	-	-	2
Aged care facility	19	-	-	1	-	-	6	1	1	-	2	3	-	-	17	-	-	31
Allied health service	12	1	-	1	-	-	-	3	4	-	-	-	5	-	5	1	-	20
Ambulance service	17	2	-	5	-	-	1	-	-	-	-	1	1	-	9	-	-	19
Community health service	31	5	1	2	3	1	10	1	1	-	1	1	1	-	16	1	-	44
Correctional facility	449	189	-	12	1	-	17	-	1	-	8	165	1	-	91	2	-	487
Dental service	56	15	-	5	-	-	3	8	4	-	5	-	4	-	33	1	-	78
Health information service	1	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	2
Health promotion service	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1
Hospital and Health Service	46	4	1	5	3	3	3	-	5	-	3	2	2	-	28	1	-	60
Laboratory service	36	3	-	4	-	-	8	8	3	-	4	-	1	-	11	-	-	42
Licensed day hospital	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Licensed private hospital	83	11	-	18	-	8	12	13	7	-	8	11	7	-	40	-	-	135
Medical centre	247	86	2	45	1	-	27	24	30	-	31	18	12	-	34	8	-	318
Mental health service	98	5	-	16	20	9	1	4	3	-	5	19	11	-	37	3	-	133
Nursing service	4	1	-	2	-	-	2	1	1	-	-	-	-	-	2	-	-	9
Optical store	4	-	-	1	-	-	-	1	-	-	-	-	-	-	2	-	-	4
Other government department	24	4	-	2	-	-	7	3	1	-	1	1	4	-	2	-	-	25
Other support service	21	4	-	3	-	3	4	2	2	-	1	-	5	-	3	1	-	28
Paramedical service	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Pharmaceutical service	38	2	1	8	-	-	2	5	5	-	1	21	6	-	5	-	-	56
Private organisation	70	10	1	7	2	-	9	15	8	-	8	1	6	-	14	4	-	85
Public health service	28	4	-	3	1	3	2	-	5	-	2	6	2	-	14	-	-	42
Public hospital	519	66	1	104	27	55	34	7	50	-	25	24	26	-	392	13	-	824
Residential care service	3	-	-	1	-	-	2	-	-	-	-	2	1	-	3	-	-	9



Social work service	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
Specialised health service	29	3	-	6	2	-	2	11	4	-	-	2	2	-	8	-	-	40
Welfare service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Unknown organisation	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
<b>Total</b>	<b>1839</b>	<b>416</b>	<b>7</b>	<b>255</b>	<b>60</b>	<b>82</b>	<b>152</b>	<b>108</b>	<b>135</b>	<b>0</b>	<b>105</b>	<b>277</b>	<b>97</b>	<b>0</b>	<b>766</b>	<b>35</b>	<b>0</b>	<b>2495</b>

\* The figures reported in this column are a count of the number of health service organisations identified in complaints during the reporting period. A single complaint may identify more than one provider. In circumstances where a health service organisation is identified in multiple complaints, the organisation would be counted per complaint. For example, a health service organisation identified in three complaints would be counted three times in this column.

\*\* This data is a count of the number of issues identified within the reporting period. A complaint may also identify more than one issue per health service organisation.

## Assessments started and completed

Assessments this quarter	July	August	September	Q1 total
Assessments started	54	86	104	244
Assessments completed	90	87	66	243

## Completed assessment timeframes

Assessment timeframes	July		August		September		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Within legislative timeframes*	84	93.33	79	90.80	61	92.42	224	92.18
Outside legislative timeframes	6	6.67	8	9.20	5	7.58	19	7.82
<b>Total</b>	<b>90</b>	<b>100.00</b>	<b>87</b>	<b>100.00</b>	<b>66</b>	<b>100.00</b>	<b>243</b>	<b>100.00</b>

\*Includes matters completed within 30 days or 60 days with an approved extension.

## Assessment decisions

Type of relevant action	July		August		September		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Local resolution	0	0.00	0	0.00	0	0.00	0	0.00
Conciliation	7	7.37	5	5.21	12	16.67	24	9.13
Investigation	6	6.32	10	10.42	2	2.78	18	6.84
Referred to AHPRA and the national boards	23	24.21	20	20.83	16	22.22	59	22.43
Referred to another entity	11	11.58	15	15.63	7	9.72	33	12.55
Director of Proceedings	0	0.00	0	0.00	0	0.00	0	0.00
No further action	48	50.53	46	47.92	35	48.61	129	49.05
<b>Total</b>	<b>95</b>	<b>100.00</b>	<b>96</b>	<b>100.00</b>	<b>72</b>	<b>100.00</b>	<b>263</b>	<b>100.00</b>

Total assessment decisions will not equal the total number of assessments (in previous tables), as a single assessment can result in multiple relevant actions.

# Local resolution

## Local resolutions started and completed

Local resolutions this quarter	July	August	September	Q1 total
Local resolutions started	114	86	66	266
Local resolutions completed	119	134	111	364

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 resolutions

### Timeframes

Local resolution timeframe	July		August		September		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Within legislative timeframes*	100	84.03	103	76.87	96	86.49	299	82.14
Outside legislative timeframes	19	15.97	31	23.13	15	13.51	65	17.86
<b>Total</b>	119	100.00	134	100.00	111	100.00	364	100.00

\*Includes matters completed within 30 days or 60 days with an approved extension.

### Outcomes

Local resolution outcomes	July		August		September		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Resolution reached	92	77.31	93	69.40	53	47.75	238	65.38
No resolution reached	20	16.81	32	23.88	49	44.14	101	27.75
Complaint withdrawn*	6	5.04	5	3.73	5	4.50	16	4.40
Local resolution did not commence**	1	0.84	4	2.99	4	3.60	9	2.47
<b>Total</b>	119	100.00	134	100.00	111	100.00	364	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	July		August		September		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Assessment	0	0.00	1	3.13	0	0.00	1	0.99
Conciliation	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	2	6.25	2	4.08	4	3.96
Referred to another entity	0	0.00	0	0.00	1	2.04	1	0.99
No further action	20	100.00	29	90.62	46	93.88	95	94.06
<b>Total</b>	<b>20</b>	<b>100.00</b>	<b>32</b>	<b>100.00</b>	<b>49</b>	<b>100.00</b>	<b>101</b>	<b>100.00</b>



# Conciliation

## Conciliations started and closed

Conciliations this quarter	July	August	September	Q1 total
Conciliations started	8	4	13	25
Conciliations closed	1	7	2	10

'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. 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 initially agreed to participate in the conciliation process.

## Agreement to participate in conciliation

Agreement to participate	July	August	September	Q1 total
Parties agreed to participate	2	1	8	11
Party/ies did not agree to participate	7	2	6	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.

## Completed conciliations

### Timeframes

Conciliations completed	July		August		September		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Less than 3 months	0	0.00	2	33.33	0	0.00	2	28.57
3–6 months	0	0.00	1	16.67	0	0.00	1	14.29
6–9 months	0	0.00	2	33.33	0	0.00	2	28.57
9–12 months	0	0.00	1	16.67	0	0.00	1	14.29
More than 12 months	1	100.00	0	0.00	0	0.00	1	14.29
<b>Total</b>	<b>1</b>	<b>100.00</b>	<b>6</b>	<b>100.00</b>	<b>0</b>	<b>0.00</b>	<b>7</b>	<b>100.00</b>

## Outcomes

Conciliation outcomes	July		August		September		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Successful	0	0.00	5	83.33	0	0.00	5	71.43
Not successful	1	100.00	1	16.67	0	0.00	2	28.57
Ended by the Health Ombudsman	0	0.00	0	0.00	0	0.00	0	0.00
Parties withdrew prior to conciliation conference	0	0.00	0	0.00	0	0.00	0	0.00
<b>Total</b>	<b>1</b>	<b>100.00</b>	<b>6</b>	<b>100.00</b>	<b>0</b>	<b>0.00</b>	<b>7</b>	<b>100.00</b>

The data above relates to matters where parties initially agreed to participate in conciliation. After agreeing, the conciliation process was completed with the matter either being successful or not successful—or in some instances, the Health Ombudsman may end a conciliation or parties involved may withdraw from the process prior to conciliation occurring. 'Completed conciliations' differ from 'closed conciliations'—in the table on page 16—in that they only relate to matters where parties agreed to participate in conciliation.

## Decisions for conciliations that were not successful

Type of relevant action	July		August		September		Q1 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
Referred to another entity	0	0.00	0	0.00	0	0.00	0	0.00
No further action	1	100.00	1	100.00	0	0.00	2	100.00
<b>Total</b>	<b>1</b>	<b>100.00</b>	<b>1</b>	<b>100.00</b>	<b>0</b>	<b>0.00</b>	<b>2</b>	<b>100.00</b>

## Open conciliation timeframes

Conciliations open	July		August		September	
	Number	%	Number	%	Number	%
Less than 3 months	10	37.04	10	43.48	17	56.67
3–6 months	4	14.81	3	13.04	2	6.67
6–9 months	4	14.81	1	4.35	1	3.33
9–12 months	3	11.11	3	13.04	3	10.00
More than 12 months	6	22.22	6	26.09	7	23.33
<b>Total</b>	<b>27</b>	<b>100.00</b>	<b>23</b>	<b>100.00</b>	<b>30</b>	<b>100.00</b>

To allow for continued transparency in the timeliness of conciliation processes, open conciliation timeframes include the time in which a matter was on hold whilst another process was finalised.

# Investigation

## Investigations started and closed

Investigations this quarter	July	August	September	Q1 total
Investigations started	16	16	9	41
Investigations closed	3	9	7	19
Investigations amalgamated under s40(2)	0	2	0	2
Investigations separated under s40(2)	0	0	0	0

## Closed investigations

### Timeframes

In Q1, 63.17 per cent of the 19 investigations were closed within twelve months of commencement.

Closed investigation timeframes	July		August		September		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Less than 3 months	1	33.33	1	11.11	1	14.29	3	15.79
3–6 months	1	33.33	3	33.33	1	14.29	5	26.32
6–9 months	0	0.00	2	22.22	0	0.00	2	10.53
9–12 months	0	0.00	2	22.22	0	0.00	2	10.53
12–24 months	1	33.33	1	11.11	3	42.86	5	26.31
More than 24 months	0	0.00	0	0.00	2	28.57	2	10.53
<b>Total</b>	<b>3</b>	<b>100.00</b>	<b>9</b>	<b>100.00</b>	<b>7</b>	<b>100.00</b>	<b>19</b>	<b>100.00</b>

## Outcomes

Investigation outcomes	July		August		September		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Recommended for referral to Director of Proceedings*	6	85.71	4	26.67	11	84.62	21	60.00
Recommend Health Ombudsman issue a Permanent Prohibition Order	0	0.00	3	20.00	1	7.69	4	11.43
Referred to AHPRA	0	0.00	2	13.33	1	7.69	3	8.57
Referred to another agency	1	14.29	1	6.67	0	0.00	2	5.71
No further action	0	0.00	5	33.33	0	0.00	5	14.29
Referred for conciliation	0	0.00	0	0.00	0	0.00	0	0.00
<b>Total</b>	<b>7</b>	<b>100.00</b>	<b>15</b>	<b>100.00</b>	<b>13</b>	<b>100.00</b>	<b>35</b>	<b>100.00</b>

A single investigation may result in multiple outcomes, and as such the total number of outcomes in this table may not match the number of closed investigations detailed in the table above.

\*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, while paused investigations are not able to be investigated until such time as another agency—such as the Queensland Police Service or the Coroner’s Court of Queensland—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	July		August		September	
	Number	%	Number	%	Number	%
Less than 3 months	30	32.61	33	33.33	27	29.67%
3–6 months	21	22.83	24	24.24	21	23.08%
6–9 months	12	13.04	9	9.09	11	12.09%
9–12 months	14	15.22	10	10.10	10	10.99%
12–24 months*	9	9.78	15	15.15	15	16.48
More than 24 months*	6	6.52	8	8.08	7	7.69
<b>Total</b>	<b>92</b>	<b>100.00</b>	<b>99</b>	<b>100.00</b>	<b>91</b>	<b>100.00</b>

\*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](http://www.oho.qld.gov.au)).

### Paused investigation timeframes

Paused investigation timeframes	July		August		September	
	Number	%	Number	%	Number	%
Less than 3 months	5	10.42	2	4.35	9	16.07
3–6 months	4	8.33	8	17.39	8	14.29
6–9 months	8	16.67	7	15.22	6	10.71
9–12 months	7	14.58	5	10.87	7	12.50
12–24 months	17	35.42	18	39.13	18	32.14
More than 24 months	7	14.58	6	13.04	8	14.29
<b>Total</b>	<b>48</b>	<b>100.00</b>	<b>46</b>	<b>100.00</b>	<b>56</b>	<b>100.00</b>

## Open investigation timeframes

Total open investigation timeframes	July		August		September	
	Number	%	Number	%	Number	%
Less than 3 months	35	25.00	35	24.14	36	24.49
3–6 months	25	17.86	32	22.07	29	19.73
6–9 months	20	14.29	16	11.03	17	11.56
9–12 months	21	15.00	15	10.34	17	11.56
12–24 months	26	18.57	33	22.76	33	22.45
More than 24 months	13	9.29	14	9.66	15	10.20
<b>Total</b>	<b>140</b>	<b>100.00</b>	<b>145</b>	<b>100.00</b>	<b>147</b>	<b>100.00</b>

## Open investigation categories

Type of investigation	July	August	September
Health service complaint	77	83	83
Systemic issue	2	2	2
Ministerial directed investigation	0	0	0
Another matter*	57	56	58
Matters identified for further investigation**	4	4	4
<b>Total</b>	<b>140</b>	<b>145</b>	<b>147</b>

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

\*\*Matters referred for further investigation by the Health Ombudsman under s105 of the Act following referral to Director of Proceedings

# Monitoring investigation recommendations

At the completion of certain investigations, the Health Ombudsman makes recommendations to health services for how they can improve service delivery and/or prevent the issues identified in the investigation from happening again. In these instances, the OHO puts in place a recommendation monitoring program to track the implementation of the recommendations.

## OHO recommendations monitoring

OHO monitoring cases	July	August	September
Cases open at the beginning of the month	2	2	2
Recommendations monitoring cases started	0	0	0
Recommendations monitoring cases closed	0	0	0

## Open recommendations monitoring case timeframes

Monitoring case timeframes*	July		August		September	
	Number	%	Number	%	Number	%
Less than 6 months	0	0.00	0	0.00	0	0.00
6–12 months	2	100.00	0	0.00	0	0.00
More than 12 months	0	0.00	2	100.00	2	100.00
<b>Total</b>	<b>2</b>	<b>100.00</b>	<b>2</b>	<b>100.00</b>	<b>2</b>	<b>100.00</b>

# Director of Proceedings

The role of the Director of Proceedings is to independently assess the merits of an investigation and determine whether the matter is suitable to be run to Queensland Civil and Administrative Tribunal (QCAT) for a determination.

Where the Director of Proceedings determines that an investigation has produced evidence of issues relating to health, conduct and/or performance that require intervention by QCAT, a comprehensive brief of evidence is prepared and in-house or external lawyers are briefed to represent the Health Ombudsman before QCAT.

## Matters referred to the Director of Proceedings by practitioner type

Practitioner type	July		August		September		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Dentist	0	0.00	0	0.00	0	0.00	0	0.00
Medical practitioner	1	33.33	0	0.00	3	50.00	4	36.36
Medical Practitioner and Dentist	0	0.00	0	0.00	1	16.70	1	9.10
Osteopath	0	0.00	0	0.00	0	0.00	0	0.00
Paramedic	0	0.00	1	50.00	0	0.00	1	9.10
Pharmacist	1	33.33	0	0.00	0	0.00	1	9.10
Physiotherapist	0	0.00	0	0.00	0	0.00	0	0.00
Psychologist	0	0.00	1	50.00	0	0.00	1	9.10
Registered nurse	1	33.33	0	0.00	2	33.30	3	27.24
<b>Total</b>	<b>3</b>	<b>100.00</b>	<b>2</b>	<b>100.00</b>	<b>6</b>	<b>100.00</b>	<b>11</b>	<b>100.00</b>

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 the Investigation outcomes' figures elsewhere in this report.

## Matters currently with the Director of Proceedings by practitioner type

Practitioner type	Number	Percentage
Dentist	1	3.30
Medical practitioner	22	73.40
Medical practitioner and Dentist	1	3.30
Pharmacist	2	6.60
Registered nurse	4	13.30
<b>Total</b>	<b>30</b>	<b>100.00</b>

\*The Director of Proceedings has previously made decisions on two matters which are currently being reconsidered. As such, these two matters have been added back into the list of open matters. These relate to a Medical Practitioner and a Registered Nurse.



## Outcomes of matters reviewed by the Director of Proceedings

### Matters filed in the Queensland Civil and Administrative Tribunal

Practitioner type	July		August		September		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Chinese medicine practitioner	0	0.00	0	0.00	0	0.00	0	0.00
Dental practitioner	0	0.00	0	0.00	0	0.00	0	0.00
Medical practitioner	0	0.00	1	25.00	0	0.00	1	16.67
Osteopath	0	0.00	0	0.00	0	0.00	0	0.00
Paramedic	0	0.00	0	0.00	1	50.00	1	16.67
Pharmacist	0	0.00	1	25.00	0	0.00	1	16.67
Psychologist	0	0.00	1	25.00	1	50.00	2	33.33
Physiotherapist	0	0.00	0	0.00	0	0.00	0	0.00
Registered nurse	0	0.00	1	25.00	0	0.00	1	16.67
<b>Total</b>	<b>0</b>	<b>0.00</b>	<b>4</b>	<b>100.00</b>	<b>2</b>	<b>100.00</b>	<b>6</b>	<b>100.00</b>

### Matters referred back to Health Ombudsman

Practitioner type	July		August		September		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Chinese medicine practitioner	0	0.00	0	0.00	0	0.00	0	0.00
Dental practitioner	0	0.00	0	0.00	0	0.00	0	0.00
Medical practitioner	1	100.00	1	50.00	0	0.00	2	66.67
Paramedic	0	0.00	0	0.00	0	0.00	0	0.00
Psychologist	0	0.00	1	50.00	0	0.00	1	33.33
Registered nurse	0	0.00	0	0.00	0	0.00	0	0.00
<b>Total</b>	<b>1</b>	<b>100.00</b>	<b>2</b>	<b>100.00</b>	<b>0</b>	<b>0.00</b>	<b>3</b>	<b>100.00</b>

\*From 1 March 2021, improvements to systems and processes mean that matters being referred to the Health Ombudsman are now counted based on the date of referral, rather than the date of the decision to refer.

## Decisions on matters referred to the Queensland Civil and Administrative Tribunal

There have been 10 decisions made on matters referred to QCAT during the quarter.

Date of Decision	Matter	Details of QCAT decision
15 July 2021	<i>Health Ombudsman v Vu</i>	Professional misconduct Practitioner reprimanded Practitioner disqualified from applying for registration for three years Practitioner prohibited from providing any health service involving direct contact with any patient or client until such time as he obtains registration as a health practitioner
21 July 2021	<i>Health Ombudsman v Pin</i>	Unsatisfactory professional performance in relation to allegation one Professional misconduct in relation to allegations two through seven Practitioner reprimanded
4/08/2021	<i>Health Ombudsman v Leinonen</i>	Professional misconduct Practitioner reprimanded Practitioner fined \$10,000
5/08/2021	<i>Health Ombudsman v Saurels</i>	Professional misconduct Practitioner reprimanded
6/08/2021	<i>Health Ombudsman v McAndrew</i>	Professional misconduct Practitioner reprimanded Practitioner registration cancelled Practitioner prohibited, until such time as they obtain registration as a health practitioner or until the expiration of a period of 5 years, from providing any health service
19/08/2021	<i>Health Ombudsman v Rodney</i>	Professional misconduct Practitioner reprimanded Conditions imposed on practitioners registration Practitioner fined \$30,000 to be paid within 28 days Respondent to pay Applicant's costs agreed at \$75,000
20/08/2021	<i>Health Ombudsman v Park</i>	Professional misconduct The Tribunal decides that the Respondent's registration was improperly obtained because she gave the Pharmacy Board of Australia a document that was false or misleading in a material particular Practitioner reprimanded Practitioner registration cancelled

Date of Decision	Matter	Details of QCAT decision
		Practitioner disqualified from applying for registration as a registered health practitioner for a period of 6 months
7/09/2021	<i>Health Ombudsman v Sandhu</i>	Professional misconduct Practitioner reprimanded Practitioner disqualified from applying for registration for two years Practitioner prohibited from providing any health service until registered
16/09/2021	<i>Health Ombudsman v Edwards</i>	Professional misconduct Practitioner reprimanded
29/09/2021	<i>Health Ombudsman v Asinas</i>	Professional Misconduct Practitioner reprimanded Registration cancelled and practitioner disqualified from applying for registration for a period of 18 months

## Decisions on immediate action reviews

There were no decisions on immediate action reviews handed down in the quarter.

# Immediate action

The *Health Ombudsman Act 2013* allows for immediate action to be taken against a registered or unregistered health practitioner if the Health Ombudsman reasonably believes:

- that a practitioner's health, conduct or performance poses a serious risk to the health and safety of the public

or

- that action is in the public interest.

## Show cause notices

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.

The Health Ombudsman issued thirteen show cause notices in the quarter.

## Immediate registration actions

Practitioner type	Number	Action taken	Reason/s for taking action	
			Public Interest	Serious Risk
Chiropractor	1	Conditions		✓
Pharmacist	1	Suspension	✓	✓
Paramedic	1	Conditions		✓
Nurse	1	Suspension	✓	✓
Chinese Medicine Practitioner	1	Conditions	✓	✓
Osteopath	1	Conditions	✓	✓
Paramedic	1	Conditions		✓
Nurse	1	Suspension	✓	
Nurse	1	Suspension	✓	
Nurse	1	Suspension	✓	✓

Immediate registration actions apply only to registered practitioners and may result in the Health Ombudsman issuing a suspension of, or imposing conditions upon, a registered practitioner's registration.

## Interim prohibition orders

Practitioner type	Number	Action taken	Reason/s for taking action*	
			Public Interest	Serious Risk
Aged Health Care Worker	1	Prohibition	✓	✓
Massage therapist	1	Restrictions	✓	✓
Ayurvedic Practitioner	1	Restrictions		✓
Massage therapist	1	Prohibition		✓
Health Support Worker	1	Prohibition		✓
Nurse	1	Prohibition	✓	✓
Chinese Medicine Practitioner	1	Restrictions	✓	✓
Massage therapist	1	Restrictions	✓	✓
Health Support Worker	1	Prohibition	✓	✓
Aged Health Care Worker	1	Prohibition		✓
Counsellor	1	Restrictions		✓

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 details for current prohibition orders can be found on the prohibition order register on the OHO website.

# Monitoring practitioner compliance

When the Health Ombudsman takes immediate action against a health practitioner, we monitor the practitioner's compliance with the conditions of the order.

For interim prohibition orders, this means monitoring compliance with the restriction(s) on or prohibitions placed of service. For immediate registration actions, this means monitoring compliance with condition(s) on or suspension of a practitioner's registration.

The Health Ombudsman may take immediate action against a single practitioner with both immediate registration action and an interim prohibition order. This can occur, for example, in instances where there is a risk that a registered practitioner may also practice in an unregistered capacity.

## Practitioner monitoring cases

Cases this month	July	August	September
Practitioner monitoring cases started	2	12	7
Practitioner monitoring cases closed	2	1	8

## Open monitoring cases

### Timeframes

Open case timeframes	July		August		September	
	Number	%	Number	%	Number	%
Less than 6 months	47	27.98	51	28.49	46	25.84
6–12 months	36	21.43	40	22.35	38	21.35
More than 12 months	85	50.59	88	49.16	94	52.81
<b>Total</b>	<b>168</b>	<b>100.00</b>	<b>179</b>	<b>100.00</b>	<b>178</b>	<b>100.00</b>

## Immediate action types

Open cases by immediate action type	July		August		September	
	Number	%	Number	%	Number	%
Interim prohibition order – restrictions	25	14.88	27	15.08	26	14.61
Interim prohibition order – prohibited	31	18.45	33	18.44	33	18.54
Immediate registration action - conditions	52	30.95	55	30.73	51	28.65
Immediate registration action - suspension	19	11.31	21	11.73	23	12.92
QCAT disciplinary decision	28	16.67	29	16.20	30	16.85
QCAT interim decision	1	0.60	1	0.56	1	0.56
Permanent prohibition order	12	7.14	13	7.26	14	7.87
<b>Total</b>	<b>168</b>	<b>100.00</b>	<b>179</b>	<b>100.00</b>	<b>178</b>	<b>100.00</b>

## Registered practitioners under monitoring by practitioner type

Open cases by practitioner type	Number	Percentage
Aboriginal and Torres Strait Islander health worker	0	0.00
Chinese medicine practitioner	5	6.58
Chiropractor	1	1.32
Dental practitioner	3	3.95
Medical practitioner	29	38.16
Medical radiation practitioner	0	0.00
Nursing and midwifery practitioner	21	27.63
Occupational therapist	0	0.00
Optometrist	0	0.00
Osteopath	2	2.63
Paramedic	4	5.26
Pharmacist	2	2.63
Physiotherapist	4	5.26
Podiatrist	0	0.00
Psychologist	5	6.58
<b>Total</b>	<b>76</b>	<b>100.00</b>

These figures are based on the number of individual registered practitioners being monitored by the OHO during the reporting period. As a single practitioner may be monitored in relation to more than one immediate action, these figures may not match the total number of open monitoring cases.



## Unregistered practitioners under monitoring by type

Open cases by practitioner type	Number	Percentage
Aboriginal and Torres strait islander health worker	1	1.08
Aged care health worker	8	8.60
Assistant in nursing	12	12.90
Ayurvedic medicine practitioner	1	1.08
Cosmetic therapist	1	1.08
Counsellor	1	1.08
Disability support worker	1	1.08
Former registered health practitioner	17	18.28
Holding Out*	3	3.23
Kinesiologist	2	2.15
Massage therapist	28	30.11
Medical assistant	3	3.23
Naturopath	1	1.08
Other health educator	1	1.08
Other health support worker	2	2.15
Other natural or alternative health care provider	2	2.15
Personal carer	3	3.23
Psychotherapists	1	1.08
Social Worker	1	1.08
Unregistered paramedic**	3	3.23
Wardsperson	1	1.08
<b>Total</b>	<b>93</b>	<b>100.00</b>

\*Certain titles of registered health professions are protected under the National Law. Anyone who uses a protected title (e.g. medical practitioner), without being registered for that profession, are classified as 'holding out' as a practitioner of that profession.

\*\*In November 2018 paramedicine became a regulated profession under the National Registration and Accreditation Scheme. The practitioners listed in this table were working as paramedics prior to the regulation of the profession and are therefore listed as unregistered.

These figures are based on the number of individual unregistered practitioners being monitored by the OHO during the reporting period. As a single practitioner may be monitored in relation to more than one immediate action, these figures may not match the total number of open monitoring cases.



# Australian Health Practitioner Regulation Agency

## Consultation on matters

The office consults with AHPRA on whether matters being considered for referral are appropriate for AHPRA to manage. For matters we are considering referring to AHPRA under section 91 of the *Health Ombudsman Act 2013*, we provide all necessary information in order for AHPRA to form a view as to whether referral is or is not appropriate.

For complex cases or where a pattern of conduct may be present, we may hold case conferences with AHPRA, either in person or electronically, which can sometimes delay the consultation process. By encouraging robust conversations during this process, productive and consistent decisions between the co-regulatory agencies is achieved.

Consultation matters	July	August	September	Q1 total
Matters consulted on*	233	239	240	712
Matters referred	213	244	225	682
Matters retained by the office**	5	5	15	25

\*The number of matters consulted on may not equal the total number of matters referred, retained and pending as a matter may have commenced consultation prior to the start of the reporting period.

\*\*Under certain circumstances additional information may be received in the course of consultation resulting in the office retaining carriage of the matter and/or taking other relevant action.

## Relevant action proposing referral

Relevant action	July		August		September		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Intake and triage	190	81.55	204	85.36	195	81.25	589	82.72
Assessment	31	13.30	31	12.97	31	12.92	93	13.06
Conciliation	0	0.00	0	0.00	0	0.00	0	0
Local resolution	2	0.86	2	0.84	9	3.75	13	1.83
Internal review	5	2.15	0	0.00	1	0.42	6	0.84
Investigation	2	0.86	2	0.84	1	0.42	5	0.7
Director of proceedings	3	1.29	0	0.00	3	1.25	6	0.84
<b>Total</b>	<b>233</b>	<b>100.00</b>	<b>239</b>	<b>100.00</b>	<b>240</b>	<b>100.00</b>	<b>712</b>	<b>100.00</b>

## Age of matters on commencement of consultation

In order to prevent duplication of work, we aim to ensure that matters are referred to AHPRA as early as possible in the complaint management process.

Due to the type of matters in which investigation or conciliation is deemed appropriate, and the more time intensive nature of these processes, these matters are usually older when consultation commences.

Relevant action	0–7 days	8–14 days	15–30 days	30–60 days	More than 60 days
Intake	574	8	4	1	2
Assessment	13	9	22	38	11
Local resolution	0	0	1	6	6
Conciliation	0	0	0	0	0
Internal review	1	0	0	0	5
Director of Proceedings	0	0	0	1	4
Investigation	0	0	0	0	6
<b>Total</b>	<b>588</b>	<b>17</b>	<b>27</b>	<b>46</b>	<b>34</b>

'Age of matters' is calculated from the date on which a matter was accepted by the office.

## Consultation duration

Consultation duration	July		August		September		Q1 total	
	Number	%	Number	%	Number	%	Number	%
0–3 days	128	54.94	131	54.81	146	60.83	405	56.88
4–7 days	95	40.77	87	36.40	87	36.25	269	37.78
8–11 days	1	0.43	16	6.69	3	1.25	20	2.81
More than 12 days	9	3.86	5	2.09	4	1.67	18	2.53
<b>Total</b>	<b>233</b>	<b>100.00</b>	<b>239</b>	<b>100.00</b>	<b>240</b>	<b>100.00</b>	<b>712</b>	<b>100.00</b>

## Number of practitioners referred to AHPRA by practitioner type

Practitioner type	July		August		September		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Aboriginal and Torres Strait Islander health practitioner	1	0.47	0	0.00	1	0.47	2	0.3
Chinese medicine practitioner	0	0.00	0	0.00	3	1.40	3	0.45
Chiropractor	1	0.47	5	2.05	0	0.00	6	0.89
Dental practitioner	18	8.45	19	7.79	15	6.98	52	7.74
Medical practitioner	108	50.70	129	52.87	92	42.79	329	48.96
Medical radiation practitioner	0	0.00	1	0.41	1	0.47	2	0.3
Nursing and midwifery practitioner	55	25.82	51	20.90	66	30.70	172	25.6
Occupational therapist	3	1.41	2	0.82	1	0.47	6	0.89
Optometrist	0	0.00	2	0.82	0	0.00	2	0.3
Osteopath	0	0.00	0	0.00	2	0.93	2	0.3
Paramedic	10	4.69	5	2.05	0	0.00	15	2.23
Pharmacist	7	3.29	9	3.69	13	6.05	29	4.32
Physiotherapist	3	1.41	2	0.82	2	0.93	7	1.04
Podiatrist	0	0.00	3	1.23	1	0.47	4	0.6
Psychologist	7	3.29	14	5.74	17	7.91	38	5.65
Student practitioner*	0	0.00	2	0.82	1	0.47	3	0.45
<b>Total</b>	<b>213</b>	<b>100.00</b>	<b>244</b>	<b>100.00</b>	<b>215</b>	<b>100.00</b>	<b>672</b>	<b>100.00</b>

## 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	Research/teaching/assessment	Total
Aboriginal and Torres Strait Islander health worker	-	-	-	-	-	-	-	-	-	2	1	-	-	3	-
Chinese medicine practitioner	-	-	-	-	-	-	-	-	-	2	1	-	-	3	-
Chiropractor	-	-	-	-	-	-	-	1	-	2	-	4	-	7	-
Dental practitioner	2	3	4	-	-	3	1	2	2	12	2	55	-	86	2
Medical practitioner	5	55	13	3	3	4	-	14	65	66	16	231	4	479	5
Medical radiation practitioner	-	-	-	-	-	-	-	-	-	3	-	-	-	3	-
Nursing and midwifery practitioner	-	27	1	-	1	-	-	6	29	98	33	33	-	228	-
Occupational therapy	-	1	-	-	-	1	-	-	-	4	-	2	2	10	-
Optometrist	-	-	1	-	-	-	-	-	-	-	-	2	-	3	-
Osteopath	-	1	-	-	-	-	-	-	-	2	-	-	-	3	-
Paramedic	-	1	-	-	-	-	-	1	1	11	2	8	-	24	-
Pharmacist	-	-	-	-	-	-	-	-	23	11	4	2	-	40	-
Physiotherapist	-	1	-	-	-	-	-	1	-	4	1	2	-	9	-
Podiatrist	-	-	-	-	-	1	-	-	-	2	-	2	-	5	-
Psychologist	1	5	1	-	-	-	-	6	-	31	3	8	1	56	1
Student practitioner	-	-	-	-	-	-	-	-	-	4	2	-	-	6	-
<b>Total</b>	<b>8</b>	<b>94</b>	<b>20</b>	<b>3</b>	<b>4</b>	<b>9</b>	<b>1</b>	<b>31</b>	<b>120</b>	<b>254</b>	<b>65</b>	<b>349</b>	<b>7</b>	<b>965</b>	<b>8</b>

# Demographics of healthcare consumers

## Gender of healthcare consumers

Gender	Number	Percentage
Female	1328	49.78
Male	1227	45.99
Prefer not to specify	48	1.80
Unknown	65	2.44
<b>Total</b>	<b>2668</b>	<b>100.00</b>

## Age of healthcare consumers

Age	Number	Percentage
Less than 18 years	160	6.00
18–24 years	129	4.84
25–34 years	493	18.48
35–44 years	569	21.33
45–54 years	444	16.64
55–64 years	330	12.37
65–74 years	186	6.97
More than 75 years	177	6.63
Unknown*	180	6.75
<b>Total</b>	<b>2668</b>	<b>100.00</b>

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

## Location of healthcare consumers

Location of healthcare consumers	Number	Percentage
Brisbane	1132	42.43
Central West	4	0.15
Darling Downs	96	3.60
Far North	124	4.65
Fitzroy	106	3.97
Gold Coast	278	10.42
Mackay	47	1.76
North West	11	0.41
Northern	121	4.54
South West	5	0.19
Sunshine Coast	140	5.25
West Moreton	82	3.07
Wide Bay-Burnett	154	5.77
Outside Queensland	115	4.31
Unknown	253	9.48
<b>Total</b>	<b>2668</b>	<b>100.00</b>

## Location of health service providers

Location of health service providers	Number	Percentage
Brisbane	1419	46.89
Central West	5	0.17
Darling Downs	107	3.54
Far North	127	4.20
Fitzroy	112	3.70
Gold Coast	374	12.36
Mackay	63	2.08
North West	11	0.36
Northern	150	4.96
South West	1	0.03
Sunshine Coast	185	6.11
West Moreton	62	2.05
Wide Bay-Burnett	152	5.02
Outside Queensland*	38	1.26
Unknown	220	7.27
<b>Total</b>	<b>3026</b>	<b>100.00</b>

\*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.