

Dear [REDACTED]

DECISION ON YOUR ACCESS APPLICATION

I refer to your application under section 30 of the *Freedom of Information Act 2016* (FOI Act), received by Canberra Health Services (CHS) on **Thursday 15 December 2022**.

This application requested access to:

'A copy of Attachments A, B, C, D and E contained in CHSF0122-23.19 record number MCHS22/190 — Request for Advice — Minister for Health — Outpatient appointment wait times.'

I am an Information Officer appointed by the Chief Executive Officer of Canberra Health Services (CHS) under section 18 of the FOI Act to deal with access applications made under Part 5 of the Act. CHS was required to provide a decision on your access application by **Tuesday 17 January 2023**.

I have identified five documents holding the information within scope of your access application. These are outlined in the schedule of documents included at Attachment A to this decision letter.

Decisions on access

I have decided to grant full access to five documents.

My access decisions are detailed further in the following statement of reasons and the documents released to you are provided as Attachment B to this letter.

In reaching my access decision, I have taken the following into account:

- The FOI Act;
- The contents of the documents that fall within the scope of your request;
- The views of relevant third parties; and
- The *Human Rights Act 2004*.

Full Access

I have decided to grant full access to five documents.

Charges

Processing charges are not applicable to this request.

Disclosure Log

Under section 28 of the FOI Act, CHS maintains an online record of access applications called a disclosure log. The scope of your access application, my decision and documents released to you will be published in the disclosure log not less than three days but not more than 10 days after the date of this decision. Your personal contact details will not be published.

<https://www.health.act.gov.au/about-our-health-system/freedom-information/disclosure-log>.

Ombudsman review

My decision on your access request is a reviewable decision as identified in Schedule 3 of the FOI Act. You have the right to seek Ombudsman review of this outcome under section 73 of the Act within 20 working days from the day that my decision is published in ACT Health's disclosure log, or a longer period allowed by the Ombudsman.

If you wish to request a review of my decision you may write to the Ombudsman at:

The ACT Ombudsman

GPO Box 442

CANBERRA ACT 2601

Via email: ACTFOI@ombudsman.gov.au

Website: ombudsman.act.gov.au

ACT Civil and Administrative Tribunal (ACAT) review

Under section 84 of the Act, if a decision is made under section 82(1) on an Ombudsman review, you may apply to the ACAT for review of the Ombudsman decision. Further information may be obtained from the ACAT at:

ACT Civil and Administrative Tribunal

Level 4, 1 Moore St

GPO Box 370

Canberra City ACT 2601

Telephone: (02) 6207 1740

<http://www.acat.act.gov.au/>

Further assistance

Should you have any queries in relation to your request, please do not hesitate to contact the FOI Coordinator on (02) 5124 9831 or email HealthFOI@act.gov.au.

Yours sincerely

A handwritten signature in cursive script, appearing to read 'C O'Neill', written in black ink.

Cathie O'Neill
Chief Operating Officer
Canberra Health Services

9 January 2023

FREEDOM OF INFORMATION SCHEDULE OF DOCUMENTS

Please be aware that under the *Freedom of Information Act 2016*, some of the information provided to you will be released to the public through the ACT Government's Open Access Scheme. The Open Access release status column of the table below indicates what documents are intended for release online through open access.

Personal information or business affairs information will not be made available under this policy. If you think the content of your request would contain such information, please inform the contact officer immediately.

Information about what is published on open access is available online at: <http://www.health.act.gov.au/public-information/consumers/freedom-information>

APPLICANT NAME	WHAT ARE THE PARAMETERS OF THE REQUEST	FILE NUMBER
[REDACTED]	<i>'A copy of Attachments A, B, C, D and E contained in CHSFO122-23.19 record number MCHS22/190 — Request for Advice — Minister for Health — Outpatient appointment wait times.'</i>	CHSFO122-23.31

Ref Number	Page Number	Description	Date	Status Decision	Factor	Open Access release status
1.	1 – 3	Attachment A - Division of Surgery	14 June 2022	Full Release		YES
2.	4 – 6	Attachment B - Division of Medicine	14 June 2022	Full Release		YES
3.	7 – 8	Attachment C - Division of Women Youth and Children	14 June 2022	Full Release		YES
4.	9	Attachment D - Division of Cancer and Ambulatory Support	14 June 2022	Full Release		YES
5.	10	Attachment E - Appointment completion trends	14 June 2022	Full Release		YES
Total Number of Documents						
5						

Attachment A**Division of Surgery**

Medical Specialist outpatients within the Division of Surgery that have waiting lists in ACTPAS include Ear, Nose and Throat, General Surgery, Neurosurgery, Ophthalmology, Oral Maxillofacial Surgery, Orthopaedic Surgery, Paediatric Surgery, Plastic Surgery, Urology and Vascular Surgery. A detailed breakdown by speciality is provided below:

Waiting times at 28 March 2022 – Division of Surgery	
Initial	14,317
Diagnostic	8
Group	9
Home Visit	3
Multidisciplinary	7
Post Inpatient Review	128
Screening	6
Telephone	1
Continuing	4,502
Procedure	6
Total	18,987

Ear, Nose and Throat

Category	Total waiting	% Overdue	Average waiting days	Median waiting days
Urgent	1	100	83	83
1	130	88.5	163	139
2	1414	94.6	669	613
3	2868	82.1	1100	1076

General Surgery

Category	Total waiting	% Overdue	Average waiting days	Median waiting days
Urgent	6	83.5	63	49
1	128	89.1	164	128
2	1332	92.4	575	524
3	1334	66.7	645	580

Neurosurgery

Category	Total waiting	% Overdue	Average waiting days	Median waiting days
Urgent	2	100	121	121
1	56	80.4	67	42
2	555	85.8	535	322
3	386	15.3	321	217

Ophthalmology

Category	Total waiting	% Overdue	Average waiting days	Median waiting days
Urgent	1	0	13	13
1	32	93.8	291	234
2	383	92.4	570	522
3	339	64.3	589	516

Oral-Maxillofacial Surgery

Category	Total waiting	% Overdue	Average waiting days	Median waiting days
Urgent	5	80	69	18
1	9	55.6	58	39
2	17	29.4	161	38
3	16	6.3	75	37

Orthopaedic Surgery

Category	Total waiting	% Overdue	Average waiting days	Median waiting days
Urgent	0	0	0	0
1	4	50	37	34
2	824	79.1	300	652
3	1276	89.4	1085	1036

Physiotherapy supporting Orthopaedics

Category	Total waiting	% Overdue	Average waiting days	Median waiting days
Urgent	-	-	-	-
1	1	0	21	21
2	25	36	81	40
3	68	2.9	133	121

Plastic Surgery

Category	Total waiting	% Overdue	Average waiting days	Median waiting days
Urgent	14	57.1	27	17
1	113	68.1	71	45
2	810	91.7	616	585
3	511	81.2	1059	1057

Urology

Category	Total waiting	% Overdue	Average waiting days	Median waiting days
Urgent	1	0	7	7
1	118	72.0	65	46
2	942	97.9	787	777
3	454	95.8	1145	1013

Vascular Surgery

Category	Total waiting	% Overdue	Average waiting days	Median waiting days
Urgent	3	33.3	13	14
1	42	35.7	36	21
2	56	37.5	99	61
3	135	35.6	274	209

Attachment B**Division of Medicine**

The Division of Medicine provides adult medicine services to the Canberra community in inpatient, outpatient, and outreach settings. An emphasis is placed on accessible, timely and integrated care which is delivered to a high standard of quality and safety.

Division of Medicine	
Initial	10,913
Diagnostic	1,341
Preadmission	2
Home Visit	42
Multidisciplinary	10
Post Inpatient Review	24
Screening	69
Telephone	1
Continuing	4,870
Procedure	447
Results	136
Total	17,856

Cardiology

Category	Total waiting	% Overdue	Average waiting days	Median waiting days
Urgent	2	100	68	68
1	21	47.6	61	28
2	711	78.6	236	181
3	480	67.1	598	503

Dermatology

Category	Total waiting	% Overdue	Average waiting days	Median waiting days
Urgent	6	100	79	57
1	275	88.7	182	133
2	559	97.1	996	791
3	113	72.6	1134	1140

Endocrinology

Category	Total waiting	% Overdue	Average waiting days	Median waiting days
Urgent	-	-	-	-
1	4	100	115	131
2	255	82.7	255	241
3	56	76.8	815	590

Gastroenterology

Category	Total waiting	% Overdue	Average waiting days	Median waiting days
Urgent	30	80	66	48
1	294	87.8	191	122
2	1312	97.9	856	777
3	881	97.6	1015	923

Gastroenterology Registered Nurse Clinic

Category	Total waiting	% Overdue	Average waiting days	Median waiting days
Urgent	-	-	-	-
1	2	100	834	834
2	11	100	727	675
3	14	92.9	788	786

Sleep Lab WL

Category	Total waiting	% Overdue	Average waiting days	Median waiting days
Urgent	-	-	-	-
1	-	-	-	-
2	5	40	62	39
3	68	35.3	377	275

Respiratory

Category	Total waiting	% Overdue	Average waiting days	Median waiting days
Urgent	-	-	-	-
1	7	100	329	213
2	1283	94.1	521	434
3	1627	76	878	864

Neurology

Category	Total waiting	% Overdue	Average waiting days	Median waiting days
Urgent	-	-	-	-
1	72	91.7	116	69
2	211	64.5	174	137
3	1121	68.8	791	565

Neurophysiology

Category	Total waiting	% Overdue	Average waiting days	Median waiting days
Urgent	-	-	-	-
1	239	88.3	152	138
2	114	65.8	158	131
3	0	0	0	0

Rheumatology

Category	Total waiting	% Overdue	Average waiting days	Median waiting days
Urgent	3	33.3	15	12
1	45	66.7	59	40
2	150	82	207	151
3	24	0	104	90

Attachment C**Division of Women, Youth and Children**

The Division provides a range of multi-disciplinary services. The below wait list data is just for medical specialists with a revised data extract at 20 May 2022.

Division of Women, Youth and Children	
Initial	4,080
Results	1
Continuing	784
Procedure	23
Total	4,889

Paediatric Surgery

Category	Total waiting	% Overdue	Average waiting days	Median waiting days
Urgent	1	100	32	32
1	17	52.9	52	40
2	248	77.4	234	230
3	26	23.1	247	132

Community Paediatrician

Category	Total waiting	% Overdue	Average waiting days	Median waiting days
Urgent	-	-	-	-
1	-	-	-	-
2	10	80	148	163
3	505	29.7	219	220

Gynaecology

Category	Total waiting	% Overdue	Average waiting days	Median waiting days
Urgent	0	0	0	0
1	37	97.3	158	124
2	2006	89.8	361	331
3	270	12.7	207	146

Paediatrics

Category	Total waiting	% Overdue	Average waiting days	Median waiting days
Urgent	1	100	68	68
1	43	86	123	97
2	434	79.3	236	187
3	468	54.3	413	398

Note: The Paediatric Department is not a tertiary paediatric service and relies upon the Sydney Children's Hospital Network (SCHN) to provide a range of subspecialist paediatric services.

Attachment D**Division of Cancer and Ambulatory Support**

There are many subspecialties that are offered through this Division however only Haematology and Adult Immunology services have a waiting list arrangement which is managed by the CHARM PAS system.

Haematology

Category	Total waiting	% Overdue	Average waiting days	Median waiting days
Urgent	0	n/a		
1	3	0		
2	8	0		
3	85	0		

Note: Haematology do not have a waiting list as such, as their Category 3 appointments are triaged as 90 days plus, so there is no parameter for completion. Charm PAS is not able to determine median and average wait times. Category 3 bookings are currently on hold until new clinics are opened to create availability.

Immunology

The waiting list data extracted at end February 2022.

Paediatric Waiting List	Number of patients on waiting list*
Category One	0
Category Two	72
Category Three	666
Adult Waiting List	
Category One	0
Category Two	4 (1 Allergy Clinic)
Category Three	148 (86 Allergy Clinic)
Category Four	1133 (580 Allergy Clinic)
Category Five (Review Apt)	12 (2 Allergy Clinic)

Attachment E

Appointment completion trends

