

File No	04/3111	Registration No.	0529456
Date Received:	22.11.04	Date Sent:	
Action Officer:		Copies:	EMT,
Reference:		Action:	
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**Queensland
Government**
Queensland Health

MEMORANDUM

To: Dr Ken Whelan, District Manager
Townsville Health Service District

Copies to: Zonal Managers

From: Ms Michelle Bruckner
Acting Manager, Surgical Access Service

Contact No: 323 40500
Fax No: 323 41865

Subject: Specialist Outpatient Department Profile Survey as at 01 July 2004

On 18 June 2004 the Specialist Outpatient Department Profile survey was forwarded to you. This survey requested various aspects of Specialist Outpatient processes to assist in defining the needs of outpatient departments in each facility during the implementation of the *Policy Framework for Specialist Outpatient Services*.

Thank you for your assistance in supplying the information requested.

Data from the survey has been collated and I am pleased to share your District results with you. For your information, attached are snapshots of numbers of patients waiting for outpatient appointments at 01 July 2004, and did not attend rates for each outpatient area for June 2004; and specialty clinics conducted in each outpatient area as provided by each facility.

The information supplied regarding staffing and work processes has greatly assisted in the planning for implementation of the policy framework.

If you have any queries regarding this information, please contact Mr John Stibbard on (07) 323 41686 or email John_Stibbard@health.qld.gov.au.

Thank you again for your assistance and participation in compiling the data.

Ms Michelle Bruckner
Acting Manager
Surgical Access Service
19/11/2004

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NUMBERS OF PATIENTS WAITING FOR OUTPATIENT APPOINTMENT

AS AT 01 JULY 2004

TGH - TOWNSVILLE HOSPITAL

	Number with Appointment	Number on Waiting List	Total
Cardiology	583	121	704
Dermatology	206	54	260
Endocrine/Diabetes	489	147	636
Gastroenterology	216	86	302
General Medicine	347	65	412
Genetics	0	0	0
Geriatric	73	239	312
Haematology	0	0	0
Immunology/Allergy	0	0	0
Infectious Diseases	51	13	64
Nephrology	0	93	93
Neurology	0	0	0
Oncology	284	0	284
Palliative/Pain	0	0	0
Pharmacology/Toxicology	0	0	0
Respiratory Medicine	327	358	685
Rheumatology	222	28	250
Other Medicine	0	0	0
Cardio Thoracic Surgery	179	4	183
ENT	59	910	969
General Surgery	61	1078	1139
NeuroSurgery	21	546	567
Ophthalmology	110	406	516
Orthopaedic	98	1452	1550
Plastic Surgery	71	187	258
Urology	30	741	771
Vascular Surgery	34	422	456
Other Surgery	0	567	567
Gynaecology	364	0	364
Obstetrics	362	0	362
Other Gynaecology	0	0	0
Psychiatry	0	0	0
	4207	7617	11724

Source Data: Specialist Outpatient Department Profile July 2004

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DID NOT ATTEND RATES FOR JUNE 2004

TGH - TOWNSVILLE HOSPITAL

CARDIAC AND MEDICAL CLINICS

DNA Rate 12.00 %

ONCOLOGY

DNA Rate 11.00 %

PSYCHIATRIC OPD

DNA Rate 6.00 %

SURGICAL OPD

DNA Rate 15.00 %

WOMEN'S AND CHILDREN'S CLINIC

DNA Rate 10.70 %

Hospital Average 10.94 %

State Average 12.71 %

NB: If DNA rate is blank, question unanswered on profile

Source Data: Specialist Outpatient Department Profile July 2004

CLINICS CONDUCTED AT 01 JULY 2004

TGH TOWNSVILLE HOSPITAL

CARDIAC AND MEDICAL CLINICS

Medical Clinics

- Cardiology
- Infectious Diseases
- Dermatology
- Endocrine
- Nephrology
- Neurology
- Gastroenterology
- General Medicine
- Palliative/Pain
- Genetics
- Geriatrics
- Haematology
- Immunology/Allergy
- Rheumatology

Surgical Clinics

- CardioThoracic
- ENT
- General Surgery
- Neurosurgery
- Ophthalmology
- Orthopaedics
- Plastics
- Urology
- VascularSurgery

Gynaecology/Obstetric Psychi

- Gynaecology
- Obstetrics
- Psychiatry

ONCOLOGY

Medical Clinics

- Cardiology
- Dermatology
- Endocrine
- Nephrology
- Neurology
- Oncology
- Gastroenterology
- General Medicine
- Palliative/Pain
- Genetics
- Geriatrics
- Haematology
- Immunology/Allergy
- Infectious Diseases
- Nephrology
- Neurology
- Oncology
- Radiology
- Rheumatology

Surgical Clinics

- CardioThoracic
- ENT
- General Surgery
- Neurosurgery
- Ophthalmology
- Orthopaedics
- Plastics
- Urology
- VascularSurgery

Gynaecology/Obstetric Psychi

- Gynaecology
- Obstetrics
- Psychiatry

PSYCHIATRIC OPD

Medical Clinics

- Cardiology
- Dermatology
- Endocrine
- Infectious Diseases
- Nephrology
- Neurology
- Gastroenterology
- General Medicine
- Palliative/Pain
- Genetics
- Geriatrics
- Haematology
- Immunology/Allergy
- Rheumatology

Surgical Clinics

- CardioThoracic
- ENT
- General Surgery
- Neurosurgery
- Ophthalmology
- Orthopaedics
- Plastics
- Urology
- VascularSurgery

Gynaecology/Obstetric Psychi

- Gynaecology
- Obstetrics
- Psychiatry

CLINICS CONDUCTED AT 01 JULY 2004

TGH TOWNSVILLE HOSPITAL

SURGICAL OPD

Medical Clinics

- Cardiology
- Infectious Diseases
- Dermatology
- Nephrology
- Endocrine
- Neurology
- Gastroenterology
- Oncology
- General Medicine
- Palliative/Pain
- Genetics
- Pharmacology
- Geriatrics
- Respiratory
- Haematology
- Immunology/Allergy
- Rheumatology

Surgical Clinics

- ENT
- CardioThoracic
- AUDIOLOGY
- Gynaecology
- Obstetrics
- General Surgery
- NEUROLOGY
- Neurosurgery
- Ophthalmology
- Orthopaedics
- Plastics
- Urology
- VascularSurgery

WOMEN'S AND CHILDREN'S CLINIC: PAEDI/SURG/MED/GYNAE/O

Medical Clinics

- Cardiology
- Infectious Diseases
- Dermatology
- Nephrology
- Endocrine
- Neurology
- Gastroenterology
- Oncology
- General Medicine
- Palliative/Pain
- Genetics
- Pharmacology
- Geriatrics
- Respiratory
- Haematology
- Immunology/Allergy
- Rheumatology

Surgical Clinics

- ENT
- CardioThoracic
- Gynaecology
- Obstetrics
- General Surgery
- Neurosurgery
- Ophthalmology
- Orthopaedics
- Plastics
- OBSTETRIC ENDOCRINE
- GYNAE/ONC
- Urology
- VascularSurgery