



Speech By  
**Michael Pucci**

**MEMBER FOR LOGAN**

---

Record of Proceedings, 19 March 2014

## ADJOURNMENT

### Queensland Ambulance Service

 **Mr PUCCI** (Logan—LNP) (10.55 pm): On Wednesday, 12 February, I had the privilege to join a crew from the Logan West Queensland Ambulance Service on their 10-hour shift responding to calls throughout the Logan electorate. This was an experience unlike any other. The opportunity to see behind the scenes of the arduous challenges facing our emergency service was a very worthwhile experience, and I am grateful for having it.

Throughout the shift, I joined Stanislaw Nurzynski and Ashley Robinson—Stan and Ash—as they responded to a variety of calls ranging from sporting injuries and possible appendicitis to patient transport. The unique nature and approach to each incident requires great skill and understanding of those whom the crews are treating. Their line of work is dynamic and unpredictable. Their professionalism and deep-seated desire to help those in need forms the backbone of a career that thrusts one into the most challenging of environments.

Our ambulance crews are the first responders to major incidents. When a patient calls out in their hour of need, it is our ambulance crews that answer that call. Their calming, reassuring and professional approach brings a great level of comfort to their patients. Speaking with each patient throughout the evening, they conveyed to me how happy they were with the level of professionalism and service provided by our ‘ambos’ in addition to how quickly they were admitted to hospital.

The time taken to transfer a patient from an ambulance stretcher to the emergency department is called patient off-stretcher time. Hospital performance is measured as the percentage of patients transferred off the ambulance stretcher within 30 minutes of the ambulance arriving. Logan Hospital has demonstrated a substantial improvement in this area, with 83 per cent of patients being transferred from the stretcher into the care of emergency staff within the 30-minute target. This is up from 72 per cent in 2012. Logan Hospital has also substantially redesigned its models of care in its in-patient units, largely eliminating in-patient bed block as a reason for delays in patient off-stretcher times even during the traditionally busy time of winter. This means that beds are normally available whenever the emergency department requires them. This was quite evident during the shift: patients were getting beds quickly.

Like emergency department waiting times, patient off-stretcher times should improve even further following the opening of the Logan Hospital redevelopment in August 2014. Being able to prepare for the unexpected is always a challenge. Our ambulance crews maintain a high level of readiness to be able to respond to any situation. Our community asks a great deal from our emergency services and they dutifully take up the task. This experience also demonstrated the interdepartmental collaboration within our health services sector. The immediate and attentive matter in which patients are treated upon arrival at our hospitals is a shining example of improvements that have occurred over the past two years. On behalf of all residents of Logan, I thank the staff of the Queensland Ambulance Service. Together we will keep Logan charging.