



# Outpatient Monthly Activity Western Australian Metropolitan Hospitals July 2009

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ISSN 1836-9677 (print)

#### **Suggested citation**

Department of Health, Western Australia.  
*Outpatient Monthly Activity, WA Metropolitan Hospitals: July 2009.*  
Perth: Performance Reporting Branch, Information Management & Reporting Directorate  
Department of Health, 2009.

#### **Report produced by**

Performance Reporting Branch, Information Management & Reporting Directorate,  
Health Information Network, Department of Health

Copies of this publication available at:

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## Key Points: July 2008 to July 2009

### Activity

At all metropolitan teaching hospitals, total monthly attendances for all types of appointments (ie did not attend (DNA), new and follow up) grew from 56,732 to 57,619, an increase of 1.6%.

### Waiting times

At all metropolitan teaching hospitals waiting times for first time appointments:

- median time declined from 27 days to 23 days, a reduction of 14.8%;
- mean time declined from 99 days to 78 days, a reduction of 21.2%; and
- waiting time at 90th percentile declined from 217 days to 153, a reduction of 29.5%.

### Appointments

At all metropolitan teaching hospitals monthly new appointments grew from 11,781 to 11,853, an increase of 0.6%.

At all metropolitan teaching hospitals monthly DNA appointments grew from 8,135 to 8,272, an increase of 1.7%.

At all metropolitan teaching hospitals monthly follow up appointments grew from 36,816 to 37,494, an increase of 1.8%.

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## Abbreviations

AHS	Area Health Service
AIHW	Australian Institute of Health and Welfare
CAHS	Child and Adolescent Health Service
DNA	Did not attend
FH	Fremantle Hospital
JHC	Joondalup Health Campus
KEMH	King Edward Memorial Hospital
NA	Not available
NMAHS	North Metropolitan Area Health Service Includes: <i>Kalamunda Hospital, King Edward Memorial Hospital, Osborne Park Hospital, Sir Charles Gairdner Hospital and Swan District Hospital.</i>
PEARLS	Patient Electronic Analysis Referral Liaison System
PHC	Peel Health Campus
PMH	Princess Margaret Hospital for Children
qtr	Quarter
RPH	Royal Perth Hospital
RPH SPC	Royal Perth Hospital Shenton Park Campus (also known as RPH Rehabilitation Hospital)
SCGH	Sir Charles Gairdner Hospital
SMAHS	South Metropolitan Area Health Service Includes: <i>Armadale-Kelmscott Memorial Hospital, Bentley Hospital, Fremantle Hospital, Kaleeya Hospital, Rockingham General Hospital, Royal Perth Hospital and Royal Perth Rehabilitation Hospital.</i>
TOPAS	The Open Patient Administration System
WA	Western Australia
WACHS	Western Australian Country Health Service

## Glossary

**Mean:** This refers to the arithmetic mean, being the sum of all values in the list divided by the number of items in the list. The mean is the most commonly-used type of average and can also be referred to simply as the average.

**Median:** This refers to the value separating the higher half of a sample, a population, or a probability distribution, from the lower half. This statistic is used, in preference to the mean, when the distribution of the values is skewed by a small number of very high values.

**90th percentile:** This refers to the value in the list below which there are 90 percent of numbers and enables waiting times to be expressed as a percentile rank.

However, as percentile ranks are not on equal interval scales, the difference between any two scores is not the same as between any other two scores. For instance, the difference (25) between 90 and 65 is not the same as the difference (25) between 50 and 25 because of the position rank of a percentile is based on an assumed normal distribution of all values.

## Symbols

- nil

## Introduction

The main purpose of this report is to provide information about monthly attendances at outpatient clinics operating at the following metropolitan teaching hospitals:

- Royal Perth Hospital (RPH);
- RPH Shenton Park Campus (RPH SPC) - also known as the Royal Perth Rehabilitation Hospital;
- Sir Charles Gairdner Hospital (SCGH);
- Fremantle Hospital (FH);
- King Edward Memorial Hospital (KEMH); and
- Princess Margaret Hospital (PMH).

## 1. All Hospitals

This section provides a breakdown of data for number of outpatient appointments at all metropolitan teaching hospitals for the current reporting month compared to the previous month and the same month last year.

It also includes time series data from July 2007 up to the current reporting month to identify and highlight trends over the period.

### 1.1 Appointments

#### All appointments

Table 1 shows that in July 2009 there was a total of 49,347 all appointments (ie follow up and new) - a decrease of 598 compared to the previous month (49,945) and an increase of 750 over the same month last year (48,597).

See Table A-1 (page A-1) for a breakdown of monthly all appointments by hospital.

#### New appointments

Table 1 shows in July 2009 there was a total of

11,853 new appointments - a decrease of 310 compared to the previous month (12,163) and an increase of 72 for the same month last year (11,781).

This table shows the proportion of new appointments at all metropolitan teaching hospitals was relatively constant at about 24% in both July 2009 and the same month last year, whereas it was slightly higher (24.9%) in June 2009.

See Table A-2 (page A-2) for a breakdown of monthly new appointments by hospital.

See Figure 1 (page 2) for an overview of trends in attendances for new and all appointments (ie new plus follow up appointments) at all metropolitan teaching hospitals.

This indicates a consistent upward trend in the proportion of new appointments - increasing from 20.4% in July 2007 to 24.0% in July 2009. See also Table A-6 (page A-6).

#### Follow up appointments

Table 1 shows that in July 2009 there was a total of 37,494 follow up appointments - an increase of 712 compared to the previous month (36,782) and 678 for the same month last year (36,816).

See Table A-3 (page A-3) for a breakdown of monthly follow up appointments by hospital.

#### First appointments

Table 1 shows that in July 2009 there was a total of 10,366 first appointments - a decrease of 216 compared to the previous month (10,582) and an increase 112 over the same month last year (10,254).

See Table A-4 (page A-4) for a breakdown of first appointments by hospital.

See Figure 2 (page 3) for an overview of trends in first appointments at all metropolitan teaching hospitals.

**Table 1: Counts of types of outpatient appointments & waiting times for first appointments at all metropolitan teaching hospitals, WA: July 2008, June 2009 & July 2009**

	Type of appointments				First appointments			
	Follow up	New		Total	Waiting time (days)			Count n
		n	%		Mean	Median	90th percentile	
July 2008	36,816	11,781	24.2	48,597	99	27	217	10,254
June 2009	36,782	12,163	24.9	48,945	83	24	160	10,582
July 2009	37,494	11,853	24.0	49,347	78	23	153	10,366

This figure demonstrates there was a pattern of seasonal variations in monthly appointments associated with the December and January holiday period in particular.

**Did not attend appointments**

Table 2 provides data on the total number of did not attend (DNA) and total outpatient appointments (ie DNA + new + follow up).

This table shows in July 2009 there was a total of 8,272 DNA appointments - an increase of 237 compared to the previous month (8,035) and 137 over the same month last year (8,135).

See Table A-5 (page A-5) for a breakdown of monthly DNA appointments by hospital.

Figure 3 (page 4) shows whilst there were short term fluctuations, overall the proportion of DNA

**Table 2: Counts of outpatient appointments by type of attendance at all metropolitan teaching hospitals, WA: July 2008, June 2009 & July 2009**

	Did not attend		New + follow up	Total attendances
	n	%		
July 2008	8,135	16.7	48,597	56,732
June 2009	8,035	16.4	48,945	56,980
July 2009	8,272	16.8	49,347	57,619

appointments remained relatively constant over the period.

See also Table A-7 (page A-7) for a breakdown of the proportion of monthly DNA appointments by hospital.

**Total attendances**

Table 2 shows that in July 2009 there was a total of 57,619 attendances (ie new, follow up and DNA) - an increase of 639 compared to the previous month (56,980) and an increase of 887 for the same month last year (56,732).

See Figure 3 (page 4) for an overview of trends in all outpatient attendances (ie new and follow up).

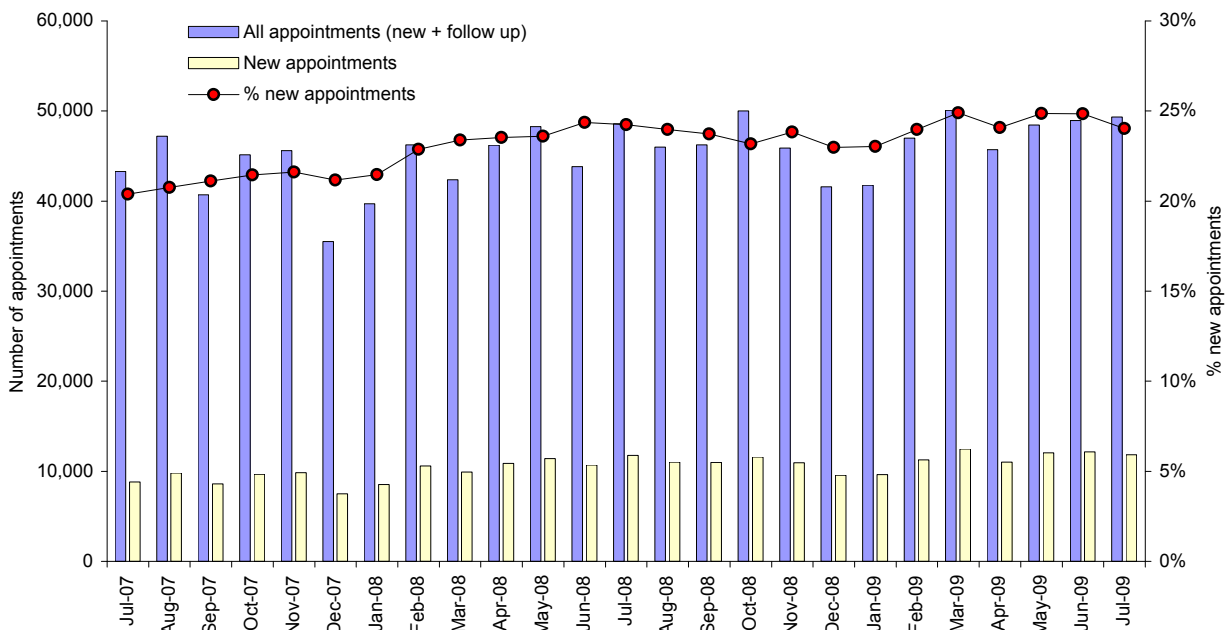
**1.2 Waiting times**

Table 1 (page 1) provides data on the mean, median and 90th percentile waiting time to first appointment at all metropolitan teaching hospitals.

See Figure 2 (page 3) for trends in the duration of waiting time in median and mean days to first appointments.

Figure 2 shows that small reductions in waiting times are mostly associated with declines in first appointments, as previously noted, in the December and January holiday period.

**Figure 1: All & new outpatient appointments & % new appointments at all metropolitan teaching hospitals, WA, July 2007 - July 2009**



See Tables A-8 to A-10 (pages A-8 to A-10) for a breakdown of monthly data by hospital for waiting time at the median, mean and 90th percentile duration of days to first appointment.

## 2. Specific Hospitals

This section provides a monthly breakdown of outpatient appointments at RPH, SCGH, FH, KEMH and PMH up to the current reporting month.

It should be noted that some of the variation between hospitals is likely to be related to demographic, casemix and other factors.

### 2.1 Appointments

#### All appointments

Figure 4 (page 4) provides an overview of trends in the number of all appointments for the five hospitals. See also Table A-1 (page A-1) for a breakdown of monthly data for each hospital.

#### First appointments

Figure 5 (page 5) provides an overview of trends in the number of first appointments for RPH, SCGH, FH, KEMH and PMH.

This data indicates there was a marked increase in the number of appointments at FH from July 2007 (1,649) to July 2009 (2,464) - an increase of 49.4%.

This can be compared with the growth in first appointments at all teaching hospitals, which over the same period grew from 8,092 to 10,366 - an increase of 28.1%.

See also Table A-4 (page A-4) for a breakdown of monthly first appointments by hospital.

#### Did not attend appointments

Figure 6 (page 5) provides an overview of trends in the proportion of DNA appointments (ie DNA + new + follow up) for the five hospitals.

Figure 6 indicates that, overall, higher proportions of DNA appointments were reported by RPH, KEMH and PMH compared to the two other metropolitan teaching hospitals, FH and SCGH.

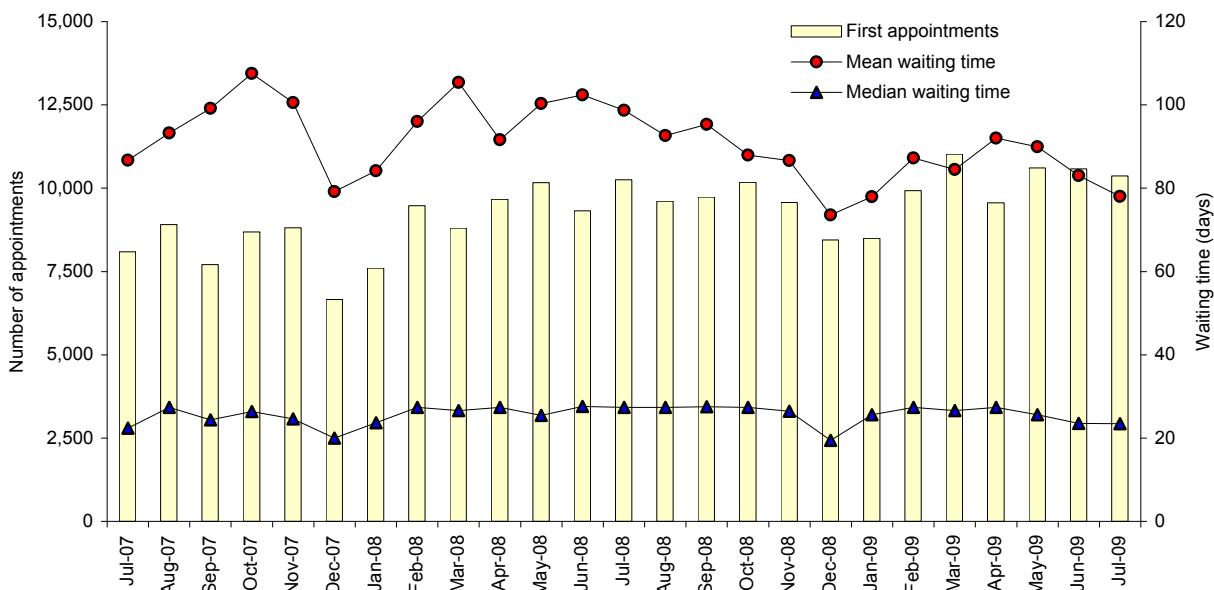
See Table A-5 (page A-5) and Table A-7 (page A-7) for a breakdown of monthly number and proportion of DNA appointments by hospital.

#### New appointments

Figure 7 (page 6) provides an overview of trends in the proportion of new appointments for RPH, SCGH, FH, KEMH and PMH.

This data indicates that, overall, lower proportions of new appointments were reported by RPH and SCGH compared to the three other metropolitan teaching hospitals. It can be seen that compared to the other teaching hospitals, the proportion of new appointments at PMH gradu-

**Figure 2: First time outpatient appointments & waiting time (days) at all metropolitan teaching hospitals, WA, July 2007 - July 2009**



ally increased from July 2007 (16.2%) to a peak in June 2009 (29.5%).

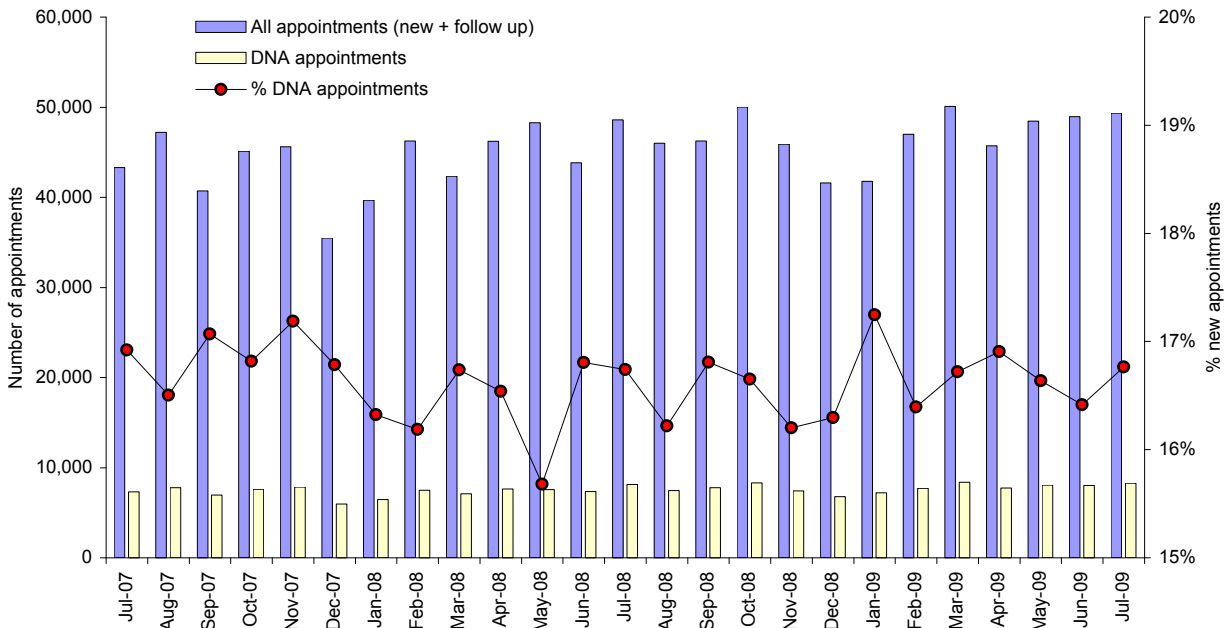
See Table A-2 (page A-2) and Table A-6 (page A-6) for a breakdown of monthly number and proportion of new appointments by hospital.

## 2.1 Waiting times

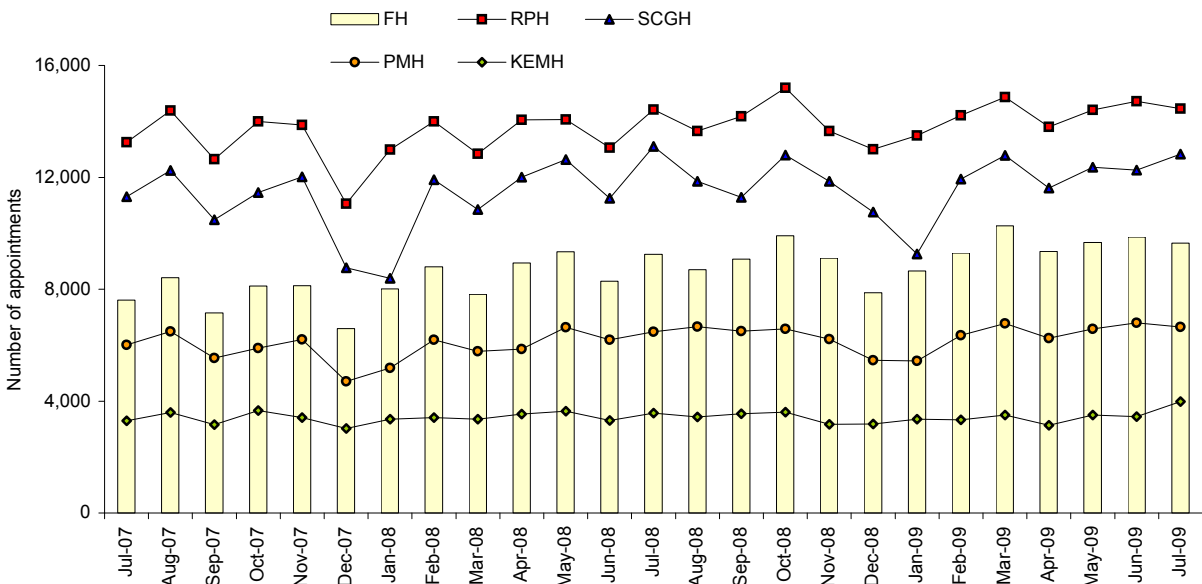
Figure 8 (page 6) provides an overview of trends in monthly median waiting time (days) for RPH, SCGH, FH, KEMH and PMH.

Overall, the lowest median waiting times were reported by RPH compared to the other hospitals.

**Figure 3: Number & proportion (%) of DNA outpatient appointments at all metropolitan teaching hospitals, WA, July 2007 - July 2009**



**Figure 4: All outpatient appointments for selected metropolitan teaching hospitals, WA, July 2007 - July 2009**

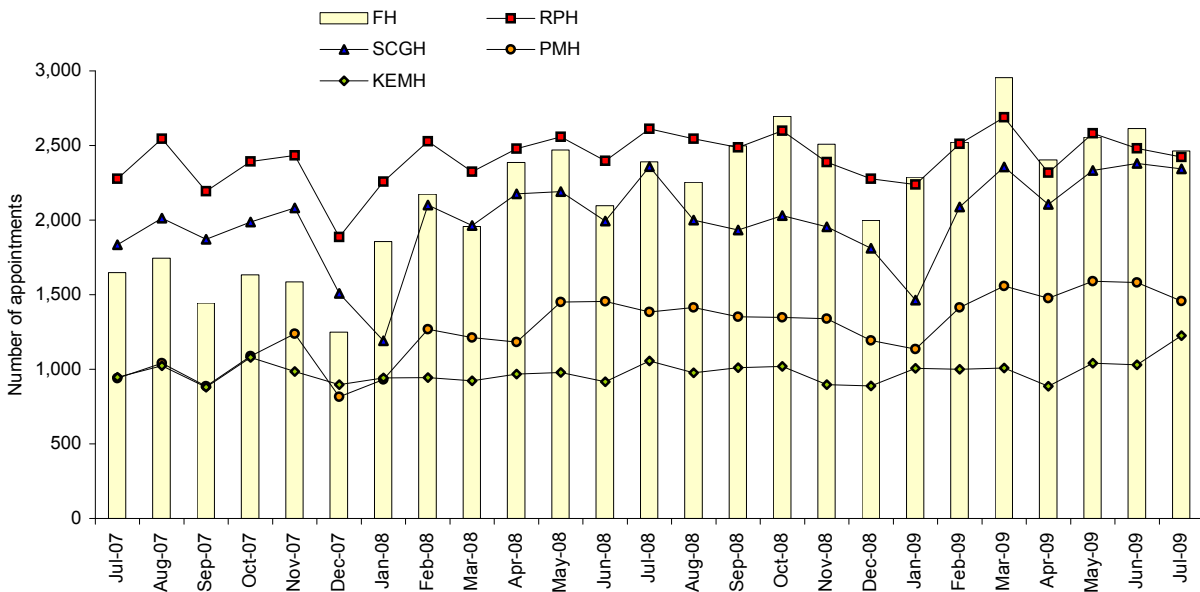


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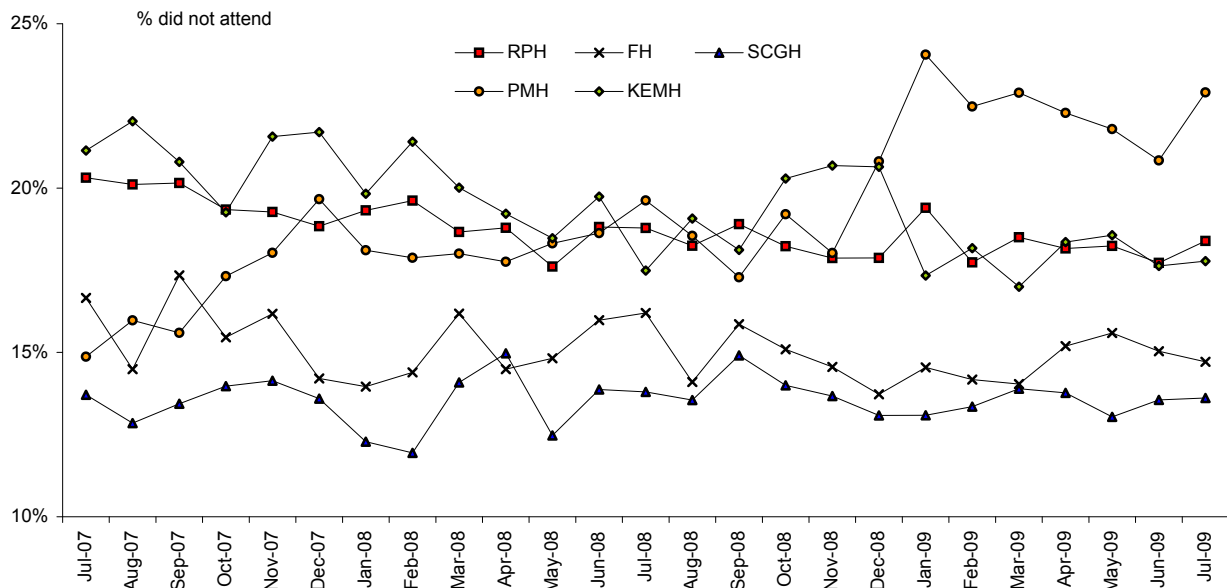
It can be seen whilst there was some convergence in median waiting time to first appointment in the latter part of the period, somewhat higher waiting times were reported by KEMH and PMH.

See Table A-8 (page A-8) for a breakdown of monthly median wait times for first appointments by hospital.

**Figure 5: First time outpatient appointments for selected metropolitan teaching hospitals, WA, July 2007 - July 2009**

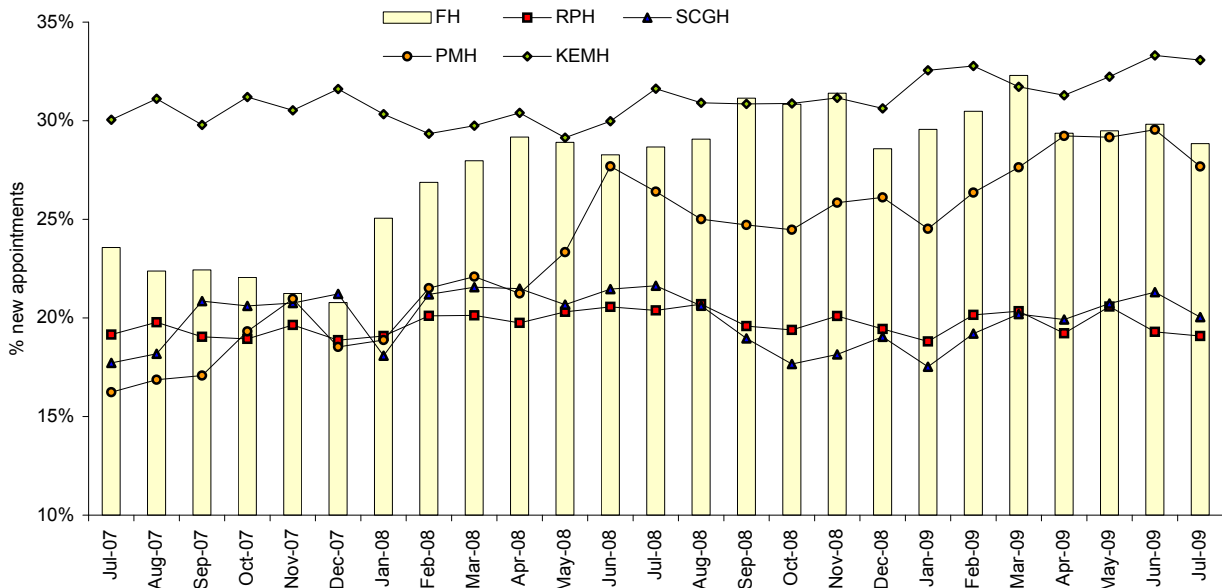


**Figure 6: Proportion (%) of DNA outpatient appointments for selected metropolitan teaching hospitals, WA, July 2007 - July 2009**

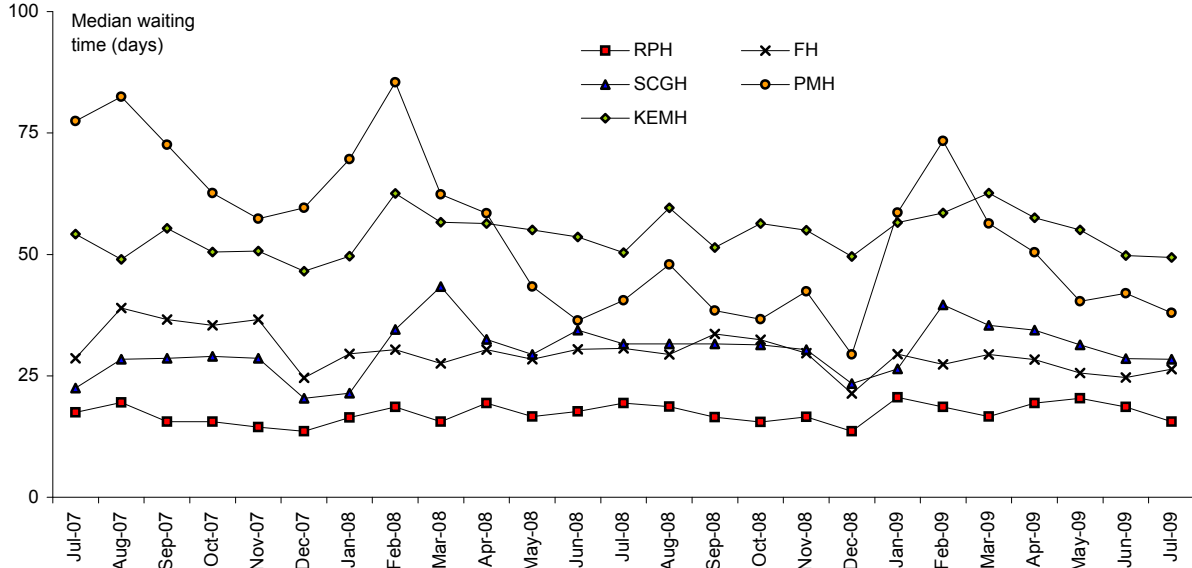


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**Figure 7: Proportion (%) of new appointments for selected metropolitan teaching hospitals, WA, July 2007 - July 2009**



**Figure 8: Median waiting time (days) of first time outpatient appointments for selected metropolitan teaching hospitals, WA, July 2007 - July 2009**



## Appendix Tables

**Table A-1: All (new & follow up) outpatient appointments at metropolitan teaching hospitals, WA, January 2007 - July 2009**

	Adult teaching hospitals					Princess Margaret Hospital	King Edward Memorial Hospital	Total
	RPH Rehabilitation Hospital	Royal Perth Hospital	Fremantle Hospital	Sir Charles Gairdner Hospital	Sub total			
<b>2007</b>								
January	1,662	12,419	6,665	8,999	29,745	5,493	3,459	38,697
February	1,834	13,021	7,289	11,180	33,324	5,684	3,360	42,368
March	1,954	13,147	7,330	11,392	33,823	6,157	3,458	43,438
April	1,727	12,033	6,710	10,079	30,549	5,390	3,001	38,940
May	2,094	14,204	8,319	12,644	37,261	6,853	3,869	47,983
June	1,800	12,241	7,277	10,108	31,426	6,115	3,210	40,751
July	1,806	13,251	7,612	11,311	33,980	6,012	3,301	43,293
August	2,069	14,382	8,413	12,251	37,115	6,491	3,590	47,196
September	1,738	12,648	7,149	10,478	32,013	5,534	3,159	40,706
October	2,014	13,992	8,112	11,457	35,575	5,890	3,660	45,125
November	1,986	13,870	8,124	12,022	36,002	6,201	3,413	45,616
December	1,353	11,058	6,594	8,767	27,772	4,705	3,018	35,495
<b>2008</b>								
January	1,740	12,992	8,017	8,394	31,143	5,185	3,359	39,687
February	1,924	14,002	8,804	11,915	36,645	6,197	3,405	46,247
March	1,729	12,839	7,818	10,848	33,234	5,775	3,348	42,357
April	1,837	14,049	8,936	12,007	36,829	5,857	3,533	46,219
May	1,969	14,066	9,338	12,632	38,005	6,633	3,638	48,276
June	1,739	13,060	8,285	11,252	34,336	6,195	3,303	43,834
July	1,775	14,416	9,248	13,108	38,547	6,477	3,573	48,597
August	1,679	13,659	8,703	11,858	35,899	6,658	3,429	45,986
September	1,654	14,177	9,074	11,287	36,192	6,502	3,543	46,237
October	1,912	15,201	9,906	12,796	39,815	6,582	3,608	50,005
November	1,862	13,654	9,115	11,862	36,493	6,218	3,171	45,882
December	1,329	13,001	7,869	10,756	32,955	5,458	3,187	41,600
<b>2009</b>								
January	1,565	13,496	8,657	9,261	32,979	5,436	3,357	41,772
February	1,853	14,216	9,291	11,940	37,300	6,352	3,329	46,981
March	1,887	14,864	10,271	12,781	39,803	6,777	3,506	50,086
April	1,544	13,799	9,353	11,621	36,317	6,250	3,138	45,705
May	1,925	14,407	9,671	12,357	38,360	6,580	3,506	48,446
June	1,854	14,720	9,869	12,255	38,698	6,804	3,443	48,945
July	1,779	14,453	9,650	12,825	38,707	6,652	3,988	49,347
August								
September								
October								
November								
December								

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**Table A-2: New outpatient appointments at metropolitan teaching hospitals, WA, January 2007 - July 2009**

	Adult teaching hospitals					Princess Margaret Hospital	King Edward Memorial Hospital	Total
	RPH Rehabilitation Hospital	Royal Perth Hospital	Fremantle Hospital	Sir Charles Gairdner Hospital	Sub total			
<b>2007</b>								
January	466	2,312	1,525	1,483	5,786	813	1,075	7,674
February	516	2,592	1,804	2,137	7,049	950	1,026	9,025
March	556	2,507	1,674	2,188	6,925	962	968	8,855
April	479	2,337	1,519	1,748	6,083	797	927	7,807
May	637	2,733	1,987	2,214	7,571	1,112	1,131	9,814
June	493	2,453	1,732	1,835	6,513	988	948	8,449
July	522	2,538	1,794	2,004	6,858	976	992	8,826
August	632	2,845	1,883	2,227	7,587	1,095	1,117	9,799
September	509	2,408	1,604	2,185	6,706	945	941	8,592
October	602	2,650	1,789	2,361	7,402	1,138	1,142	9,682
November	573	2,725	1,726	2,495	7,519	1,300	1,042	9,861
December	372	2,087	1,370	1,860	5,689	872	954	7,515
<b>2008</b>								
January	513	2,479	2,009	1,518	6,519	979	1,019	8,517
February	541	2,815	2,366	2,525	8,247	1,333	999	10,579
March	522	2,584	2,187	2,339	7,632	1,276	996	9,904
April	595	2,774	2,607	2,580	8,556	1,244	1,074	10,874
May	617	2,857	2,699	2,612	8,785	1,548	1,060	11,393
June	537	2,685	2,342	2,415	7,979	1,715	990	10,684
July	517	2,938	2,651	2,835	8,941	1,710	1,130	11,781
August	497	2,827	2,530	2,445	8,299	1,665	1,060	11,024
September	530	2,777	2,826	2,140	8,273	1,607	1,093	10,973
October	603	2,948	3,055	2,260	8,866	1,611	1,114	11,591
November	581	2,744	2,862	2,153	8,340	1,607	988	10,935
December	336	2,527	2,249	2,048	7,160	1,425	976	9,561
<b>2009</b>								
January	472	2,538	2,559	1,623	7,192	1,333	1,093	9,618
February	505	2,865	2,832	2,293	8,495	1,674	1,091	11,260
March	564	3,023	3,317	2,581	9,485	1,873	1,112	12,470
April	482	2,652	2,747	2,315	8,196	1,827	982	11,005
May	622	2,964	2,852	2,562	9,000	1,919	1,130	12,049
June	612	2,840	2,943	2,611	9,006	2,010	1,147	12,163
July	582	2,758	2,783	2,570	8,693	1,841	1,319	11,853
August								
September								
October								
November								
December								

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**Table A-3: Follow up outpatient appointments at metropolitan teaching hospitals, WA, January 2007 - July 2009**

	Adult teaching hospitals					Princess Margaret Hospital	King Edward Memorial Hospital	Total
	RPH Rehabilitation Hospital	Royal Perth Hospital	Fremantle Hospital	Sir Charles Gairdner Hospital	Sub total			
<b>2007</b>								
January	1,196	10,107	5,140	7,516	23,959	4,680	2,384	31,023
February	1,318	10,429	5,485	9,043	26,275	4,734	2,334	33,343
March	1,398	10,640	5,656	9,204	26,898	5,195	2,490	34,583
April	1,248	9,696	5,191	8,331	24,466	4,593	2,074	31,133
May	1,457	11,471	6,332	10,430	29,690	5,741	2,738	38,169
June	1,307	9,788	5,545	8,273	24,913	5,127	2,262	32,302
July	1,284	10,713	5,818	9,307	27,122	5,036	2,309	34,467
August	1,437	11,537	6,530	10,024	29,528	5,396	2,473	37,397
September	1,229	10,240	5,545	8,293	25,307	4,589	2,218	32,114
October	1,412	11,342	6,323	9,096	28,173	4,752	2,518	35,443
November	1,413	11,145	6,398	9,527	28,483	4,901	2,371	35,755
December	981	8,971	5,224	6,907	22,083	3,833	2,064	27,980
<b>2008</b>								
January	1,227	10,513	6,008	6,876	24,624	4,206	2,340	31,170
February	1,383	11,187	6,438	9,390	28,398	4,864	2,406	35,668
March	1,207	10,255	5,631	8,509	25,602	4,499	2,352	32,453
April	1,242	11,275	6,329	9,427	28,273	4,613	2,459	35,345
May	1,352	11,209	6,639	10,020	29,220	5,085	2,578	36,883
June	1,202	10,375	5,943	8,837	26,357	4,480	2,313	33,150
July	1,258	11,478	6,597	10,273	29,606	4,767	2,443	36,816
August	1,182	10,832	6,173	9,413	27,600	4,993	2,369	34,962
September	1,124	11,400	6,248	9,147	27,919	4,895	2,450	35,264
October	1,309	12,253	6,851	10,536	30,949	4,971	2,494	38,414
November	1,281	10,910	6,253	9,709	28,153	4,611	2,183	34,947
December	993	10,474	5,620	8,708	25,795	4,033	2,211	32,039
<b>2009</b>								
January	1,093	10,958	6,098	7,638	25,787	4,103	2,264	32,154
February	1,348	11,351	6,459	9,647	28,805	4,678	2,238	35,721
March	1,323	11,841	6,954	10,200	30,318	4,904	2,394	37,616
April	1,062	11,147	6,606	9,306	28,121	4,423	2,156	34,700
May	1,303	11,443	6,819	9,795	29,360	4,661	2,376	36,397
June	1,242	11,880	6,926	9,644	29,692	4,794	2,296	36,782
July	1,197	11,695	6,867	10,255	30,014	4,811	2,669	37,494
August								
September								
October								
November								
December								

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Table A-4: First outpatient appointments at metropolitan teaching hospitals, WA, January 2007 - July 2009

	Adult teaching hospitals					Princess Margaret Hospital	King Edward Memorial Hospital	Total
	RPH Rehabilitation Hospital	Royal Perth Hospital	Fremantle Hospital	Sir Charles Gairdner Hospital	Sub total			
<b>2007</b>								
January	418	2,115	1,435	1,380	5,348	772	1,015	7,135
February	472	2,377	1,674	1,992	6,515	910	976	8,401
March	502	2,250	1,560	2,025	6,337	918	902	8,157
April	426	2,111	1,437	1,630	5,604	774	876	7,254
May	552	2,457	1,833	2,054	6,896	1,058	1,062	9,016
June	431	2,174	1,613	1,677	5,895	929	877	7,701
July	447	2,277	1,649	1,834	6,207	939	946	8,092
August	539	2,545	1,744	2,013	6,841	1,041	1,024	8,906
September	433	2,194	1,444	1,872	5,943	887	879	7,709
October	502	2,393	1,633	1,988	6,516	1,088	1,080	8,684
November	486	2,433	1,585	2,082	6,586	1,239	986	8,811
December	307	1,886	1,248	1,509	4,950	815	897	6,662
<b>2008</b>								
January	421	2,258	1,857	1,191	5,727	931	941	7,599
February	455	2,528	2,173	2,101	7,257	1,268	945	9,470
March	423	2,324	1,958	1,963	6,668	1,213	922	8,803
April	473	2,479	2,386	2,176	7,514	1,183	967	9,664
May	525	2,557	2,469	2,192	7,743	1,450	978	10,171
June	466	2,398	2,096	1,993	6,953	1,454	917	9,324
July	455	2,611	2,390	2,358	7,814	1,385	1,055	10,254
August	420	2,544	2,253	1,999	7,216	1,414	977	9,607
September	451	2,487	2,497	1,934	7,369	1,353	1,010	9,732
October	482	2,598	2,696	2,031	7,807	1,348	1,019	10,174
November	481	2,388	2,509	1,955	7,333	1,339	898	9,570
December	278	2,277	1,998	1,811	6,364	1,193	889	8,446
<b>2009</b>								
January	360	2,239	2,287	1,463	6,349	1,135	1,006	8,490
February	395	2,511	2,521	2,087	7,514	1,415	1,001	9,930
March	450	2,688	2,955	2,357	8,450	1,559	1,009	11,018
April	377	2,317	2,404	2,105	7,203	1,476	886	9,565
May	507	2,581	2,556	2,332	7,976	1,590	1,040	10,606
June	498	2,481	2,613	2,379	7,971	1,582	1,029	10,582
July	453	2,423	2,464	2,343	7,683	1,458	1,225	10,366
August								
September								
October								
November								
December								

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Table A-5: Did not attend outpatient appointments at metropolitan teaching hospitals, WA, January 2007 - July 2009

	Adult teaching hospitals					Princess Margaret Hospital	King Edward Memorial Hospital	Total
	RPH Rehabilitation Hospital	Royal Perth Hospital	Fremantle Hospital	Sir Charles Gairdner Hospital	Sub total			
<b>2007</b>								
January	188	2,512	1,074	1,226	5,000	985	694	6,679
February	211	2,760	1,199	1,604	5,774	1,057	738	7,569
March	309	2,648	1,169	1,679	5,805	1,017	833	7,655
April	208	2,493	1,024	1,437	5,162	855	689	6,706
May	316	2,822	1,320	1,843	6,301	949	787	8,037
June	276	2,640	1,189	1,489	5,594	914	636	7,144
July	223	2,692	1,268	1,551	5,734	894	698	7,326
August	276	2,892	1,219	1,574	5,961	1,037	791	7,789
September	231	2,549	1,240	1,408	5,428	863	657	6,948
October	302	2,707	1,254	1,601	5,864	1,020	705	7,589
November	300	2,673	1,314	1,700	5,987	1,118	736	7,841
December	166	2,083	937	1,192	4,378	925	655	5,958
<b>2008</b>								
January	213	2,510	1,119	1,031	4,873	939	666	6,478
February	212	2,747	1,267	1,423	5,649	1,108	729	7,486
March	190	2,396	1,265	1,528	5,379	1,040	670	7,089
April	192	2,640	1,295	1,798	5,925	1,040	679	7,644
May	246	2,477	1,384	1,576	5,683	1,215	672	7,570
June	219	2,457	1,324	1,561	5,561	1,154	652	7,367
July	224	2,708	1,498	1,809	6,239	1,271	625	8,135
August	244	2,492	1,227	1,607	5,570	1,235	654	7,459
September	204	2,680	1,439	1,683	6,006	1,124	642	7,772
October	274	2,771	1,495	1,791	6,331	1,264	732	8,327
November	268	2,440	1,327	1,622	5,657	1,121	656	7,434
December	175	2,324	1,080	1,407	4,986	1,136	658	6,780
<b>2009</b>								
January	225	2,618	1,259	1,212	5,314	1,308	582	7,204
February	236	2,522	1,317	1,594	5,669	1,428	605	7,702
March	258	2,750	1,442	1,776	6,226	1,552	596	8,374
April	231	2,506	1,421	1,600	5,758	1,393	576	7,727
May	228	2,628	1,508	1,611	5,975	1,434	651	8,060
June	256	2,609	1,484	1,661	6,010	1,418	607	8,035
July	215	2,658	1,420	1,746	6,039	1,524	709	8,272
August								
September								
October								
November								
December								

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**Table A-6: Proportion (%) of new outpatient appointments at metropolitan teaching hospitals, WA, January 2007 - July 2009**

	Adult teaching hospitals					Princess Margaret Hospital	King Edward Memorial Hospital	Total
	RPH Rehabilitation Hospital	Royal Perth Hospital	Fremantle Hospital	Sir Charles Gairdner Hospital	Sub total			
<b>2007</b>								
January	28.0	18.6	22.9	16.5	19.5	14.8	31.1	19.8
February	28.1	19.9	24.7	19.1	21.2	16.7	30.5	21.3
March	28.5	19.1	22.8	19.2	20.5	15.6	28.0	20.4
April	27.7	19.4	22.6	17.3	19.9	14.8	30.9	20.0
May	30.4	19.2	23.9	17.5	20.3	16.2	29.2	20.5
June	27.4	20.0	23.8	18.2	20.7	16.2	29.5	20.7
July	28.9	19.2	23.6	17.7	20.2	16.2	30.1	20.4
August	30.5	19.8	22.4	18.2	20.4	16.9	31.1	20.8
September	29.3	19.0	22.4	20.9	20.9	17.1	29.8	21.1
October	29.9	18.9	22.1	20.6	20.8	19.3	31.2	21.5
November	28.9	19.6	21.2	20.8	20.9	21.0	30.5	21.6
December	27.5	18.9	20.8	21.2	20.5	18.5	31.6	21.2
<b>2008</b>								
January	29.5	19.1	25.1	18.1	20.9	18.9	30.3	21.5
February	28.1	20.1	26.9	21.2	22.5	21.5	29.3	22.9
March	30.2	20.1	28.0	21.6	23.0	22.1	29.7	23.4
April	32.4	19.7	29.2	21.5	23.2	21.2	30.4	23.5
May	31.3	20.3	28.9	20.7	23.1	23.3	29.1	23.6
June	30.9	20.6	28.3	21.5	23.2	27.7	30.0	24.4
July	29.1	20.4	28.7	21.6	23.2	26.4	31.6	24.2
August	29.6	20.7	29.1	20.6	23.1	25.0	30.9	24.0
September	32.0	19.6	31.1	19.0	22.9	24.7	30.8	23.7
October	31.5	19.4	30.8	17.7	22.3	24.5	30.9	23.2
November	31.2	20.1	31.4	18.2	22.9	25.8	31.2	23.8
December	25.3	19.4	28.6	19.0	21.7	26.1	30.6	23.0
<b>2009</b>								
January	30.2	18.8	29.6	17.5	21.8	24.5	32.6	23.0
February	27.3	20.2	30.5	19.2	22.8	26.4	32.8	24.0
March	29.9	20.3	32.3	20.2	23.8	27.6	31.7	24.9
April	31.2	19.2	29.4	19.9	22.6	29.2	31.3	24.1
May	32.3	20.6	29.5	20.7	23.5	29.2	32.2	24.9
June	33.0	19.3	29.8	21.3	23.3	29.5	33.3	24.9
July	32.7	19.1	28.8	20.0	22.5	27.7	33.1	24.0
August								
September								
October								
November								
December								

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**Table A-7: Proportion (%) of did not attend outpatient appointments at metropolitan teaching hospitals, WA, January 2007 - July 2009**

	Adult teaching hospitals					Princess Margaret Hospital	King Edward Memorial Hospital	Total
	RPH Rehabilitation Hospital	Royal Perth Hospital	Fremantle Hospital	Sir Charles Gairdner Hospital	Sub total			
<b>2007</b>								
January	11.3	20.2	16.1	13.6	16.8	17.9	20.1	17.3
February	11.5	21.2	16.4	14.3	17.3	18.6	22.0	17.9
March	15.8	20.1	15.9	14.7	17.2	16.5	24.1	17.6
April	12.0	20.7	15.3	14.3	16.9	15.9	23.0	17.2
May	15.1	19.9	15.9	14.6	16.9	13.8	20.3	16.7
June	15.3	21.6	16.3	14.7	17.8	14.9	19.8	17.5
July	12.3	20.3	16.7	13.7	16.9	14.9	21.1	16.9
August	13.3	20.1	14.5	12.8	16.1	16.0	22.0	16.5
September	13.3	20.2	17.3	13.4	17.0	15.6	20.8	17.1
October	15.0	19.3	15.5	14.0	16.5	17.3	19.3	16.8
November	15.1	19.3	16.2	14.1	16.6	18.0	21.6	17.2
December	12.3	18.8	14.2	13.6	15.8	19.7	21.7	16.8
<b>2008</b>								
January	12.2	19.3	14.0	12.3	15.6	18.1	19.8	16.3
February	11.0	19.6	14.4	11.9	15.4	17.9	21.4	16.2
March	11.0	18.7	16.2	14.1	16.2	18.0	20.0	16.7
April	10.5	18.8	14.5	15.0	16.1	17.8	19.2	16.5
May	12.5	17.6	14.8	12.5	15.0	18.3	18.5	15.7
June	12.6	18.8	16.0	13.9	16.2	18.6	19.7	16.8
July	12.6	18.8	16.2	13.8	16.2	19.6	17.5	16.7
August	14.5	18.2	14.1	13.6	15.5	18.5	19.1	16.2
September	12.3	18.9	15.9	14.9	16.6	17.3	18.1	16.8
October	14.3	18.2	15.1	14.0	15.9	19.2	20.3	16.7
November	14.4	17.9	14.6	13.7	15.5	18.0	20.7	16.2
December	13.2	17.9	13.7	13.1	15.1	20.8	20.6	16.3
<b>2009</b>								
January	14.4	19.4	14.5	13.1	16.1	24.1	17.3	17.2
February	12.7	17.7	14.2	13.4	15.2	22.5	18.2	16.4
March	13.7	18.5	14.0	13.9	15.6	22.9	17.0	16.7
April	15.0	18.2	15.2	13.8	15.9	22.3	18.4	16.9
May	11.8	18.2	15.6	13.0	15.6	21.8	18.6	16.6
June	13.8	17.7	15.0	13.6	15.5	20.8	17.6	16.4
July	12.1	18.4	14.7	13.6	15.6	22.9	17.8	16.8
August								
September								
October								
November								
December								

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**Table A-8: Median waiting time (days) of first time outpatient appointments at metropolitan teaching hospitals, WA, January 2007 - July 2009**

	Adult teaching hospitals					Princess Margaret Hospital	King Edward Memorial Hospital	Total
	RPH Rehabilitation Hospital	Royal Perth Hospital	Fremantle Hospital	Sir Charles Gairdner Hospital	Sub total			
<b>2007</b>								
January	43	21	29	30	67	76	64	28
February	34	18	32	28	66	78	58	26
March	40	16	30	30	62	80	48	25
April	27	16	30	29	54	67	46	25
May	24	19	28	25	59	71	48	23
June	29	20	34	27	59	79	47	27
July	27	17	29	22	62	77	54	22
August	22	20	39	28	63	82	49	27
September	23	16	37	29	63	73	55	24
October	24	16	35	29	56	63	51	26
November	28	14	37	29	55	57	51	25
December	26	14	25	20	52	60	47	20
<b>2008</b>								
January	42	16	30	21	57	70	50	24
February	35	19	30	35	71	85	63	27
March	34	16	28	43	59	62	57	27
April	30	19	30	33	57	58	56	27
May	32	17	28	29	50	43	55	25
June	34	18	30	34	47	36	54	28
July	26	19	31	32	46	41	50	27
August	29	19	29	32	52	48	60	27
September	32	16	34	32	44	38	51	28
October	37	15	32	31	46	37	56	27
November	38	17	30	30	48	42	55	26
December	33	14	21	23	40	29	50	19
<b>2009</b>								
January	33	21	29	26	58	59	57	26
February	35	19	27	40	66	73	59	27
March	30	17	29	35	58	56	63	27
April	35	19	28	34	53	50	58	27
May	36	20	26	31	46	40	55	26
June	33	19	25	29	45	42	50	24
July	38	16	26	28	43	38	49	23
August								
September								
October								
November								
December								

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**Table A-9: Mean waiting time (days) of first time outpatient appointments at metropolitan teaching hospitals, WA, January 2007 - July 2009**

	Adult teaching hospitals					Princess Margaret Hospital	King Edward Memorial Hospital	Total
	RPH Rehabilitation Hospital	Royal Perth Hospital	Fremantle Hospital	Sir Charles Gairdner Hospital	Sub total			
<b>2007</b>								
January	108	94	96	89	116	155	86	94
February	110	73	111	95	108	141	78	92
March	162	73	97	114	114	154	72	99
April	147	71	92	102	109	148	75	91
May	116	83	94	97	110	148	73	93
June	85	81	120	99	105	139	69	97
July	93	65	100	100	104	134	73	87
August	86	65	120	107	98	125	70	93
September	68	71	130	116	92	112	71	99
October	102	62	138	139	94	109	78	108
November	99	58	130	129	103	121	80	101
December	84	64	85	92	90	118	65	79
<b>2008</b>								
January	111	65	89	104	101	131	72	84
February	94	70	110	114	110	132	81	96
March	116	67	101	154	101	117	80	105
April	85	59	109	111	108	132	80	92
May	83	83	102	123	87	89	84	100
June	112	76	105	129	94	99	85	102
July	80	63	113	127	92	102	77	99
August	81	62	103	123	95	103	83	93
September	90	66	102	126	103	120	81	95
October	125	57	87	120	91	97	82	88
November	104	64	84	113	92	97	83	87
December	122	49	80	91	87	90	82	74
<b>2009</b>								
January	93	64	85	84	88	94	82	78
February	100	66	98	97	97	102	89	87
March	109	62	81	110	98	106	86	85
April	100	65	77	138	104	116	84	92
May	106	68	75	127	100	106	90	90
June	92	64	65	120	107	120	87	83
July	107	61	71	96	97	109	83	78
August								
September								
October								
November								
December								

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**Table A-10: 90th percentile waiting time (days) of first time outpatient appointments at metropolitan teaching hospitals, WA, January 2007 - July 2009**

	Adult teaching hospitals					Princess Margaret Hospital	King Edward Memorial Hospital	Total
	RPH Rehabilitation Hospital	Royal Perth Hospital	Fremantle Hospital	Sir Charles Gairdner Hospital	Sub total			
<b>2007</b>								
January	257	154	237	168	196	216	185	188
February	308	140	275	197	191	226	182	193
March	353	130	229	309	192	219	161	211
April	315	137	204	189	205	229	176	171
May	232	152	204	177	208	243	161	179
June	218	144	313	219	201	233	160	203
July	238	127	242	176	194	220	162	173
August	204	147	280	191	190	226	163	189
September	126	142	328	235	169	179	159	192
October	200	119	443	357	185	203	175	234
November	241	126	365	236	188	197	170	193
December	147	121	190	164	161	192	136	148
<b>2008</b>								
January	184	128	195	161	180	216	150	160
February	241	146	250	232	197	217	178	202
March	364	144	241	348	192	206	172	225
April	249	133	275	257	203	220	184	210
May	209	152	258	257	189	186	193	213
June	227	160	227	279	205	213	189	215
July	189	141	261	291	176	210	155	217
August	192	132	288	294	197	204	175	209
September	188	145	215	233	199	216	179	188
October	195	139	181	224	196	217	185	170
November	192	143	176	195	192	207	190	168
December	246	121	168	167	188	182	190	151
<b>2009</b>								
January	174	151	179	133	191	190	193	157
February	211	166	190	179	205	217	197	177
March	184	147	163	216	216	242	201	168
April	146	144	148	253	213	225	197	164
May	195	159	166	324	208	220	201	183
June	189	141	134	230	216	224	204	160
July	162	136	140	208	212	237	191	153
August								
September								
October								
November								
December								

## Notes

### Data extraction date

All data in this report is based on appointments to the end of the last day in each month or quarter extracted from the TOPAS data system, a subset of all outpatient appointments.

### Data revision

Minor variations for totals published in previous reports are likely to occur as the outpatient databases are continuously updated. Variations may occur for a number of reasons, such as updates to procedure codes, lags in data processing or other types of errors detected after publication.

Therefore, the most recent edition of a report should always be consulted, as data is not revised in previously published editions.

### Data exclusion

Counts are based on comparable specialties for both teaching and non teaching hospitals. This means, for example, that some types of appointments, such as physiotherapy are not counted.

### Metropolitan public hospitals

The term 'metropolitan public hospital' refers to the public hospitals which are located in the North Metropolitan and South Metropolitan Area Health Services.

### Booked appointments

Due to inconsistencies in the data system that reports and tracks booked appointments for outpatient services, separate data is provided with respect to both first and new appointments.

### First appointment

A first appointment refers to an appointment where a patient has never before attended a clinic of that specialty at that hospital.

### New appointment

New appointments can have multiple entries, as the appointment recording system allocates a maximum of 45 minutes per appointment. If a further extended appointment is required, this attendance is also recorded as a 'new' appointment until a follow up session is required.

### Follow up appointment

A follow up appointment refers to a subsequent appointment and is typically shorter than a new appointment, eg 15 to 20 mins in duration.

### Waiting time

Calculation of waiting time is based on first appointments, in preference to new appointments, as the latter include multiple counts of attendance at an outpatient clinic.

### Specialty

The list of outpatient specialties refers to clinically related provision of services as defined by each hospital.

### Definition of appointment

Attendance at an outpatient appointment is based on counts of medical and surgical appointments, as defined in field SB19 in the Outpatient Database.

### Teaching hospital

Encompasses the five adult metropolitan teaching hospitals (ie Royal Perth Hospital, Royal Perth Hospital Shenton Park Campus, Sir Charles Gairdner Hospital, Fremantle Hospital and King Edward Memorial Hospital) and the metropolitan children's hospital (ie Princess Margaret Hospital).