



# Outpatient Monthly Activity Western Australian Metropolitan Hospitals August 2009

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# Table of Contents

Introduction.....	1
<b>1. All Hospitals</b>	
1.1 Types of appointments	
New appointments.....	1
Follow up appointments .....	1
First appointments .....	1
Did not attend appointments .....	2
Total appointments.....	2
1.2 Waiting times .....	2
<b>2. Specific Hospitals</b>	
2.1 Appointments	
All appointments.....	3
First appointments .....	3
Did not attend appointments .....	3
New appointments.....	3
2.1 Waiting times .....	4
Appendix tables .....	A-1

## Key Points: August 2008 to August 2009

### Activity

At all metropolitan teaching hospitals, total all types of appointments (ie did not attend (DNA), new and follow up) grew from 53,461 to 56,113, an increase of 5.0%.

### Waiting times

For first time appointments at all metropolitan teaching hospitals:

- median waiting time declined by 1 day from 27 to 26 days, a reduction of 3.7%;
- mean waiting time declined by 4 days from 93 to 89 days, a reduction of 4.3%; and
- waiting time at 90th percentile declined by 35 days from 208 to 173 days, a reduction of 16.8%.

### Appointments

At all metropolitan teaching hospitals:

- new appointments grew by 945, from 11,025 to 11,970, an increase of 8.6%;
- DNA appointments grew by 313, from 7,459 to 7,772, an increase of 4.2%; and
- follow up appointments grew by 1,394, from 34,977 to 36,371, an increase of 4.0%.

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## List of Tables

Table 1:	Counts of new, follow up & first outpatient appointments & waiting times for first appointments at all metropolitan teaching hospitals, WA: August 2008, July 2009 & August 2009 .....	1
Table 2:	Counts of total (new, follow up & DNA) outpatient appointments at all metropolitan teaching hospitals, WA: August 2008, July 2009 & August 2009 .....	2

## List of Figures

Figure 1:	All & new outpatient appointments & % new appointments at all metropolitan teaching hospitals, WA, July 2007 - August 2009.....	2
Figure 2:	First time outpatient appointments & waiting time (days) at all metropolitan teaching hospitals, WA, July 2007 - August 2009 .....	3
Figure 3:	Number & proportion (%) of DNA outpatient appointments at all metropolitan teaching hospitals, WA, July 2007 - August 2009 .....	4
Figure 4:	All outpatient appointments for selected metropolitan teaching hospitals, WA, July 2007 - August 2009 .....	4
Figure 5:	First time outpatient appointments for selected metropolitan teaching hospitals, WA, July 2007 - August 2009 .....	5
Figure 6:	Proportion (%) of DNA outpatient appointments for selected metropolitan teaching hospitals, WA, July 2007 - August 2009 .....	5
Figure 7:	Proportion (%) of new appointments for selected metropolitan teaching hospitals, WA, July 2007 - August 2009 .....	6
Figure 8:	Median waiting time (days) of first time outpatient appointments for selected metropolitan teaching hospitals, WA, July 2007 - August 2009 .....	6

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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.

Time series data from January 2007 up to the current reporting month is provided in appendix data table to identify and highlight longer term trends over the period.

### 1.1 Types of appointments

Table 1 shows that in August 2009 there was 48,341 all appointments (ie follow up and new) - a decrease of 1,511 compared to the previous month (49,852) and an increase of 2,339 over the same month last year (46,002).

See Table A-1 (page A-1) for a breakdown of all (ie follow up and new) appointments by hospital.

#### New appointments

Table 1 shows in August 2009 there was a total of 11,970 new appointments - an increase of 8

compared to the previous month (11,962) and an increase of 945 over the same month last year (11,025).

This table also shows the proportion of new appointments of all appointments was relatively constant over this period.

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

Figure 1 (page 2) provides an overview of trends in new and all appointments at all metropolitan teaching hospitals. This figure shows a consistent upward trend in the proportion of new appointments - increasing from July 2007 (20.4%) to August 2009 (24.8%). See also Table A-6 (page A-6).

#### Follow up appointments

Table 1 shows that in August 2009 there was a total of 36,371 follow up appointments - a decrease of 1,519 compared to the previous month (37,890) and an increase of 1,394 for the same month last year (34,977).

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

#### First appointments

Table 1 shows that in August 2009 there was a total of 10,423 first appointments - a decrease of 47 compared to the previous month (10,470) and an increase 813 over the same month last year (9,610).

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

Figure 2 (page 3) provides an overview of trends in first appointments at all metropolitan teaching hospitals. This figure shows a pattern of seasonal variations in monthly appointments associated with the December and January holiday period in particular.

**Table 1: Counts of new, follow up & first outpatient appointments & waiting times for first appointments at all metropolitan teaching hospitals, WA: August 2008, July 2009 & August 2009**

	Type of appointments				First appointments			
	Follow up	New		All	Waiting time (days)			Count n
		n	%		Mean	Median	90th percentile	
August 2008	34,977	11,025	24.0	46,002	93	27	208	9,610
July 2009	37,890	11,962	24.0	49,852	77	23	154	10,470
August 2009	36,371	11,970	24.8	48,341	89	26	173	10,423

### Did not attend appointments

Table 2 shows in August 2009 there was 7,772 DNA appointments - a decrease of 606 compared to the previous month (8,378) and an increase of 313 over the same month last year (7,459).

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

Figure 3 (page 4) shows whilst there were short term fluctuations, overall the proportion of DNA appointments of total appointments remained relatively constant over the period.

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

### Total appointments

Table 2 contains the summation of total appointments (ie new, follow up and DNA) and shows that in:

- August 2009 there was a total of 56,113 appointments,
- July 2009 there was a total of 58,230 appointments; and
- August 2008 there was total of 53,461 appointments.

This means in August 2009 there was a decrease of 2,117 total appointments compared to the previous month and an increase of 2,652 for the same month last year.

**Table 2: Counts of total (new, follow up and DNA) outpatient appointments at all metropolitan teaching hospitals, WA: August 2008, July 2009 & August 2009**

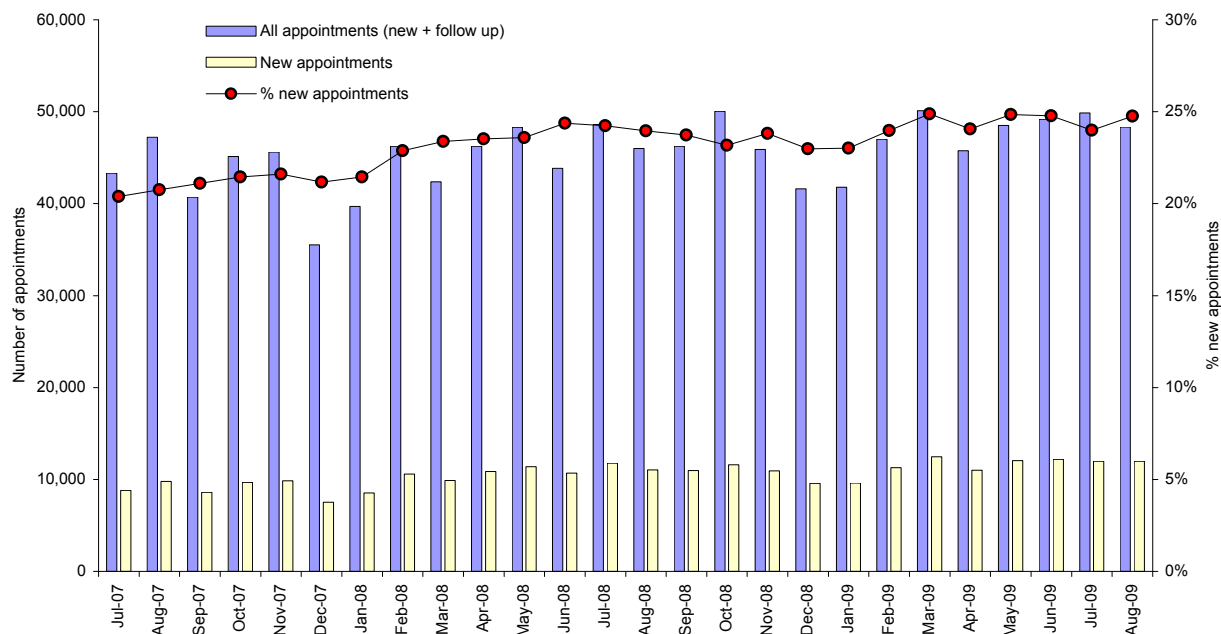
	Type of appointment		Total appointments
	Did not attend		
	n	%	
August 2008	7,459	16.2	53,461
July 2009	8,378	16.8	58,230
August 2009	7,772	16.1	56,113

### 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. This figure 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 - August 2009**



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

## 2. Specific Hospitals

This section provides a 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 all appointments for the five hospitals. See also Table A-1 (page A-1) for a breakdown of 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. See also Table A-4 (page A-4) for a breakdown of first appointments for each hospital.

This data indicates marked increases occurred over the period from January 2007 up to the present at PMH (98.6%), SCGH (76.2%) and FH (54.3%),

compared with the rate of 46.1% for all teaching hospitals.

#### 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.

This figure indicates that, overall, higher proportions of DNA appointments were reported by RPH, KEMH and PMH compared to the rates for FH and SCGH.

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

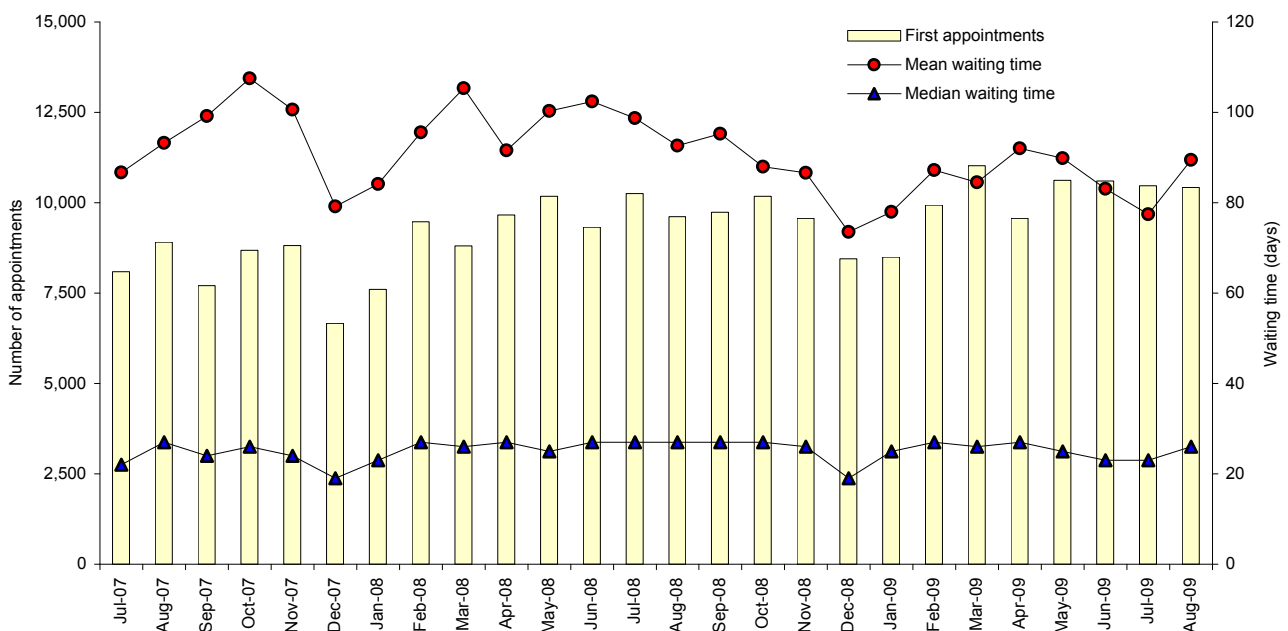
#### New appointments

Figure 7 (page 6) provides an overview of trends in the proportion of new appointments for the five hospitals. This figure shows that, overall, lower proportions of new appointments were reported by RPH and SCGH compared to the three other metropolitan teaching hospitals.

It can also be seen in Figure 7 that compared to the other teaching hospitals, the proportion of new appointments at PMH has steadily increased up to the present.

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.

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



## 2.1 Waiting times

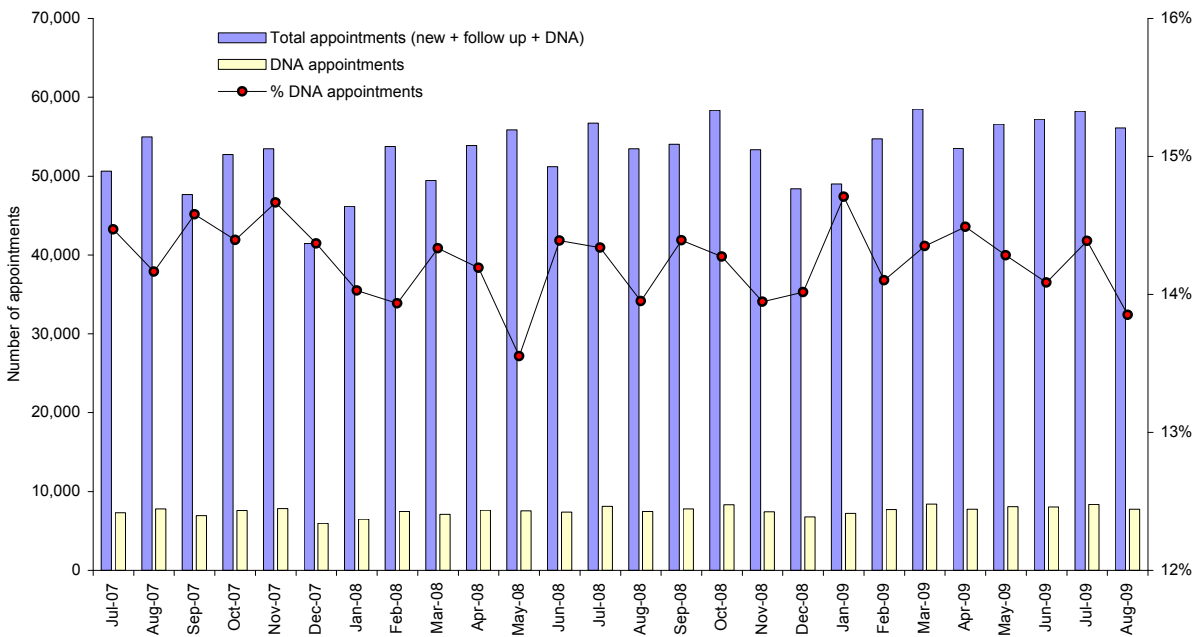
Figure 8 (page 6) provides an overview of trends in median waiting time (days) for RPH, SCGH, FH, KEMH and PMH.

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

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 median wait times for first appointments by hospital.

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



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

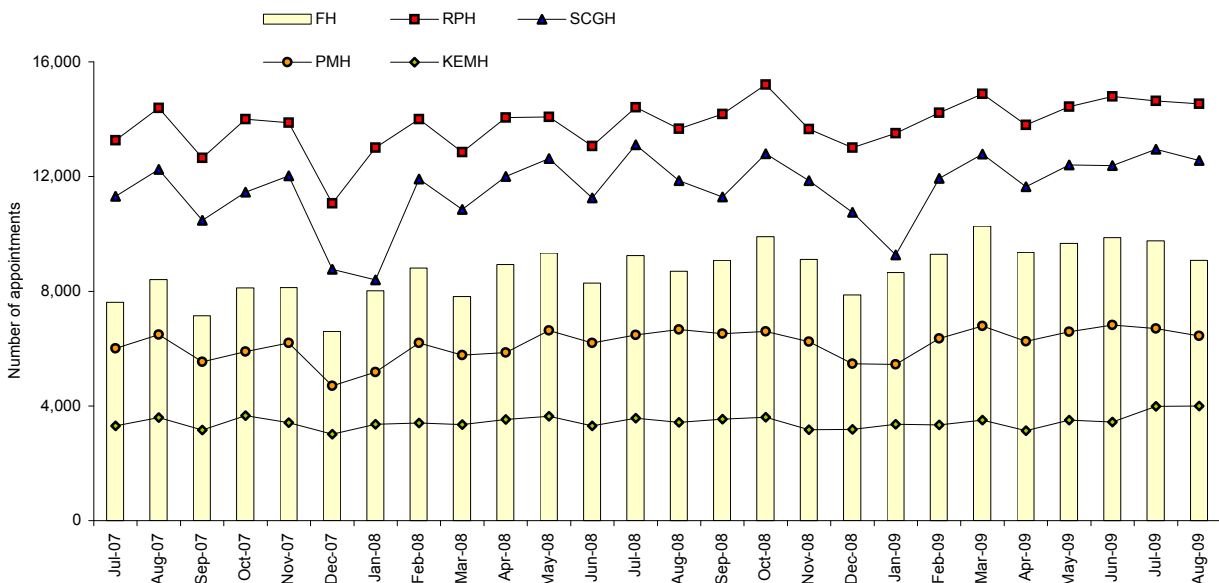


Figure 5: First time outpatient appointments for selected metropolitan teaching hospitals, WA, July 2007 - August 2009

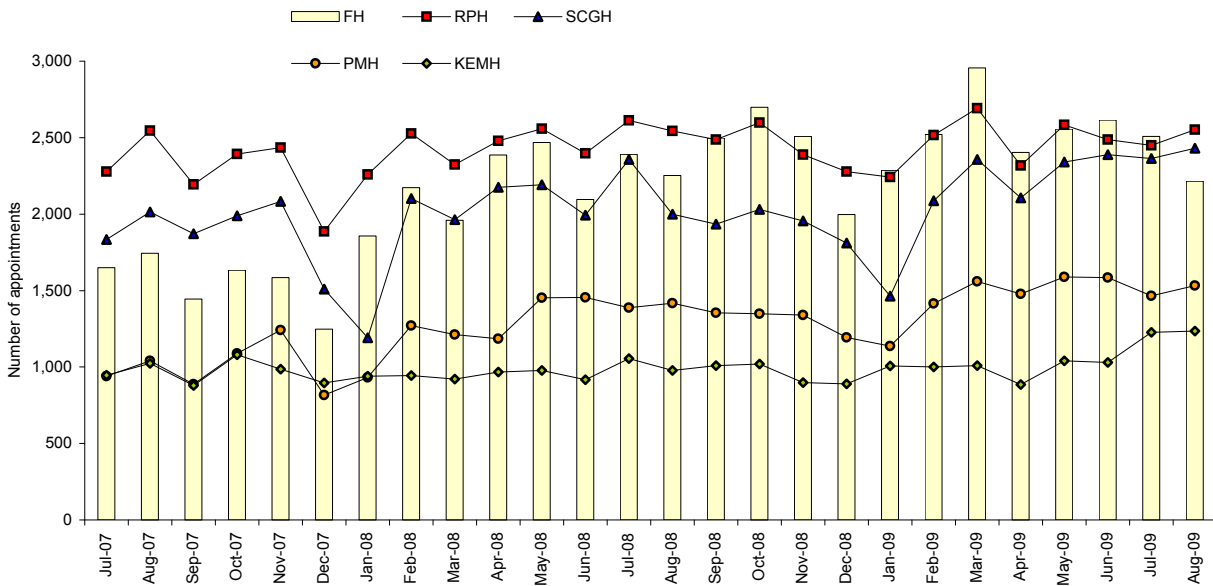


Figure 6: Proportion (%) of DNA outpatient appointments for selected metropolitan teaching hospitals, WA, July 2007 - August 2009

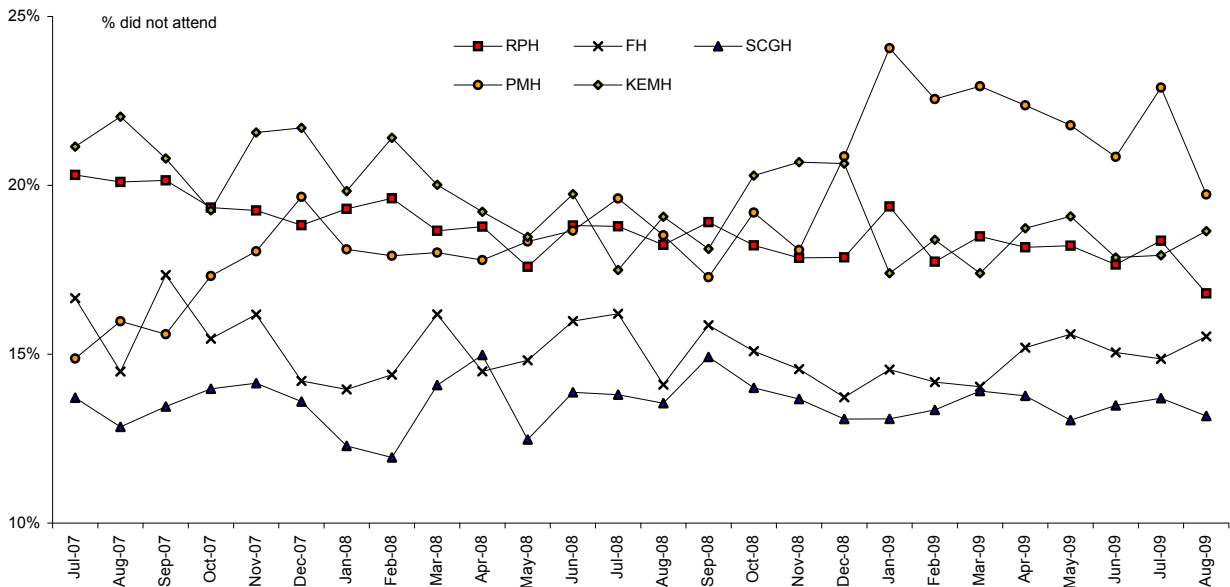


Figure 7: Proportion (%) of new appointments for selected metropolitan teaching hospitals, WA, July 2007 - August 2009

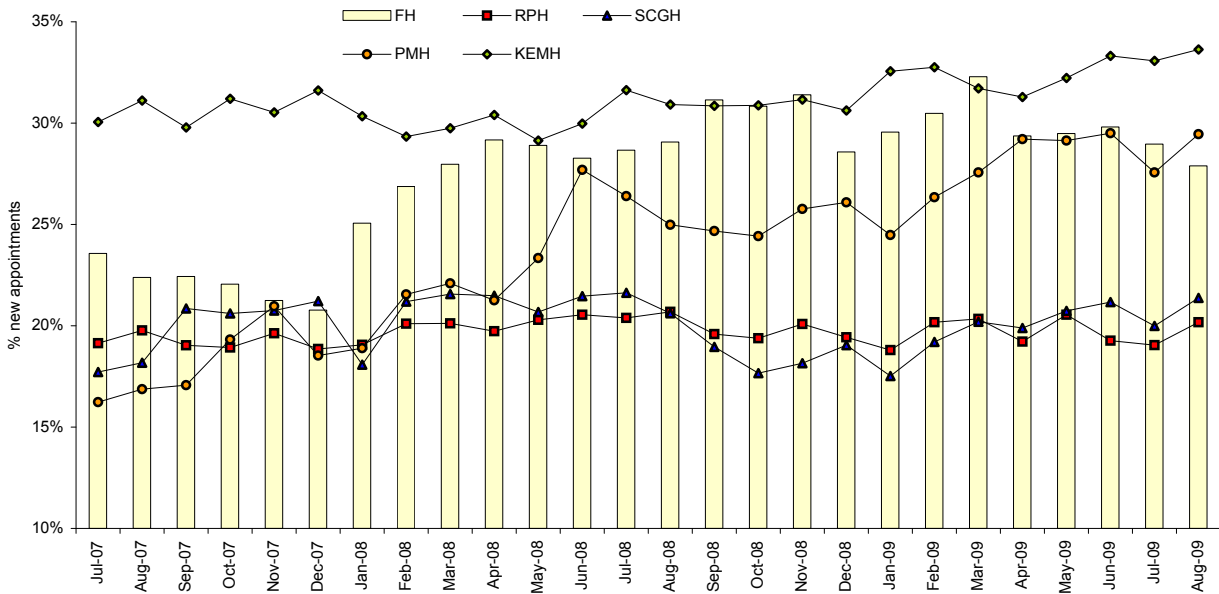
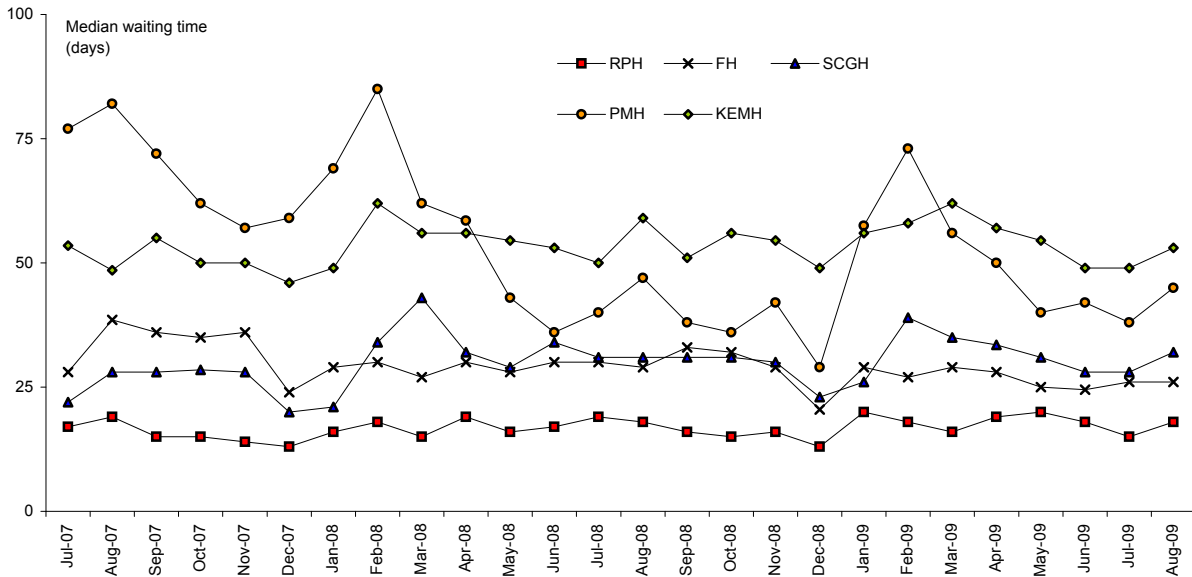


Figure 8: Median waiting time (days) of first time outpatient appointments for selected metropolitan teaching hospitals, WA, July 2007 - August 2009



## Appendix Tables

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

	Adult teaching hospitals					Princess Margaret Hospital	King Edward Memorial Hospital	Total
	RPH Re-habilitation Hospital	Royal Perth Hospital	Fremantle Hospital	Sir Charles Gairdner Hospital	Sub total			
<b>2007</b>								
January	1,663	12,424	6,665	8,999	29,751	5,493	3,459	38,703
February	1,834	13,022	7,289	11,179	33,324	5,684	3,360	42,368
March	1,954	13,150	7,330	11,392	33,826	6,158	3,458	43,442
April	1,727	12,041	6,710	10,079	30,557	5,392	3,001	38,950
May	2,094	14,210	8,319	12,644	37,267	6,854	3,869	47,990
June	1,801	12,247	7,277	10,108	31,433	6,117	3,210	40,760
July	1,806	13,261	7,612	11,311	33,990	6,012	3,301	43,303
August	2,069	14,389	8,413	12,251	37,122	6,491	3,590	47,203
September	1,738	12,652	7,149	10,477	32,016	5,535	3,159	40,710
October	2,015	14,002	8,112	11,457	35,586	5,890	3,660	45,136
November	1,986	13,882	8,124	12,022	36,014	6,201	3,413	45,628
December	1,353	11,067	6,594	8,767	27,781	4,705	3,018	35,504
<b>2008</b>								
January	1,740	13,004	8,017	8,394	31,155	5,186	3,359	39,700
February	1,924	14,005	8,804	11,915	36,648	6,201	3,405	46,254
March	1,730	12,846	7,818	10,848	33,242	5,775	3,348	42,365
April	1,837	14,059	8,936	12,007	36,839	5,858	3,533	46,230
May	1,969	14,077	9,338	12,632	38,016	6,637	3,638	48,291
June	1,740	13,068	8,285	11,252	34,345	6,196	3,303	43,844
July	1,775	14,415	9,248	13,108	38,546	6,481	3,573	48,600
August	1,679	13,665	8,703	11,858	35,905	6,668	3,429	46,002
September	1,654	14,178	9,074	11,287	36,193	6,517	3,543	46,253
October	1,912	15,208	9,906	12,796	39,822	6,601	3,608	50,031
November	1,863	13,660	9,115	11,862	36,500	6,237	3,171	45,908
December	1,329	13,007	7,869	10,756	32,961	5,466	3,187	41,614
<b>2009</b>								
January	1,565	13,514	8,657	9,262	32,998	5,449	3,357	41,804
February	1,853	14,229	9,291	11,941	37,314	6,354	3,334	47,002
March	1,887	14,881	10,272	12,781	39,821	6,794	3,506	50,121
April	1,545	13,805	9,353	11,649	36,352	6,258	3,139	45,749
May	1,926	14,434	9,671	12,400	38,431	6,585	3,506	48,522
June	1,854	14,789	9,873	12,377	38,893	6,817	3,443	49,153
July	1,808	14,636	9,763	12,953	39,160	6,704	3,988	49,852
August	1,735	14,534	9,074	12,565	37,908	6,437	3,996	48,341
September								
October								
November								
December								

WA Outpatient Monthly Report, August 2009

**Table A-2: New outpatient appointments at metropolitan teaching hospitals, WA, January 2007 - August 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	798	927	7,808
May	637	2,734	1,987	2,214	7,572	1,112	1,131	9,815
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	980	1,019	8,518
February	541	2,815	2,366	2,525	8,247	1,336	999	10,582
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	1,245	1,074	10,875
May	617	2,857	2,699	2,612	8,785	1,549	1,060	11,394
June	537	2,685	2,342	2,415	7,979	1,716	990	10,685
July	517	2,939	2,651	2,835	8,942	1,711	1,130	11,783
August	497	2,827	2,530	2,445	8,299	1,666	1,060	11,025
September	530	2,777	2,826	2,140	8,273	1,608	1,093	10,974
October	603	2,948	3,055	2,260	8,866	1,612	1,114	11,592
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	1,426	976	9,562
<b>2009</b>								
January	472	2,541	2,559	1,623	7,195	1,334	1,093	9,622
February	505	2,870	2,832	2,293	8,500	1,674	1,092	11,266
March	564	3,027	3,317	2,581	9,489	1,873	1,112	12,474
April	482	2,653	2,747	2,317	8,199	1,828	982	11,009
May	622	2,966	2,852	2,571	9,011	1,919	1,130	12,060
June	612	2,849	2,943	2,620	9,024	2,011	1,147	12,182
July	590	2,787	2,828	2,590	8,795	1,848	1,319	11,962
August	581	2,932	2,531	2,686	8,730	1,896	1,344	11,970
September								
October								
November								
December								

WA Outpatient Monthly Report, August 2009

**Table A-3: Follow up outpatient appointments at metropolitan teaching hospitals, WA, January 2007 - August 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	1,197	10,112	5,140	7,516	23,965	4,680	2,384	31,029
February	1,318	10,430	5,485	9,042	26,275	4,734	2,334	33,343
March	1,398	10,643	5,656	9,204	26,901	5,196	2,490	34,587
April	1,248	9,704	5,191	8,331	24,474	4,594	2,074	31,142
May	1,457	11,476	6,332	10,430	29,695	5,742	2,738	38,175
June	1,308	9,794	5,545	8,273	24,920	5,129	2,262	32,311
July	1,284	10,723	5,818	9,307	27,132	5,036	2,309	34,477
August	1,437	11,544	6,530	10,024	29,535	5,396	2,473	37,404
September	1,229	10,244	5,545	8,292	25,310	4,590	2,218	32,118
October	1,413	11,352	6,323	9,096	28,184	4,752	2,518	35,454
November	1,413	11,157	6,398	9,527	28,495	4,901	2,371	35,767
December	981	8,980	5,224	6,907	22,092	3,833	2,064	27,989
<b>2008</b>								
January	1,227	10,525	6,008	6,876	24,636	4,206	2,340	31,182
February	1,383	11,190	6,438	9,390	28,401	4,865	2,406	35,672
March	1,208	10,262	5,631	8,509	25,610	4,499	2,352	32,461
April	1,242	11,285	6,329	9,427	28,283	4,613	2,459	35,355
May	1,352	11,220	6,639	10,020	29,231	5,088	2,578	36,897
June	1,203	10,383	5,943	8,837	26,366	4,480	2,313	33,159
July	1,258	11,476	6,597	10,273	29,604	4,770	2,443	36,817
August	1,182	10,838	6,173	9,413	27,606	5,002	2,369	34,977
September	1,124	11,401	6,248	9,147	27,920	4,909	2,450	35,279
October	1,309	12,260	6,851	10,536	30,956	4,989	2,494	38,439
November	1,282	10,916	6,253	9,709	28,160	4,630	2,183	34,973
December	993	10,480	5,620	8,708	25,801	4,040	2,211	32,052
<b>2009</b>								
January	1,093	10,973	6,098	7,639	25,803	4,115	2,264	32,182
February	1,348	11,359	6,459	9,648	28,814	4,680	2,242	35,736
March	1,323	11,854	6,955	10,200	30,332	4,921	2,394	37,647
April	1,063	11,152	6,606	9,332	28,153	4,430	2,157	34,740
May	1,304	11,468	6,819	9,829	29,420	4,666	2,376	36,462
June	1,242	11,940	6,930	9,757	29,869	4,806	2,296	36,971
July	1,218	11,849	6,935	10,363	30,365	4,856	2,669	37,890
August	1,154	11,602	6,543	9,879	29,178	4,541	2,652	36,371
September								
October								
November								
December								

WA Outpatient Monthly Report, August 2009

Table A-4: First outpatient appointments at metropolitan teaching hospitals, WA, January 2007 - August 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	2,116	1,435	1,380	5,349	772	1,014	7,135
February	472	2,377	1,674	1,992	6,515	913	976	8,404
March	502	2,251	1,560	2,025	6,338	918	902	8,158
April	426	2,111	1,437	1,631	5,605	774	876	7,255
May	552	2,458	1,833	2,054	6,897	1,058	1,062	9,017
June	431	2,175	1,613	1,677	5,896	929	877	7,702
July	447	2,278	1,649	1,834	6,208	939	946	8,093
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	2,434	1,585	2,082	6,587	1,242	986	8,815
December	307	1,887	1,248	1,509	4,951	816	897	6,664
<b>2008</b>								
January	421	2,258	1,857	1,191	5,727	932	941	7,600
February	455	2,527	2,173	2,101	7,256	1,271	945	9,472
March	423	2,323	1,959	1,963	6,668	1,213	922	8,803
April	473	2,479	2,386	2,176	7,514	1,184	967	9,665
May	525	2,558	2,469	2,192	7,744	1,452	978	10,174
June	466	2,398	2,096	1,993	6,953	1,456	917	9,326
July	455	2,612	2,390	2,358	7,815	1,388	1,055	10,258
August	420	2,544	2,253	1,999	7,216	1,417	977	9,610
September	451	2,488	2,498	1,934	7,371	1,354	1,010	9,735
October	482	2,598	2,698	2,031	7,809	1,349	1,019	10,177
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	1,194	889	8,447
<b>2009</b>								
January	360	2,242	2,287	1,463	6,352	1,136	1,006	8,494
February	395	2,516	2,521	2,087	7,519	1,415	1,001	9,935
March	450	2,692	2,955	2,357	8,454	1,559	1,009	11,022
April	377	2,318	2,404	2,106	7,205	1,477	886	9,568
May	507	2,584	2,556	2,340	7,987	1,590	1,040	10,617
June	498	2,488	2,614	2,388	7,988	1,584	1,029	10,601
July	459	2,449	2,507	2,363	7,778	1,466	1,226	10,470
August	459	2,551	2,214	2,431	7,655	1,533	1,235	10,423
September								
October								
November								
December								

WA Outpatient Monthly Report, August 2009

Table A-5: Did not attend outpatient appointments at metropolitan teaching hospitals, WA, January 2007 - August 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	2,513	1,074	1,226	5,001	985	694	6,680
February	211	2,761	1,199	1,604	5,775	1,058	738	7,571
March	309	2,650	1,169	1,679	5,807	1,017	833	7,657
April	208	2,494	1,024	1,437	5,163	855	689	6,707
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	2,693	1,268	1,551	5,735	894	698	7,327
August	276	2,892	1,219	1,574	5,961	1,037	791	7,789
September	231	2,549	1,240	1,409	5,429	863	657	6,949
October	302	2,708	1,254	1,601	5,865	1,020	705	7,590
November	300	2,673	1,314	1,700	5,987	1,119	736	7,842
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	1,111	729	7,489
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	1,042	679	7,646
May	246	2,476	1,384	1,576	5,682	1,217	672	7,571
June	219	2,458	1,324	1,561	5,562	1,156	652	7,370
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	2,681	1,439	1,684	6,008	1,126	642	7,776
October	274	2,771	1,495	1,792	6,332	1,267	732	8,331
November	268	2,439	1,327	1,622	5,656	1,128	656	7,440
December	175	2,324	1,080	1,407	4,986	1,140	658	6,784
<b>2009</b>								
January	225	2,618	1,259	1,212	5,314	1,311	584	7,209
February	236	2,524	1,317	1,594	5,671	1,433	613	7,717
March	258	2,751	1,442	1,778	6,229	1,558	610	8,397
April	231	2,508	1,421	1,604	5,764	1,400	588	7,752
May	228	2,629	1,508	1,618	5,983	1,434	669	8,086
June	256	2,611	1,486	1,669	6,022	1,421	615	8,058
July	216	2,687	1,451	1,774	6,128	1,535	715	8,378
August	251	2,442	1,409	1,655	5,757	1,270	745	7,772
September								
October								
November								
December								

WA Outpatient Monthly Report, August 2009

**Table A-6: Proportion (%) of all appointments that were new outpatient appointments at metropolitan teaching hospitals, WA, January 2007 - August 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%	19.4%	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%	19.1%	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%	21.3%	30.4%	23.5%
May	31.3%	20.3%	28.9%	20.7%	23.1%	23.3%	29.1%	23.6%
June	30.9%	20.5%	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%	24.4%	30.9%	23.2%
November	31.2%	20.1%	31.4%	18.2%	22.8%	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%	26.3%	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%	20.5%	29.5%	20.7%	23.4%	29.1%	32.2%	24.9%
June	33.0%	19.3%	29.8%	21.2%	23.2%	29.5%	33.3%	24.8%
July	32.6%	19.0%	29.0%	20.0%	22.5%	27.6%	33.1%	24.0%
August	33.5%	20.2%	27.9%	21.4%	23.0%	29.5%	33.6%	24.8%
September								
October								
November								
December								

WA Outpatient Monthly Report, August 2009

**Table A-7: Proportion (%) of total appointments that were DNA outpatient appointments at metropolitan teaching hospitals, WA, January 2007 - August 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	10.2%	16.8%	13.9%	12.0%	14.4%	15.2%	16.7%	14.7%
February	10.3%	17.5%	14.1%	12.5%	14.8%	15.7%	18.0%	15.2%
March	13.7%	16.8%	13.8%	12.8%	14.7%	14.2%	19.4%	15.0%
April	10.7%	17.2%	13.2%	12.5%	14.5%	13.7%	18.7%	14.7%
May	13.1%	16.6%	13.7%	12.7%	14.5%	12.2%	16.9%	14.3%
June	13.3%	17.7%	14.0%	12.8%	15.1%	13.0%	16.5%	14.9%
July	11.0%	16.9%	14.3%	12.1%	14.4%	12.9%	17.5%	14.5%
August	11.8%	16.7%	12.7%	11.4%	13.8%	13.8%	18.1%	14.2%
September	11.7%	16.8%	14.8%	11.9%	14.5%	13.5%	17.2%	14.6%
October	13.0%	16.2%	13.4%	12.3%	14.1%	14.8%	16.2%	14.4%
November	13.1%	16.1%	13.9%	12.4%	14.3%	15.3%	17.7%	14.7%
December	10.9%	15.8%	12.4%	12.0%	13.6%	16.4%	17.8%	14.4%
<b>2008</b>								
January	10.9%	16.2%	12.2%	10.9%	13.5%	15.3%	16.5%	14.0%
February	9.9%	16.4%	12.6%	10.7%	13.4%	15.2%	17.6%	13.9%
March	9.9%	15.7%	13.9%	12.3%	13.9%	15.3%	16.7%	14.3%
April	9.5%	15.8%	12.7%	13.0%	13.9%	15.1%	16.1%	14.2%
May	11.1%	15.0%	12.9%	11.1%	13.0%	15.5%	15.6%	13.6%
June	11.2%	15.8%	13.8%	12.2%	13.9%	15.7%	16.5%	14.4%
July	11.2%	15.8%	13.9%	12.1%	13.9%	16.4%	14.9%	14.3%
August	12.7%	15.4%	12.4%	11.9%	13.4%	15.6%	16.0%	14.0%
September	11.0%	15.9%	13.7%	13.0%	14.2%	14.7%	15.3%	14.4%
October	12.5%	15.4%	13.1%	12.3%	13.7%	16.1%	16.9%	14.3%
November	12.6%	15.2%	12.7%	12.0%	13.4%	15.3%	17.1%	13.9%
December	11.6%	15.2%	12.1%	11.6%	13.1%	17.3%	17.1%	14.0%
<b>2009</b>								
January	12.6%	16.2%	12.7%	11.6%	13.9%	19.4%	14.8%	14.7%
February	11.3%	15.1%	12.4%	11.8%	13.2%	18.4%	15.5%	14.1%
March	12.0%	15.6%	12.3%	12.2%	13.5%	18.7%	14.8%	14.3%
April	13.0%	15.4%	13.2%	12.1%	13.7%	18.3%	15.8%	14.5%
May	10.6%	15.4%	13.5%	11.5%	13.5%	17.9%	16.0%	14.3%
June	12.1%	15.0%	13.1%	11.9%	13.4%	17.2%	15.2%	14.1%
July	10.7%	15.5%	12.9%	12.0%	13.5%	18.6%	15.2%	14.4%
August	12.6%	14.4%	13.4%	11.6%	13.2%	16.5%	15.7%	13.9%
September								
October								
November								
December								

WA Outpatient Monthly Report, August 2009

**Table A-8: Median waiting time (days) of first time outpatient appointments at metropolitan teaching hospitals, WA, January 2007 - August 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	28	29	67	76	63	27
February	34	17	31	27	66	77	58	25
March	40	16	30	29	62	80	48	25
April	27	16	30	28	54	67	45	25
May	24	19	28	25	59	70	47	23
June	28	20	34	26	59	79	47	26
July	27	17	28	22	61	77	54	22
August	21	19	39	28	63	82	49	27
September	23	15	36	28	63	72	55	24
October	24	15	35	29	56	62	50	26
November	28	14	36	28	54	57	50	24
December	26	13	24	20	52	59	46	19
<b>2008</b>								
January	42	16	29	21	57	69	49	23
February	35	18	30	34	71	85	62	27
March	34	15	27	43	58	62	56	26
April	30	19	30	32	56	59	56	27
May	32	16	28	29	49	43	55	25
June	34	17	30	34	47	36	53	27
July	26	19	30	31	45	40	50	27
August	29	18	29	31	52	47	59	27
September	32	16	33	31	44	38	51	27
October	37	15	32	31	45	36	56	27
November	38	16	29	30	47	42	55	26
December	33	13	21	23	39	29	49	19
<b>2009</b>								
January	33	20	29	26	57	58	56	25
February	34	18	27	39	66	73	58	27
March	30	16	29	35	57	56	62	26
April	35	19	28	34	52	50	57	27
May	36	20	25	31	46	40	55	25
June	33	18	25	28	45	42	49	23
July	37	15	26	28	43	38	49	23
August	39	18	26	32	49	45	53	26
September								
October								
November								
December								

WA Outpatient Monthly Report, August 2009

**Table A-9: Mean waiting time (days) of first time outpatient appointments at metropolitan teaching hospitals, WA, January 2007 - August 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	64	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	68	110	114	110	132	81	96
March	116	67	101	154	101	117	80	105
April	85	59	109	111	108	131	80	92
May	83	83	102	123	88	92	84	100
June	112	76	105	129	95	101	85	102
July	80	63	113	127	91	102	77	99
August	81	62	103	123	95	102	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	64	77	138	105	117	84	92
May	106	68	75	126	101	109	90	90
June	92	65	65	120	107	120	87	83
July	107	61	71	96	97	109	82	77
August	136	64	77	118	92	101	81	89
September								
October								
November								
December								

WA Outpatient Monthly Report, August 2009

**Table A-10: 90th percentile waiting time (days) of first time outpatient appointments at metropolitan teaching hospitals, WA, January 2007 - August 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	236	168	196	216	185	187
February	307	140	275	196	192	229	181	193
March	353	129	229	308	192	218	161	211
April	315	137	203	188	204	229	175	170
May	232	153	203	177	208	243	160	179
June	218	144	313	219	201	233	159	203
July	237	126	242	175	194	219	161	172
August	203	146	279	191	189	225	162	189
September	126	141	327	235	168	178	159	191
October	199	119	443	356	184	202	175	233
November	241	125	365	236	187	197	169	193
December	146	120	189	163	161	192	135	148
<b>2008</b>								
January	184	128	195	161	180	215	149	160
February	241	145	250	232	196	216	177	202
March	364	143	241	347	191	205	171	225
April	249	133	274	256	202	220	183	210
May	209	151	257	256	189	186	193	212
June	226	160	227	278	205	213	188	215
July	189	141	260	291	175	210	155	217
August	192	132	287	294	196	204	175	208
September	188	144	214	233	198	215	178	188
October	195	138	181	224	195	217	184	170
November	192	142	175	195	191	206	189	167
December	246	120	167	167	187	181	189	150
<b>2009</b>								
January	174	150	179	132	190	189	192	156
February	211	166	190	179	204	216	197	177
March	184	147	162	215	215	241	200	168
April	146	144	147	252	212	225	196	163
May	195	159	166	324	207	220	201	182
June	188	141	133	228	217	225	203	160
July	162	136	150	208	211	237	191	154
August	226	145	141	287	195	211	185	173
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).