

# Media Release

**Ingrid Stitt MP**

Minister for Mental Health

Minister for Ageing

Minister for Multicultural Affairs

Acting Minister for Health

Acting Minister for Health Infrastructure

Acting Minister for Ambulance Services



Wednesday, 6 November 2024

## VICTORIANS CONTINUING TO GET WORLD CLASS CARE

Victoria's dedicated doctors, nurses, midwives and paramedics continue to deliver world-class healthcare despite sustained pressure on the health system.

Quarter one performance data (July to September) released today shows signs of ongoing post-pandemic recovery, with improvements to emergency department and surgery wait times, and ambulance response times.

Emergency departments once again faced unprecedented demand, caring for almost 498,000 patients – 25,000 more people than the same time last year.

Despite this, patients were seen seven minutes faster compared to the same pre-pandemic quarter in 2019-20, with the median waiting time remaining steady at 15 minutes.

Investments to drive down planned surgery waitlists – including 23 Patient Support Units, two new public surgical centres and 10 Rapid Access Hubs – continue to deliver impressive results.

More than 50,300 patients underwent planned surgery, with the waitlist now at 61,506, which is an almost 10 per cent drop compared to the same time last year.

All category one patients were treated within the recommended time – while the median time for category two (semi-urgent) and category three (non-urgent) patients has improved by 10 and 49 days respectively, compared to the same time in 2023.

This is despite an increase in the number of people needing procedures, including those with more complex and longer-term needs – with an additional 591 category one patients on the waitlist compared to last quarter.

Victoria's hardworking paramedics continue to face high demand, attending close to 100,000 Code 1 call outs in the last quarter.

Response times continue to improve with the most critical patients treated on average 16 seconds faster compared to the previous quarter.

The Allan Labor Government's 29 Urgent Care Clinics and Victoria Virtual Emergency Department (VVED) continue to help ease overall system pressure, treating a combined 800,000 patients since 2022 – the VVED alone supporting more than 684 patients per day.

Improved times across the system are also the result of a significant workforce investment, with the biggest yearly growth in the state's history – welcoming an additional 7,664 new roles in the year to June 2024.

### Quotes attributable to Acting Minister for Health and Acting Minister for Ambulance Services Ingrid Stitt

*"Despite significant ongoing demand our hardworking doctors, nurses and ambos are making sure patients continue to get the care they need."*

*"Our investments in our workforce and alternative urgent care options are helping reduce pressure on emergency departments and paramedics – while our investments on surgery are making sure Victorians get the treatment they need."*

**Media contact:** Max Resic 0435 256 250 | [max.resic@minstaff.vic.gov.au](mailto:max.resic@minstaff.vic.gov.au)