



Minister for Health and  
Minister for Ambulance Services  
Member for Woodridge

**COPY**

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Ms Justine Christerson  
[REDACTED]

Dear Ms Christerson *Justine,*

I refer to our meeting on 18 October 2015 at the Bundaberg Community Cabinet during which you raised a number of concerns.

I always take seriously the complaints of any patient. The Queensland public health sector is committed to giving all patients high quality healthcare and staff are working hard to provide the best care and attention to patients. Feedback from members of the community is always welcomed as it provides the opportunity to review health services with the aim of improving delivery.

The Office of the Health Ombudsman is the independent statutory body whose role it is to review and assess complaints about health services and to assist in resolving these matters in a fair and impartial way.

Under section 32 of the *Health Ombudsman Act 2013*, I have forwarded the information you provided both at the meeting and in a subsequent email, to the Office of the Health Ombudsman. I have asked the Ombudsman to investigate the issues you have raised, concerning [REDACTED].

Should you wish to make contact directly with the OHO, the postal address is PO Box 13281, George Street, Brisbane, Qld, 4003, or alternatively the contact telephone number is 13 3646.

In relation to the additional concerns you have raised, including the Patient Travel Subsidy Scheme, I have asked the Department to review these concerns. The Office of the Director General will respond in due course.

Thank you for bringing these matters to my attention.

Yours sincerely

**CAMERON DICK MP**  
**Minister for Health**  
**Minister for Ambulance Services**