Response to recommendations from the investigation into urology services at Townsville University Hospital

11 November 2026

On 28 September 2025, I commissioned a Health Service Investigation in response to concerns relating to delays and gaps in the treatment of urology patients at Townsville University Hospital (TUH) between 1 January 2022 and 31 July 2025.

The investigation examined and reported on urology services at TUH and considered the administration, management, delivery, and clinical governance by the Townsville Hospital and Health Service (THHS). It also considered compliance with policies, procedures, and standards, what actions were taken to address issues or concerns, the appropriateness of follow-up care, and if improvements can be made across the health system.

Consistent with the Queensland Government's commitment to transparency around Part 9 Health Service Investigations, I have authorised the release of the final report. Some redactions have been made where required for legal or privacy reasons.

I acknowledge the contributions from staff during the investigation and thank the investigators for their work on this matter.

The report identifies clear improvement opportunities for the THHS and across all Queensland Hospital and Health Services. Queensland Health has accepted 'in principle' the 27 recommendations and key findings from the investigation.

The Department will work closely with THHS to specifically respond to recommendations from the investigation and continue to progress work that is well underway to enhance the level of care provided in urology and other outpatient services at Townsville HHS.

Where relevant, investigation recommendations that carry whole of system improvement opportunities will be implemented across all Queensland Hospital and Health Services.

The investigation did not examine individual patient care, as local review processes were either completed or in progress at the time.

Since September 2025, significant work has been done to improve access to quality urology services across THHS. Additional urology recruitment has resulted in a 70% reduction in the outpatient waitlist over 12 months despite ongoing growth in demand for services. More than 1,000 elective surgeries have taken place over this period, and the elective surgery waitlist has stabilised.

The Department has engaged experts in referral management and clinical governance to support THHS staff in strengthening systems governance and oversight of the patient journey through specialist outpatient services.

Queensland Health is committed to ensuring patients receive high-quality care.

Dr David Rosengren

Director-General
Queensland Health