



Dear 

DECISION ON YOUR ACCESS APPLICATION

I refer to your application under section 30 of the *Freedom of Information Act 2016* (FOI Act), received by Canberra Health Services (CHS) on **Thursday 4 February 2021**.

This application requested access to:

'Access to the following data from the Canberra Health Services Walk-in Centres for the last two financial years:

- 1. Patient demographics data from each of the Walk-in Centres*
- 2. Reasons for patients presenting to the Walk-in Centres (data on different categories of presentations if available, e.g., mental health, injury etc.)*
- 3. Information on where people are being referred onto from the Walk-in Centres following completion of assessment*
- 4. Aggregate data on number of referrals made to the Access Mental Health Team through the Walk-in Centres*
- 5. Aggregate data on number of referrals made to Emergency Department through the Walk-in Centres for mental health presentations.'*

I am an Information Officer appointed by the Chief Executive Officer of Canberra Health Services (CHS) under section 18 of the FOI Act to deal with access applications made under Part 5 of the Act. CHS was required to provide a decision on your access application by **Thursday 4 March 2021**.

The information has been extracted into four documents holding the information within the scope of your access application. These are outlined in the schedule of documents included at [Attachment A](#) to this decision letter. The documents were created for the purpose of your request and captures information sourced predominately from the Walk-in-Centre (WiC) system database and the ACT Patient Administration System (ACTPAS) associated databases.

Based on the available data within the WiC system, CHS could not provide a response to request number four *'Aggregate data on number of referrals made to the Access Mental Health Team through the Walk-in Centres'* as the WiC system does not provide an option within the system database that returns a result of referrals to the Mental Health Access Team.

In response to request number five *'Aggregate data on number of referrals made to Emergency Department through the Walk-in Centres for mental health presentations'* CHS has provided only records where a mental health disposition was recorded within the WiC system and the patient was subsequently referred to CHS emergency department.

Decisions

I have decided to grant full access to the relevant document. The documents released to you is provided at Attachment B to this letter.

In reaching my access decision, I have taken the following into account:

- The FOI Act;
- The contents of the documents that fall within the scope of your request; and
- The *Human Rights Act 2004*.

Charges

Processing charges are not applicable to this request.

Disclosure Log

Under section 28 of the FOI Act, CHS maintains an online record of access applications called a disclosure log. The scope of your access application, my decision and documents released to you will be published in the disclosure log not less than three days but not more than 10 days after the date of this decision. Your personal contact details will not be published.

<https://www.health.act.gov.au/about-our-health-system/freedom-information/disclosure-log>.

Ombudsman review

My decision on your access request is a reviewable decision as identified in Schedule 3 of the FOI Act. You have the right to seek Ombudsman review of this outcome under section 73 of the Act within 20 working days from the day that my decision is published in ACT Health's disclosure log, or a longer period allowed by the Ombudsman.

If you wish to request a review of my decision you may write to the Ombudsman at:

The ACT Ombudsman
GPO Box 442
CANBERRA ACT 2601
Via email: ACTFOI@ombudsman.gov.au
Website: ombudsman.act.gov.au

ACT Civil and Administrative Tribunal (ACAT) review

Under section 84 of the Act, if a decision is made under section 82(1) on an Ombudsman review, you may apply to the ACAT for review of the Ombudsman decision. Further information may be obtained from the ACAT at:

ACT Civil and Administrative Tribunal
Level 4, 1 Moore St
GPO Box 370
Canberra City ACT 2601
Telephone: (02) 6207 1740
<http://www.acat.act.gov.au/>

Further assistance

Should you have any queries in relation to your request, please do not hesitate to contact the FOI Coordinator on (02) 5124 9829 or email HealthFOI@act.gov.au.

Yours sincerely



Andrew Gay
Chief Financial Officer
Canberra Health Services

03 March 2021

FREEDOM OF INFORMATION SCHEDULE OF DOCUMENTS

Please be aware that under the *Freedom of Information Act 2016*, some of the information provided to you will be released to the public through the ACT Government's Open Access Scheme. The Open Access release status column of the table below indicates what documents are intended for release online through open access.

Personal information or business affairs information will not be made available under this policy. If you think the content of your request would contain such information, please inform the contact officer immediately.

Information about what is published on open access is available online at: <http://www.health.act.gov.au/public-information/consumers/freedom-information>

APPLICANT NAME		WHAT ARE THE PARAMETERS OF THE REQUEST			FILE NUMBER	
[REDACTED]		<p>Access to the following data from the Canberra Health Services Walk-in Centres for the last two financial years:</p> <ol style="list-style-type: none"> 1. Patient demographics data from each of the Walk-in Centres 2. Reasons for patients presenting to the Walk-in Centres (data on different categories of presentations if available, e.g., mental health, injury etc.) 3. Information on where people are being referred onto from the Walk-in Centres following completion of assessment 4. Aggregate data on number of referrals made to the Access Mental Health Team through the Walk-in Centres 5. Aggregate data on number of referrals made to Emergency Department through the Walk-in Centres for mental health presentations. 			FOI21/04	
Ref Number	Page Number	Description	Date	Status Decision	Factor	Open Access release status
1.	1 – 2	Patient demographics data from each of the Walk-in Centres	1/07/2018 – 30/06/2020	Full Release		YES
2.	3 – 14	Reasons for patients presenting to the Walk-in Centres	1/07/2018 – 30/06/2020	Full Release		YES

3.	15	Information on where people are being referred onto from the Walk-in Centres following completion of assessment	1/07/2018 – 30/06/2020	Full Release		YES
4.	16	Aggregate data on number of referrals made to Emergency Department through the Walk-in Centres for mental health presentations.	1/07/2018 – 30/06/2020	Full Release		YES
Total Number of Documents						
4						

WiC Belconnen					
Patient Demographics for Patients presenting to WiC Belconnen 1/7/2018 to 30/6/2020					
Age Group	Female	Male	Indeterminate	Not Stated	Grand Total
2 to 9	7.2%	7.9%	0.0%	0.0%	15.2%
10 to 19	7.9%	6.8%	0.0%	0.0%	14.8%
20 to 29	12.1%	9.8%	0.0%	0.0%	21.9%
30 to 39	8.5%	6.8%	0.0%	0.0%	15.3%
40 to 49	6.3%	5.2%	0.0%	0.0%	11.5%
50 to 59	4.5%	3.3%	0.0%	0.0%	7.8%
60 to 69	3.4%	2.7%	0.0%	0.0%	6.0%
70 to 79	2.6%	2.3%	0.0%	0.0%	4.9%
80+	1.3%	1.3%	0.0%	0.0%	2.6%
Grand Total	53.8%	46.1%	0.1%	0.0%	100.0%

WiC Gungahlin					
Patient Demographics for Patients presenting to WiC Gungahlin testing 1/7/2018 to 30/6/2020					
Age Group	Female	Male	Indeterminate	Not Stated	Grand Total
2 to 9	10.1%	11.5%	0.0%	0.0%	21.5%
10 to 19	7.6%	6.6%	0.1%	0.0%	14.3%
20 to 29	9.5%	7.7%	0.0%	0.0%	17.2%
30 to 39	10.4%	7.8%	0.0%	0.0%	18.1%
40 to 49	7.2%	5.5%	0.0%	0.0%	12.7%
50 to 59	3.9%	3.3%	0.0%	0.0%	7.2%
60 to 69	2.8%	2.1%	0.0%	0.0%	5.0%
70 to 79	1.5%	1.3%	0.0%	0.0%	2.8%
80+	0.5%	0.5%	0.0%	0.0%	1.1%
Grand Total	53.5%	46.4%	0.1%	0.0%	100.0%

WiC Tuggeranong					
Patient Demographics for Patients presenting to WiC Tuggeranong testing 1/7/2018 to 30/6/2020					
Age Group	Female	Male	Indeterminate	Not Stated	Grand Total
2 to 9	7.9%	8.5%	0.0%	0.0%	16.4%
10 to 19	8.9%	7.7%	0.0%	0.0%	16.6%
20 to 29	10.5%	8.8%	0.0%	0.0%	19.3%
30 to 39	7.9%	6.5%	0.0%	0.0%	14.4%
40 to 49	6.2%	5.0%	0.0%	0.0%	11.2%
50 to 59	5.1%	3.8%	0.0%	0.0%	8.9%
60 to 69	3.8%	2.9%	0.0%	0.0%	6.7%
70 to 79	2.1%	2.2%	0.0%	0.0%	4.3%
80+	1.1%	1.1%	0.0%	0.0%	2.2%
Grand Total	53.5%	46.5%	0.0%	0.0%	100.0%

WiC Weston Creek					
Patient Demographics for Patients presenting to WiC Weston Creek testing 1/7/2018 to 30/6/2020					
Age Group	Female	Male	Indeterminate	Not Stated	Grand Total
2 to 9	6.0%	6.8%	0.0%	0.0%	12.8%
10 to 19	4.6%	4.3%	0.0%	0.0%	9.0%
20 to 29	9.3%	5.9%	0.0%	0.0%	15.2%
30 to 39	10.9%	7.9%	0.0%	0.0%	18.9%
40 to 49	8.9%	6.2%	0.0%	0.0%	15.1%
50 to 59	7.7%	4.6%	0.0%	0.0%	12.3%
60 to 69	5.0%	3.7%	0.0%	0.0%	8.6%
70 to 79	3.0%	2.8%	0.0%	0.0%	5.8%
80+	1.0%	1.3%	0.0%	0.0%	2.3%
Grand Total	56.5%	43.5%	0.0%	0.0%	100.0%

Clinical Impression	Number of Presentations	Proportion of presentations
Abdominal Injury	14	0.01%
Acute Abdominal Pain	1027	0.73%
Alcohol Misuse	6	0.00%
Anaphylaxis	25	0.02%
Ankle Achilles Tendon Injury	34	0.02%
Ankle Chronic Pain	17	0.01%
Ankle Dislocated Ankle	2	0.00%
Ankle Fractured Ankle	260	0.19%
Ankle Infection	5	0.00%
Ankle Neurovascular Compromise	3	0.00%
Ankle Referred Pain	14	0.01%
Ankle Sprain	1431	1.02%
Ankle Tendon Injury	66	0.05%
Back Pain	896	0.64%
Bites and Stings - Ants	16	0.01%
Bites and Stings - Bat	5	0.00%
Bites and Stings - Bee	128	0.09%
Bites and Stings - Cat/Dog	524	0.37%
Bites and Stings - Caterpillars	1	0.00%
Bites and Stings - European Wasp	13	0.01%
Bites and Stings - Human	15	0.01%
Bites and Stings - Insects	756	0.54%
Bites and Stings - Marine Stingers	8	0.01%
Bites and Stings - Spider	85	0.06%
Bites and Stings - Ticks	112	0.08%
Bites/Stings: Bites - other	104	0.07%
Bites/Stings: Cat bite/ Scratch	85	0.06%
Bites/Stings: Dog bite	148	0.11%
Bites/Stings: Human bite	7	0.01%
Bites/Stings: Insect bite	442	0.32%
Bites/Stings: Spider bite	34	0.02%
Bites/Stings: Stings - other	45	0.03%

Bites/Stings: Tick bite	18	0.01%
Chest Injury	59	0.04%
Chest Pain	451	0.32%
Communicable Diseases	2	0.00%
Constipation	153	0.11%
Diabetes High BGLs	25	0.02%
Ear - Foreign Body	234	0.17%
Ear - Ruptured Membrane	55	0.04%
Ear Conditions Ear Wax	2910	2.08%
Ear Conditions Otitis Externa	483	0.35%
Ear Conditions Otitis Media	733	0.52%
Elbow Arthritis	1	0.00%
Elbow Chronic Pain	2	0.00%
Elbow Fractured Elbow	97	0.07%
Elbow Infection	24	0.02%
Elbow Neurovascular Compromise	2	0.00%
Elbow Pulled Elbow	18	0.01%
Elbow Radial Nerve Entrapment	5	0.00%
Elbow Referred Pain	2	0.00%
Elbow Sprain	238	0.17%
Elbow Tendon Injury	24	0.02%
ENT: Common cold	2893	2.07%
ENT: Cough	527	0.38%
ENT: Ear foreign body	141	0.10%
ENT: Ear ruptured membrane	22	0.02%
ENT: Ear wax	1420	1.02%
ENT: Earache	346	0.25%
ENT: Eustachian Tube Dysfunction	195	0.14%
ENT: Influenza	32	0.02%
ENT: Mouth ulcers	52	0.04%
ENT: Otitis externa	206	0.15%
ENT: Otitis media	140	0.10%
ENT: Sinusitis	140	0.10%

ENT: Sore throat	1070	0.76%
ENT: Sore throat with Splenic	9	0.01%
ENT: Tonsillitis	395	0.28%
Epistaxis	76	0.05%
Eye Conditions Allergic Conjunctivitis	193	0.14%
Eye Conditions Dry Eye Syndrome	34	0.02%
Eye Conditions Infective Conjunctivitis	586	0.42%
Eye Conditions Non-Invasive Foreign Body	285	0.20%
Eye Conditions Single Red Eye	188	0.13%
Eye Corneal Abrasion	294	0.21%
Eye: Allergic conjunctivitis	61	0.04%
Eye: Corneal abrasion	120	0.09%
Eye: Foreign body	209	0.15%
Eye: Infective conjunctivitis	159	0.11%
Eye: Single red eye	44	0.03%
Eye: Sty	139	0.10%
Eye: Sub conjunctival haemorrhage	45	0.03%
Fever High Risk	34	0.02%
Fever Intermediate Risk	120	0.09%
Fever Low Risk	383	0.27%
Finger/Toe Arthritis	25	0.02%
Finger/Toe Chronic Pain	24	0.02%
Finger/Toe Dislocation	53	0.04%
Finger/Toe Fractured Finger/Toe	1212	0.87%
Finger/Toe Infection	343	0.25%
Finger/Toe Joint Instability	6	0.00%
Finger/Toe Mallet Finger	33	0.02%
Finger/Toe Neurovascular Compromise	23	0.02%
Finger/Toe Referred Pain	13	0.01%
Finger/Toe Sprain	1331	0.95%
Finger/Toe Tendon Injury	81	0.06%
Foot Chronic Pain	33	0.02%
Foot Fracture Referral	211	0.15%

Foot Infection	20	0.01%
Foot Neurovascular Compromise	2	0.00%
Foot Referred Pain	10	0.01%
Foot Sprain	510	0.36%
Foot Tendon Injury	50	0.04%
Fractures Dislocation	5	0.00%
Fractures Fracture Referral	25	0.02%
Fractures Fractured Lower Arm	255	0.18%
Fractures Fractured Lower Leg	94	0.07%
Fractures Fractured Upper Arm	35	0.03%
Fractures Fractured Upper Leg	2	0.00%
Fractures Neurovascular Compromise	1	0.00%
Fractures No Fracture Noted Referral	1	0.00%
Fractures Scaphoid Fracture	58	0.04%
Gastro: Abdominal injury	7	0.01%
Gastro: Abdominal pain	471	0.34%
Gastro: Constipation	64	0.05%
Gastro: Diarrhoea	427	0.31%
Gastro: Rectal bleeding	14	0.01%
Gastro: Vomiting	276	0.20%
Gastro: Vomiting and Diarrhoea	202	0.14%
Gastroenteritis Diarrhoea	1760	1.26%
Gastroenteritis Diarrhoea with pus or mucous	14	0.01%
Gastroenteritis Haematemesis	4	0.00%
Gastroenteritis Hyperemesis	3	0.00%
Gastroenteritis Malaena	3	0.00%
Gastroenteritis Vomiting	1429	1.02%
Genito-urinary Conditions Bacterial Vaginosis	10	0.01%
Genito-urinary Conditions Child Under 16 with Urinary Symptoms	53	0.04%
Genito-urinary Conditions Cystitis	964	0.69%
Genito-urinary Conditions Menorrhagia	19	0.01%
Genito-urinary Conditions Pregnancy with Abdo Pain	31	0.02%
Genito-urinary Conditions Pregnancy with PV Loss	20	0.01%

Genito-urinary Conditions Primary Dysmenorrhoea	82	0.06%
Genito-urinary Conditions Prostatitis	4	0.00%
Genito-urinary Conditions Pyelonephritis	51	0.04%
Genito-urinary Conditions Recurrent UTI	692	0.49%
Genito-urinary Conditions Secondary Dysmenorrhoea	6	0.00%
Genito-urinary Conditions Urethritis	13	0.01%
Genito-urinary Conditions Vaginal Candida	79	0.06%
Gynae: Primary dysmenorrhea	26	0.02%
Gynae: PV Bleeding	21	0.02%
Gynae: Vaginal thrush	34	0.02%
Hand Chronic Pain	5	0.00%
Hand Fractured Hand	251	0.18%
Hand Infection	16	0.01%
Hand Neurovascular Compromise	2	0.00%
Hand Referred Pain	2	0.00%
Hand Sprain	335	0.24%
Hand Tendon Injury	19	0.01%
Hay-Fever Associated Symptoms	89	0.06%
Head Injury	926	0.66%
Headache Change in Consciousness	6	0.00%
Headache Chronic	14	0.01%
Headache Cluster	3	0.00%
Headache Exertional	2	0.00%
Headache Headache	672	0.48%
Headache Ice-pick	1	0.00%
Headache Migraine	392	0.28%
Headache Postural	11	0.01%
Headache Sudden Onset	7	0.01%
Headache Tension Headache	74	0.05%
Headache with Fever	45	0.03%
Headache with Trauma	29	0.02%
Headache with Vomiting	56	0.04%
Hypertension	103	0.07%

Infection Cellulitis	489	0.35%
Knee Atraumatic Knee Pain	66	0.05%
Knee Chronic Pain	30	0.02%
Knee Dislocated Patella	11	0.01%
Knee Fractured Knee	30	0.02%
Knee Infection	21	0.02%
Knee Ligament Injury	105	0.08%
Knee Reactive Arthritis	5	0.00%
Knee Referred Pain	7	0.01%
Knee Rheumatoid Arthritis	3	0.00%
Knee Sprain	472	0.34%
Knee Tendon Injury	49	0.04%
LRTI - Asthma previously diagnosed	415	0.30%
LRTI - Asthma undiagnosed	212	0.15%
Mastitis	175	0.13%
Mental Health First Aid	679	0.49%
Misc: Anaphylaxis	14	0.01%
Misc: Blood pressure check	114	0.08%
Misc: Chest injury	28	0.02%
Misc: Chest pain	194	0.14%
Misc: Diabetes High BGLs	15	0.01%
Misc: Epistaxis	29	0.02%
Misc: Fever	231	0.17%
Misc: Hay-fever	42	0.03%
Misc: Headache	377	0.27%
Misc: Headache with vomiting	40	0.03%
Misc: Infectious diseases	10	0.01%
Misc: Left before assessment	727	0.52%
Misc: Mastitis	70	0.05%
Misc: Mental health first aid	266	0.19%
Misc: Migraine	70	0.05%
Misc: Minor head injury	353	0.25%
Misc: Poisoning or drug emergency	11	0.01%

Misc: Referred to WiC NP	6	0.00%
Misc: Referred to WiC RN	13	0.01%
Misc: Testicular pain	15	0.01%
Misc: Tooth abscess	26	0.02%
Misc: Toothache	35	0.03%
Misc: Under Two Years	173	0.12%
Misc: Vaccination/ Immunoglobulin	209	0.15%
Mouth Ulcers	150	0.11%
Muscle Injury Chronic Pain	23	0.02%
Muscle Injury Contusions	266	0.19%
Musculoskeletal: Ankle sprain	386	0.28%
Musculoskeletal: Back pain	320	0.23%
Musculoskeletal: Elbow sprain	107	0.08%
Musculoskeletal: Finger injury	269	0.19%
Musculoskeletal: Finger sprain	183	0.13%
Musculoskeletal: Foot /Toe sprain	409	0.29%
Musculoskeletal: Fracture: Ankle	98	0.07%
Musculoskeletal: Fracture: Elbow	58	0.04%
Musculoskeletal: Fracture: Finger/Toe	371	0.27%
Musculoskeletal: Fracture: Foot	113	0.08%
Musculoskeletal: Fracture: Hand	95	0.07%
Musculoskeletal: Fracture: Scaphoid	35	0.03%
Musculoskeletal: Fracture: Wrist	188	0.13%
Musculoskeletal: Hand sprain	115	0.08%
Musculoskeletal: Knee atraumatic pain	44	0.03%
Musculoskeletal: Knee ligament injury	37	0.03%
Musculoskeletal: Knee sprain	154	0.11%
Musculoskeletal: Mallet finger	19	0.01%
Musculoskeletal: Muscle injury contusions	104	0.07%
Musculoskeletal: Neck pain	68	0.05%
Musculoskeletal: Removal of cast	128	0.09%
Musculoskeletal: Wrist sprain	240	0.17%
Not within Scope - Not Asked	2218	1.59%

Other - Communicable Diseases	90	0.06%
Other - Cardiac	329	0.24%
Other - Dental	399	0.29%
Other - Endocrinology	91	0.07%
Other - ENT	1581	1.13%
Other - Eye	1370	0.98%
Other - Gastrointestinal	1275	0.91%
Other - Gynaecological	505	0.36%
Other - Musculoskeletal	5432	3.88%
Other - Neurological	471	0.34%
Other - Respiratory	1175	0.84%
Other - Sexual Health	355	0.25%
Other - Skin Condition	3088	2.21%
Other - Urinary	580	0.41%
Other - Vascular	360	0.26%
Other: Cardiac	137	0.10%
Other: Dental	159	0.11%
Other: Endocrinology	56	0.04%
Other: ENT	591	0.42%
Other: Eye	353	0.25%
Other: Gastrointestinal	430	0.31%
Other: Gynaecological	195	0.14%
Other: Musculoskeletal	1814	1.30%
Other: Neurological	218	0.16%
Other: Respiratory	492	0.35%
Other: Sexual Health	93	0.07%
Other: Skin Condition	1323	0.95%
Other: Urinary	223	0.16%
Other: Vascular	117	0.08%
Pneumonia	26	0.02%
Poisoning or Drug emergency	8	0.01%
Post Surgery complication	243	0.17%
Pulled Elbow	18	0.01%

PV Bleeding	37	0.03%
Rectal Bleeding	21	0.02%
Removal of Plaster	313	0.22%
Respiratory: Asthma	245	0.18%
Respiratory: Covid meeting inclusion criteria	9001	6.43%
Respiratory: Covid not meeting inclusion criteria	1132	0.81%
Respiratory: Croup	53	0.04%
Respiratory: Lower Respiratory Tract Infection	57	0.04%
Respiratory: Pneumonia	19	0.01%
Sexual Health Contraceptive Advice	169	0.12%
Sexual Health Positive Pregnancy Test	47	0.03%
Sexual Health Safe Sex Advice	12	0.01%
Sexual Health STI	323	0.23%
Sexual Health: Contraceptive advice	6	0.00%
Sexual Health: Emergency Contraception	72	0.05%
Sexual Health: Positive pregnancy test	30	0.02%
Sexual Health: Safe sex advice	3	0.00%
Sexual Health: STI	45	0.03%
Sexual Health: STI Screening	91	0.07%
Skin Conditions Boils and Carbuncles	480	0.34%
Skin Conditions Candida Skin/Oral	31	0.02%
Skin Conditions Chicken Pox	198	0.14%
Skin Conditions Contact Dermatitis	373	0.27%
Skin Conditions Eczema	213	0.15%
Skin Conditions Fungal Infections	253	0.18%
Skin Conditions Hand, Foot and Mouth	83	0.06%
Skin Conditions Head or Pubic Lice	12	0.01%
Skin Conditions Impetigo	362	0.26%
Skin Conditions Paronychia	672	0.48%
Skin Conditions Scabies	17	0.01%
Skin Conditions Shingles	238	0.17%
Skin Conditions Urticaria	586	0.42%
Skin Conditions Viral Rash	589	0.42%

Skin: Boils	206	0.15%
Skin: Cellulitis	288	0.21%
Skin: Chicken pox	72	0.05%
Skin: Contact dermatitis	171	0.12%
Skin: Eczema	58	0.04%
Skin: Fungal infection	97	0.07%
Skin: Hand, Foot and Mouth	25	0.02%
Skin: Impetigo	198	0.14%
Skin: Paronychia	296	0.21%
Skin: Scabies	16	0.01%
Skin: Shingles	96	0.07%
Skin: Urticaria	229	0.16%
Skin: Viral rash	166	0.12%
Spinal Injury	4	0.00%
Suture Removal	1203	0.86%
Testicular Pain	31	0.02%
Threaten Abortion	1	0.00%
Tooth Abscess	57	0.04%
Toothache	114	0.08%
Unknown	882	0.63%
Urinary: Lower UTI	649	0.46%
Urinary: Pyleonephritis	30	0.02%
Urinary: Recurrent UTI	81	0.06%
URTI Common Cold	12265	8.77%
URTI Earache	1315	0.94%
URTI Hayfever	237	0.17%
URTI Influenza	367	0.26%
URTI Sinusitis	824	0.59%
URTI Sore Throat	3259	2.33%
URTI Sore Throat with Rash	42	0.03%
URTI Sore Throat with Spleenic Tenderness	17	0.01%
URTI Tonsillitis	1164	0.83%
Vaccination/ Immunoglobulin	192	0.14%

Wound Dressing	7505	5.37%
Wound Infection	930	0.66%
Wound: Abrasion	483	0.35%
Wound: Avulsion laceration	357	0.26%
Wound: Burn	457	0.33%
Wound: Complex Laceration	556	0.40%
Wound: Dressing	3760	2.69%
Wound: Foreign body	354	0.25%
Wound: Infection	542	0.39%
Wound: Self harm injury	33	0.02%
Wound: Simple laceration	1454	1.04%
Wound: Suture removal	603	0.43%
Wound: Ulcer	37	0.03%
Wounds & Lacerations Avulsion	599	0.43%
Wounds and Lacerations Abrasions	1236	0.88%
Wounds and Lacerations Amputation	8	0.01%
Wounds and Lacerations Burns	1023	0.73%
Wounds and Lacerations Cellulitis	182	0.13%
Wounds and Lacerations Contusions	317	0.23%
Wounds and Lacerations Foreign Body	734	0.52%
Wounds and Lacerations Haemorrhage	21	0.02%
Wounds and Lacerations Laceration	4489	3.21%
Wounds and Lacerations Neurovascular Compromise	10	0.01%
Wounds and Lacerations Stab Wound	201	0.14%
Wounds and Lacerations Ulcer	104	0.07%
Wrist Arthritis	3	0.00%
Wrist Chronic Pain	9	0.01%
Wrist Dislocation	3	0.00%
Wrist Fractured Wrist	304	0.22%
Wrist Infection	1	0.00%
Wrist Neurovascular Compromise	4	0.00%
Wrist Referred Pain	7	0.01%
Wrist Scaphoid Injury	93	0.07%

Wrist Sprain	624	0.45%
Wrist Tendon Injury	60	0.04%

Final Disposition	Number	Proportion
Covid testing	9466	6.5%
Interim Plan Provided and GP Referral	2006	1.4%
Intervention by Police	3	0.0%
MISC: Referred to WiC RN	77	0.1%
Nurse Practitioner Consultation	11482	7.8%
Patient left WiC before assessment	3550	2.4%
Patient left WIC during assessment	74	0.1%
Patient left WiC during treatment	40	0.0%
Redirection to Antenatal Services	16	0.0%
Redirection to CALMS	806	0.5%
Redirection to CHI	46	0.0%
Redirection to CSHS	92	0.1%
Redirection to Dentist	107	0.1%
Redirection to ED - Calvary	2126	1.4%
Redirection to ED - Pt refused ACTAS	39	0.0%
Redirection to ED - Queanbeyan	18	0.0%
Redirection to ED - TCH	1962	1.3%
Redirection to ED - Via ACTAS	165	0.1%
Redirection to ED after Rapid Assessment	984	0.7%
Redirection to ED via ACT Ambulance Service	125	0.1%
Redirection to ED via ACTAS after Rapid Assessment	87	0.1%
Redirection to Emergency Department (ED)	2241	1.5%
Redirection to GP	6227	4.2%
Redirection to GP - Appt organised	1158	0.8%
Redirection to GP after Rapid Assessment	363	0.2%
Redirection to Medical Imaging	3384	2.3%
Redirection to other services	486	0.3%
Redirection to Pharmacy	85	0.1%
Redirection to Physiotherapist	184	0.1%
Redirection to Registrar Review/Outpatients Clinic	779	0.5%
Redirection via CATT	16	0.0%
Referral to WiC Nurse Practitioner	320	0.2%
Referral to WiC Physiotherapy	6	0.0%
Results follow up	7	0.0%
Treated in Walk-in Centre (WiC)	28033	19.1%
Treated in WiC	67874	46.3%
Treated in WiC and referred for Registrar Review/Outpatient clinic	447	0.3%
Treated in WiC and referred to Medical imaging	848	0.6%
Unknown	882	0.6%
WiC physiotherapist consultation	2	0.0%
WiC Shutdown - redirected to ED	6	0.0%
WiC Shutdown - redirected to GP	32	0.0%

Total 27