

14 July 2026

Deborah Carroll
Health Service Chief Executive
Wide Bay Hospital and Health Service

By email: [REDACTED] | [REDACTED]

Subject: Expediting of IT integration with GenesisCare

Dear Debbie

Thank you for your correspondence of 29 June. We acknowledge your advice that you are actively addressing the integration of the relevant IT systems between WBHHS and GenesisCare to fix workflow inefficiencies.

AMA Queensland has an ongoing campaign called 'GROSS' – Getting Rid of Stupid Stuff – which is about eliminating unnecessary red tape and tasks from doctors' workloads. This includes duplicated and nonsensical administrative and digital processes. Minister Nicholls and Queensland Health have confirmed they support this initiative in all HHSs to improve workflows and patient safety ([please refer to materials available at this link](#)).

As you are aware, there is also substantial media and public attention on outpatient wait times, which are significantly worse in WBHHS than in other HHSs (please refer recent answers to questions on notice, including for [Hervey Bay](#) and [Bundaberg](#) hospitals). As such, fixing this unnecessary administrative burden would align with GROSS and support our members. We respectfully urge you to expedite the integration project with GenesisCare to ameliorate the impact it is having on treating doctors, patients and wait times.

Yours sincerely

[REDACTED]

Assoc Prof Erica Gannon
President
AMA Queensland

Dr Brett Dale
Chief Executive Officer
AMA Queensland