

Patient & Family Advisory Committee (PFAC)

NEWSLETTER August 2024



Guelph Family
Health Team

The Best Care for Everyone



*The **Patient and Family Advisory Committee** is a volunteer committee that supports the Guelph Family Health Team (Guelph FHT) as it works to improve quality and access in comprehensive primary care. We use our diverse perspectives to support key values of equity, inclusiveness and anti-oppression in health care.*

10 Key Trends to Support Patients

1. Enhance communication
2. Define Guelph FHT roles
3. Improve access to specialists
4. Help locate clinics
5. Focus on prevention
6. Offer awareness programming
7. Continue virtual care
8. Offer after-hours education
9. Improve physical accessibility
10. Collaborate on technology

The Structure of PFAC Conversations

- What do we do well?
- What don't we do well?
- What are our dreams and ideas for the future?

Have a Question for PFAC?

Are you interested in learning more about PFAC and our work?

Do you want to know how PFAC helps our teams, programs, clinics, and patients?

Email feedback to: PFAC@guelphfht.com

Access to Primary Care

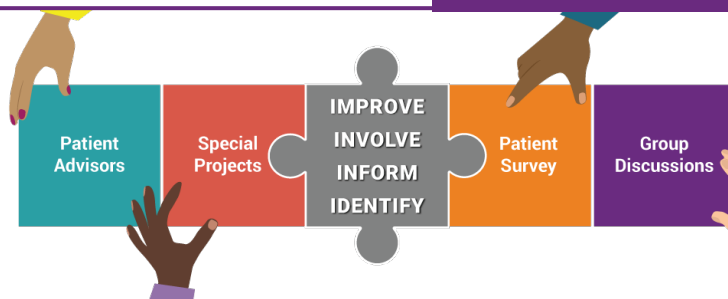
Understand Barriers to Accessing Care

A. Mental Health and Addictions

- i. Mental health stigma continues
- ii. Pathway to care is not well defined
- iii. Not enough services available for mild/moderate/severe mental illness, particularly for youth and traditionally under-represented individuals

B. Living with Chronic Illness

- i. Isolation
- ii. Accessibility – Primary Care, Specialists, Specialized programs, PCNC
- iii. Meaningful conversations are not happening in Primary Care to understand the effect of chronic illness on the patient



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- Patient awareness of FHT, programs and services -

Understand strategies used to increase patient awareness

Discuss strategies to improve patient awareness of FHT programs and services

PFAC Communications

How do we communicate PFAC activities?

Who are target audiences and how do we reach them?

A. How to Engage and Inform the Patient Community on PFAC Directions

- PFAC should communicate directly with patients through email
- Need a long-term communication strategy
- Standardized information across all Primary Care Practices that are part of the Guelph FHT, facilitate common messaging (include socials in the common messaging)

B. Patient Communications

- Access to different types of visits (virtual, In-Person, with other care providers)
- Most prefer digital communication with consistent messaging across practices
- A diagram of how the Guelph FHT fits in with the family practice

Technology and Healthcare/Digital Care/Remote Care

Understand Digital Tools and Resources that Improve Care and Access to Care

A. Children's Health

- Make wellness visits a priority - important to access Primary Care Provider for check-ins and management
- Serious and failing mental health – lack of human connection, increase in school, based violence
- Children's mental health is affected by parental well-being

B. Digital Health

- Online booking in some practices for some Primary Care Practitioners
- Virtual appointments have been great for simple requests
- Access to digital care for those underprivileged

The Value of PFAC from the PFAC Team

- Presenting to the Guelph FHT Board annually
- Everyone has something valuable to add to the conversation
- The PFAC offers each person an opportunity to grow and learn
- We have the privilege of hearing about experiences and thinking about how we want healthcare to be different

