

## Pender Harbour Health Centre Summer News

July 8, 2022

### Dear PHHC Members

#### Summer has finally arrived, and we have been busy at the health centre!

Over the past months we experienced a great demand on both physician and nursing services and patients have been concerned about wait times.

#### ♥ Why have we had wait times?

♥ **Dr. Sutton's** practice filled up quickly after he started here one year ago. There is also great demand for his time because he provides one or more days of service a week in the hospital emergency department. Family physicians in rural areas have an obligation to provide service in hospitals because our hospital does not have dedicated physicians (as they often do in urban areas). The Sunshine Coast has been very fortunate to have Dr. Sutton available for this because there is a continuing shortage of doctors here and he is very experienced in Emergency medicine. Dr. Sutton's wait times at the health centre are like those of other physicians on the Coast. We are doing the following to try to help with this:

- ♥ **Streamline his appointments - we expect to be able to offer more in a day.**
- ♥ **Recruit another physician – we are currently trying to recruit another physician. We are also looking at recruiting a Nurse Practitioner.**

♥ **The Nursing clinic** has been very busy but our wait times are improving. We are missing one nurse due to a recent retirement. We have been trying to recruit an RN however, like every other industry, it is hard to recruit because of the housing shortage and other effects from the pandemic. We have now reduced the wait time to one week or less by doing the following:

- ♥ **We have shortened the time for most appointments with the nurse.**
- ♥ **We are sending appointment reminders to patients.**
- ♥ **We implemented a “no-show” fee of \$20 for people who miss their appointments without notifying us. This is because we had a significant number of people missing appointments.**

♥ **The Healthy Building fundraising campaign:** in the last few months we launched a fundraising campaign to help us do necessary upgrades to our health centre. Our goal is \$1.1 million for an HVAC system, accessible washrooms, new flooring and bigger patient exam rooms. We have currently raised close to \$200,000 including donations and grants and will be starting some of the work this year. We still have a way to go to reach our goal, so any support you can give for your health centre will be put to great use. If you wish to donate please go to: <https://penderharbourhealth.com/fundraising/>



- ♥ We received an emergency grant to extend funding for our social worker, diabetes nurse, dietician, community coordinator and Adult Day Program for an additional year. We are applying for ongoing funding for these positions from the Ministry of Health.
- ♥ **Our wheelchair accessible van** has been busy taking people to and from medical appointments. We currently have two volunteer drivers who are generously donating their time and skill.

## Have a say in your local health centre's future

The Board of the Health Centre is seeking applications from interested community members for the role of "Voting Member." Voting Members will be kept up to date about the ongoing business of the Centre and called upon to vote on matters of importance at Annual and Special General Meetings.

There are 11 positions available and the Board of Directors, who will be called on to vote for applicants, will give preference to individuals with skills and an interest in becoming Directors in the future.

Please contact [Susann.richter@penderharbourhealth.com](mailto:Susann.richter@penderharbourhealth.com) with questions or to request an application. Applications to be received at the Pender Harbour Health Centre 5066 Francis Peninsula Road Madeira Park, on or before August 31, 2022

### Clinic closures in August

Due to a nursing shortage the nurse clinic will be closed on:

August 3, 5, 10 and 12<sup>th</sup>. There will NOT be a receptionist here on those days.

The physician clinic will be open on August 3<sup>rd</sup>. Dr. Sutton will be away from August 5<sup>th</sup> to 19<sup>th</sup>

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