

Feeling unwell?

Call your family doctor or nurse practitioner first!

With same day appointments and the *Extended Hours Service*, you are able to see your family doctor or nurse practitioner when you are unwell. Appointments are available throughout the day and after regular business hours. Remember: keep it in the family, call your family doctor first!

For details, visit www.peterboroughfht.com



Connect with PFHT!



Stay up-to-date with primary care news & information through our Facebook and Twitter! Learn more about PFHT by visiting www.peterboroughfht.com



Calling All Doctors!

Thanks to the hard work of PFHT, the Ministry of Health and Long-Term Care has placed the City & County of Peterborough on a high needs list for family doctors.

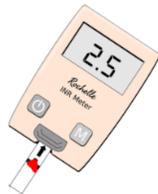
What does this mean? We now have more spaces available for family doctors within the

Family Health Team model of care. We continue to advertise provincially and nationally to attract more family doctors to practice in Peterborough and care for our community.

PFHT will advertise when new family doctors are accepting patients.

Patient & Family Advisory Council

Thank you to everyone who applied for our Patient and Family Advisory Council (PFAC)! We have selected our members and look forward to working closely with them. They will ensure the patient voice is at the forefront of our planning and that the patient voice is heard!



INR Clinic Campaign

Our INR Clinic is a better method to test the blood clotting time in patients. It is quicker, less painful & as accurate as the traditional method. It also saves our healthcare system money!

Lab blood testing, drawn through the arm, is about \$50 per patient. Our finger prick method of testing is easier for patients and it only costs about \$25 per patient. Since we do not receive additional funding for the strips & the cost impacts our operating budget, we are lobbying to the Ministry to receive the appropriate funding. With the help of the patients' voice we are hopeful our message will be heard. To learn more speak to your INR Pharmacist or visit our website today.



Did you know...

We serve all of the City & County of Peterborough.

The programs and services we offer to PFHT patients are based on the needs of our community.

Additionally, we build relationships & work closely with other health and social service organizations to make sure we know what services are there for our patients!

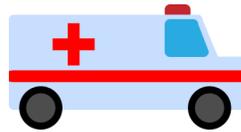
The Patients Journey with COPD

The patients' healthcare journey is unique and can lead them through many different paths. Some Peterborough patients have complex health concerns and can feel lost in our local healthcare system. Our Clinical Support Services (CSS) team guides these patients and connects them to the services they require while still ensuring the connection between the patient and family doctor is not lost. Read about Edith's journey below!

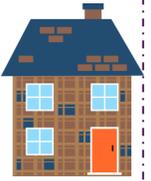
The Patient: Edith, a frail 68-year-old woman, who has severe Chronic Obstructive Pulmonary Disease (COPD) and needs to be on oxygen therapy. She lives with her husband, but struggles to prepare meals and keep up the house as she is always out of breath. Edith is losing weight, is anxious and depressed, and has closed herself off from her friends.



The Healthcare Experience: Edith has visited the Emergency Department (ED) at the local hospital many times this last year due to her COPD. Her family doctor has her on all the right medications and decides to refer her to the Clinical Support Services (CSS) team to see if the team can help her manage her illness better.



The Team: The CSS nurse navigator confirms they have received the referral with Edith's doctor. They call Edith to get to know her, the situation, and what her main healthcare needs are. After building that relationship over the phone, the nurse asks if Edith would be willing to accept the CSS team's help and sets-up the first home visit.



The Care Plan: The connections are made and the support is in place. The information is shared with all care partners including her family doctor and includes all health conditions, the care team, medications, upcoming appointments, and most important: her goals & plans for the future.



Making the Connections: Through CSS, support for Edith has been arranged that will help her with transportation to appointments and have healthy frozen meals delivered to her and her husband. CSS learns that Edith is always visiting the ED since she doesn't want to bother her family doctor. The nurse gives her information on COPD symptoms and encourages her to call the CSS team when experiencing them. CSS can assist with the appointments and even have a nurse practitioner visit Edith in her home if necessary; avoiding unneeded hospital visits.

First Home Visit: The nurse navigator learns of all the healthcare professionals helping Edith, then finds out that Edith's main concerns are being home alone, making meals for her and her husband, and getting to appointments since neither can drive. After getting good insight to Edith's needs, the nurse navigator can now create a plan around her needs and the nurse will stay connected with her over the phone.

Spotlight on Care: *Dr. Kaetlen Wilson, Medical Director*



Dr. Wilson is the Medical Director for the Peterborough Family Health Team, has been a family doctor since 1993 and continues to share her medical knowledge and support to our community. As one of the doctors of the Peterborough Family Health Team, she continues to listen to her patients and caregivers to ensure the patients are the focus and they are in the centre of care.

"We work hard to set and reach healthcare goals for our community leading to better care for the patient," says Dr. Wilson. "This includes the creation of the Trans Care Clinic, and increase in mental health services and continuous review of our programs through patient feedback. The Family Health Team will continue to work together with the family doctors and community partners to help navigate patients through, what can be, a complex healthcare system. Our new Clinical Support Service plays a huge role in assisting and directing patients, especially those recently discharged from the hospital."

On behalf of the Peterborough family doctors, Dr. Wilson adds that it is important for patients to call their family doctors first when they are unwell, or to visit their clinics *Extended Hours Service*. This helps to increase access to the services patients may require and also avoids unneeded Emergency Department visits.