

HRFHT NEWSLETTER

2019 SPRING EDITION.

PATIENT ADVISORY COMMITTEE (PAC)

This committee serves in an advisory capacity, making recommendations on matters that impact the experience of patients and families at HRFHT.

We are pleased that members of this committee are from all 4 HRFHT sites.



*We are: Patient Centered.
Collaborative. Respectful &
Inclusive. Of the highest Quality*



This newsletter will be distributed 4 times per year. Starting in the Spring 2019.

Welcome to the first edition of the HRFHT newsletter.

Our practice serves patients from culturally diverse socio-economic groups. As such, in our efforts to promote proactive health care, we offer **FREE** group education classes with light refreshments provided.

In partnership with **Black Creek CHC, West End Midwives, Humber River Hospital and Jane & Finch FHT**, we have developed Prenatal Group Education Workshops. **Please call 416-740-2810 or 647-342-8266 for upcoming dates and locations.**

We remain pleased by our Cancer screening and prevention efforts. We are above the Ontario average for **Colorectal, Cervical Cancer and Mammogram** screening. All patients (specifically those overdue) should be asked if they are up-to-date on cancer screening.

In our **Mental Health and Addictions Program**, patients will receive a 30-minute intake call from our Social Workers before they are schedule for an individual appointment.

HIGHLIGHTS FROM 2018 PATIENT SURVEY

Each year, we survey our patients and ask them to tell us about their experiences. We want to understand how patients access care, and the quality of care received. Information and data collected help us to provide quality health care.

This year we received **725** surveys and **235** comments from patients.

Here are some of what our patients say:

“Very good and quick service. The extended hours on weekdays and weekends are very helpful because of my schedule.”

“I genuinely admire my doctor’s listening and reasoning skills. Whenever my son and I visit her, I feel like she knows us and remembers us and is interested in making sure we speak freely.

“Had difficulty booking an appt or getting through to reception during working hours.”



Our vision is to improve the lives of our patients for a healthier community; 'making a difference'.

Contact Us:

416-740-2810 or 647-342-8266 OR
<https://www.hrfht.com/>

Join these **2019 FREE** group classes:

- **Navigating Services for Seniors April 26, June 28 1:30-3:30pm DIXON SITE**
- **Mediterranean Diet workshop April 25, July 25 6-8pm WESTON SITE**
- **Coping with Stress May 11, July 20 12:30-2:30pm WESTON SITE**
- **Smoking Cessation class May 11, July 20 10:30-12:30pm DIXON SITE**
- **Engaging Active Seniors June 24 1:30-3:30pm DIXON SITE.**

DID YOU KNOW?

You can receive **FREE** gums, lozenges, etc if you register with the **STOP Smoking program.**

Call 416-740-2810 or 647-342-8266 for more information.



After hours clinic is available Monday to Friday 5-8pm. Weekends 9am-noon. All health care providers have access to your detailed medical history and can provide appropriate care specific to your needs.

To help us run our clinics smoothly, please arrive on time for your appointment.

PLEASE AVOID WALK-IN CLINICS

- Walk-in clinics **DO NOT** have access to your medical history
- Your family physician is rarely notified about a walk-in visit and is therefore unable to provide any necessary follow-up care.

TROUBLE NAVIGATING HEALTH SERVICES?

When you need help with programs and navigating health services, the best advice is to empower yourself.

- ✓ Make a list and identify 3 things that's important to you and that you need most.
- ✓ Be aware of important dates, write them on your calendar.
- ✓ Decide **WHO** can help you.
- ✓ Bring this list to your physician or other health care professionals and discuss the list at your next appointment.

*A great resource is the **COMMUNITY NAVIGATION AND ACCESS PROGRAM.** 1-877-621-2077, or 416-217-2077. Vist <https://www.centralhealthline.ca/> for more information*

