



REGION COMMUNITY HEALTH SERVICES PLANNING

Summary from Community Open House

Saturday, June 16

Sooke Baptist Church, 7110 West Coast Road, 1 – 4 PM

Thank you to everyone who took the time to come to the Open House regarding Sooke primary care services. The feedback we received reflected and validated what we heard from the previous stakeholders' event which is summarized in the [Sooke Community Health Service Planning Document](#).

Below is a summary of feedback we received from the Open House event followed by next steps.

- Approximately 27-30 community members attended, many represented groups or organizations.
- Most attendees were well informed of the work to date and what are realistic service levels and service types for a community such as Sooke.
- Attendees were appreciative of Island Health's open house session and welcomed the ongoing discussion.

FEEDBACK THEMES

CARE ACCESS

- Improve access to a family physicians through recruitment, increased hours, ability to reach through technology (skype, phone, app), ability to leave while waiting and get phone call to return (e.g. app)
- Would like a Birthing Centre (Midwives)
- Would like a hospital (Saanich Peninsula Hospital model)/weekend care centre 24/7 for emergencies
- Need more home care
- Need expanded residential care (increase size of Ayre Manor)

TEAM-BASED CARE

- Want urgent care facility and primary care facility with one-stop for diagnostics where you see the most appropriate care provider (doesn't always have to be doctor)
- Integration and communication between Naturopathic Practitioners and MDs would allow better patient care and less patient stress
- Want family physicians who are trained/knowledgeable about alternative health care/holistic/naturopathic care. Would like to see this not cost patients (we are "subsidizing pharmaceutical companies and traditional western medicine")
- Use paramedics to help with care

MENTAL HEALTH/SUBSTANCE USE SERVICES

- Substance use/addictions are a real problem; more services are needed, including drop-in for all ages
- Need supportive housing for those experiencing MHSU issues
- Need more mental health supports for seniors

POPULATION WELLNESS

- Provide prescriptions for yoga, walking clubs, social groups, diets (to reduce reliance on pharmaceuticals)
- Increase emphasis on early childhood disease management: Diet, Lifestyle, Health metrics

NEXT STEPS

Island Health, in partnership with the municipality of Sooke, local physicians, the South Island Division of Family Practice and the Sooke Region Communities Health Network, will continue to work to strengthen local primary care services - this includes establishment of a Primary Care Network in the Western Communities, which includes Sooke, exploring expansion of hours for West Coast Family Medical Clinic and exploring space for expansion of health care services in Sooke specifically.

We will also be focusing on expanding the health care team, including physicians, nurse practitioners, allied health providers and mental health and substance use services to deliver team based care and improving how people can access information on line about the services available to them within their Primary Care Network.

The goal of the Primary Care Network is to increase attachment to primary care providers, increase access to after hours and weekend care and to increase access for same day urgent care, all which is culturally safe and appropriate – all things that Sooke residents have loudly said they want.