

Urgent Primary Care Centre Surrey Community: Update

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Quick Facts

- The Surrey Urgent Primary Care Centre is one of 5 in BC
- The location is City Centre 2 across from Surrey Memorial Hospital
- Door opening was on November 8
- Open 7 days per week, 10 AM to 9 PM
- Some staff recruitment continues

RECEPTION



Service Role

- Longitudinal Primary Care – attachment for North Surrey/Whalley residents who don't have a GP
- Urgent (timely) Primary Care – visits for timely access to care for unattached and attached clients

Multidisciplinary Care Team

- General Practitioners
- Nurse Practitioners
- Registered Nurses
- Medical Office Assistants
- Social Workers
- Mental Health Clinicians
- Pharmacists
- Unit Aide

A typical Day

- At 10 AM the team huddles to review the team based approach to care
- Walk-in patients are welcome throughout the 'day' – seen by nurse and then by most appropriate clinician
- Booked appointments for patients attached to the Centre throughout the 'day' – to be seen by the patient's GP or NP and/or appropriate clinician

Primary Care - examples

- Physical check-ups
- Prevention, early detection and management of disease – screening
- Disease diagnosis and treatment
- Chronic disease management
- Support for self-management
- Reproductive care

Urgent (Timely) Care - examples

- Management of minor illnesses – ear aches, sore throat, fever, infections
- Suturing of wounds
- Management of medications
- Intervention for mental health challenges

Successes

- Gradual growth in patient volumes for staff learning of processes and use of electronic medical record
- Over 2000 visits to date
- Patient satisfaction with timely treatment
- Patients are presenting as they should – no surprises
- Team based approached to care

Challenges

- Recruitment of GPs, Social Workers and Pharmacists
- Balancing the urgent (timely) visits with the booked appointments for attached patients

Next Steps

- Clinicians will be going out to the community to make connections, provide care
- Clinicians will be connecting with staff and clients at the Aboriginal Wellness Centre
- Start group medical visits to help patients with self management



Questions?

*Thank you - for the opportunity to
share an update about
the Surrey Urgent Primary
Care Centre*