



Delta

Division of Family Practice

An FPSC initiative

ANNUAL REPORT

2025-2026



Delta

Division of Family Practice

An FPSC initiative

OUR MISSION

Ensure access to timely, comprehensive, high quality, sustainable health care in Delta through collaborative and collegial relationships within a healthy, engaged physician community



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Delta

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REPORT FROM CO-CHAIRS & EXECUTIVE DIRECTOR



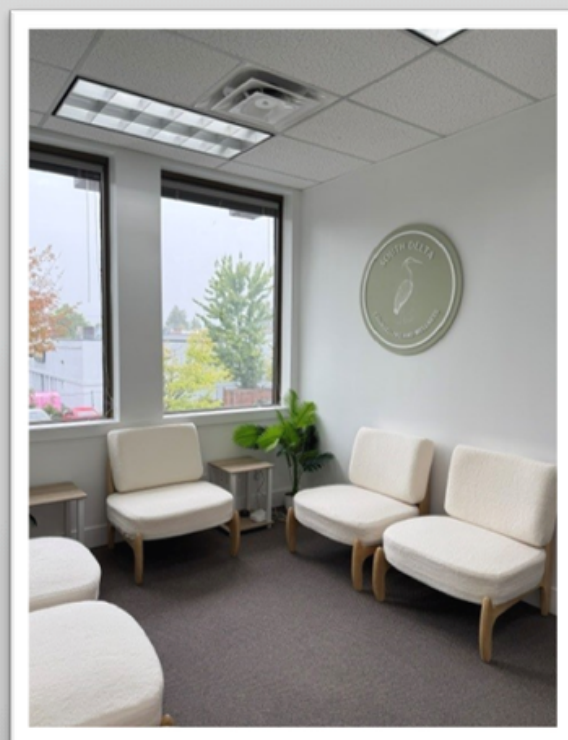
Another year has flown by, and we can now officially say that we are a PCN community. We have secured our funding and are up and running, with our PCN team now in place. We are pleased to welcome our PCN Manager, Victor Oliveira, and our PCN Coordinator, Trisha Frank.

Our PCN Committee is meeting regularly and includes our tri-conveners, physician representatives, Fraser Health PCN representation, and TFN representation. We strive to have a physician representative from each clinic on the committee to ensure ongoing physician feedback and engagement as we continue to develop our PCN.

Victor Oliveira and Trisha Frank have been out visiting almost all our clinics, introducing themselves and sharing information about the new PCN services available to our physicians and patients.

To date, Fraser Health and the Division have secured access to a local Community Counsellor, who is able to see patients in need of services at no cost. The success of this important addition to our community is reflected in the PCN report included in this annual report.

***New PCN Counselling
allied service provider***





Our next two hires will be a Social Worker and a Pharmacist, both of whom will be accessible to our community physicians. It has always been the goal of the PCN to provide supports that strengthen and complement the work of our family physicians. We hope these additional resources will help shoulder some of the workload and provide you with additional support in caring for your patients.

Our Community Connector, Trisha Frank, has seen a marked increase in referrals since the PCN began. The referral form we developed and integrated into all your EMRs appears to have significantly increased awareness of this valuable service. Our Community Counsellor is also aware of the Community Connector service and, when her clients—many of whom are your patients—require additional community supports, they can be referred directly to Trisha through this same process.

We have also continued our efforts to recruit new family physicians and a nurse practitioner to our community. Our recruiter, Debbie McKenzie, has provided a full recruitment update in this report. We continue to do our best to provide locum coverage and attract new physicians to support the important work you do every day.

Our Attachment Coordinator, Daniella Branker, has helped ease the transition from our community attachment list to the provincial attachment system. Daniella continues to visit clinics, assisting physicians and staff with the new PAS and PPN changes, while providing ongoing attachment support when needed. She has also provided an overview of her work, which is included in this report.

Providing our members with opportunities for continued learning and professional development remains a priority. We will continue to support educational opportunities and respond to your requests for information and learning sessions

This past year, we have attended the following events, organized by our Executive Assistant, Lisa Wigzell:



June 6 Southlands Seniors Fair



July 24 TFN Health Fair & Opening Day of Healing House



August 1 Tsawwassen Sun Festival



**September 17
Delta Local Immigration
Annual Partnership Welcome**



September 18 Healthy Living Fair for Seniors

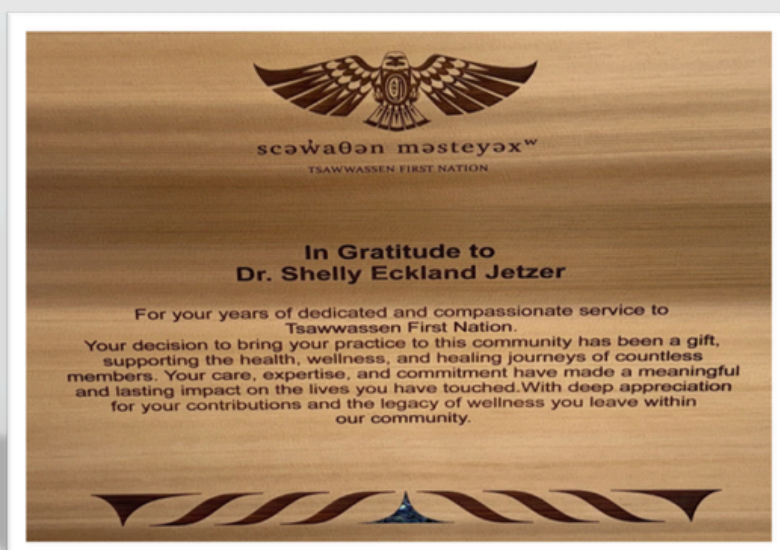


September 22 KinVillage Open House

The division was again invited to the Tsawwassen First Nation (TFN) health fair. The day was filled with networking, building and creating relationships and sharing in a rich gathering. The new TFN clinical space was officially opened and Dr Shelly Jetzer has been honored with a beautiful plaque of appreciation for her support and commitment to TFN health and our ongoing partnership.



Opening Day, TFN Healing House



Dr. Colleen Lee organized our annual pickle ball tournament

Recruitment continues to be our focus as a division Debbie has an update in this report and clinics have hired 2 family physicians and one nurse practitioner; Debbie is working with 3 new pending family physicians.

We look forward to continuing to support and contribute to team-based care in our community. Thank you to each one of you for your hard work, commitment and compassion. It is an honor to support your work.

Dr. Chris Vipler, Dr. Colleen Lee, Geri McGrath



Geri, Deb and Dr. Colleen Lee at the opening of SFU Stephens Family School of Medicine.

Next year Delta will be one of the pilot communities accepting students. Please watch for more information.

STRATEGIC PLAN 2025-2028

FOUR PILLARS • ONE VISION • A STRONGER PRIMARY CARE COMMUNITY



VISION

An actively engaged, healthy community responsive to the needs of patients, providers and the public.



MISSION

Ensure access to timely, comprehensive, high quality, sustainable health care in Delta through collaborative and collegial relationships within a healthy, engaged physician community.

1



PHYSICIAN WELLNESS

Foster a culture of connection, well-being and engagement.

2



MEMBER SUPPORT

Enhance clinical collaboration and practice supports to help family physicians thrive.

3



REPRESENT THE PHYSICIAN VOICE

Meaningfully represent Delta family physicians in health system planning and decision-making.

4



RECRUITMENT & RETENTION

Proactively attract and retain family physicians to build capacity and continuity of care in Delta.



South Delta
Primary Care Network

PRIMARY CARE NETWORK



The South Delta PCN continues to grow its capacity to offer supportive resources to our physicians, with a strong focus on building services that respond directly to the needs identified by family physicians and their patients.

We are grateful to partner with Fraser Health and for the leadership and support of Ana-Maria Gidofalvi, Director, Clinical Operations, and Alita Stoelers, Manager, Clinical Operations.

Mental Health and Counselling

Mental health has been identified as a significant area of need within the South Delta community. As of August 31, 2026, the PCN Counselling Service had received 162 referrals representing 158 unique patients. Referrals came from all nine participating South Delta clinics, and 118 patients were successfully reached and booked.

Expanding Team-Based Care

Work is progressing to expand the range of interdisciplinary services available through the PCN. Recruitment and implementation of the PCN Clinical Pharmacist service is underway. The Social Worker and Clinical Exercise Physiologist positions have both been posted, with planning underway for the spaces, workflows and referral processes needed to support these new services. We are working with clinics that have expressed interest in having the PCN Clinical Pharmacist on-site. We appreciate their interest in co-location and hope this encourages other clinics to explore similar opportunities.

Planning is also underway to explore expansion of the PCN Counselling Service. Utilization of the current counselling allocation has progressed much faster than anticipated, reflecting the strong demand for accessible mental health support in South Delta. With the service only operating since May 2026 and the available funding already approaching its planned capacity well before the end of the year, discussions are underway regarding opportunities to expand and sustain counselling services.



As these new services are introduced, the PCN will focus on strengthening the partnership and pathways with existing services as well such as MHSU, home health, home support and acute care services, to ensure smooth care transitions. These services will further support family practices by providing patients with access to interdisciplinary care while allowing providers to connect patients with the right support based on their individual needs.

Urgent and Primary Care Centre (UPCC)

The South Delta UPCC continues to provide urgent and primary care services to the community. Recent activity shows an increase in patient volumes, with 459 patients in fiscal period 4 and 468 in period 5. With the centre now established, the focus is shifting toward optimizing its services to better meet community needs. The Delta Division continues to work closely with Fraser Health to strengthen coordination between the UPCC and local family practices.

South Delta UPCC Activity

Updated system-level snapshot for AGM reporting

UPCC Activity by Fiscal Period



Latest fiscal period

468

patients in P5

Recent activity

459 to 468

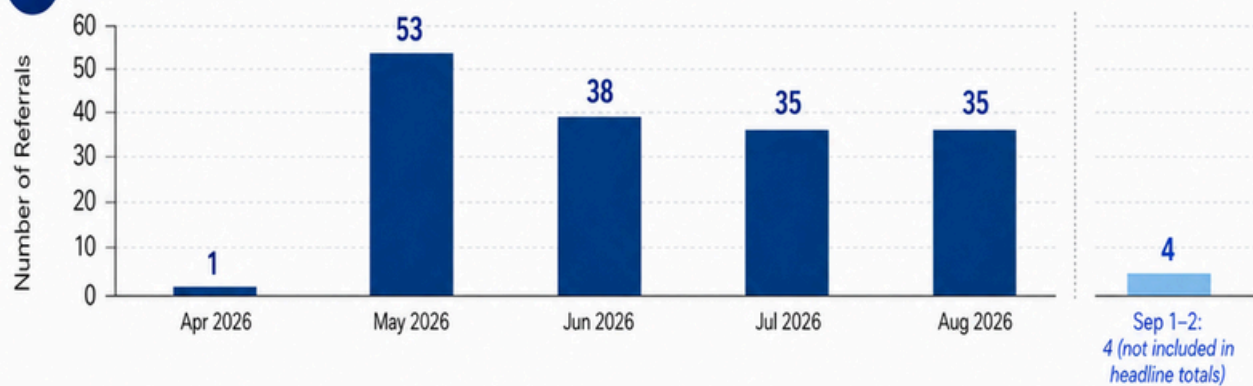
patients in P4 and P5

South Delta PCN Counselling

Referral Snapshot | Reporting cutoff: August 31, 2026



Monthly Referral Trend



Total referrals

162



Unique patients

158



Patients reached & booked

118



Referring providers

29



Participating clinics

9



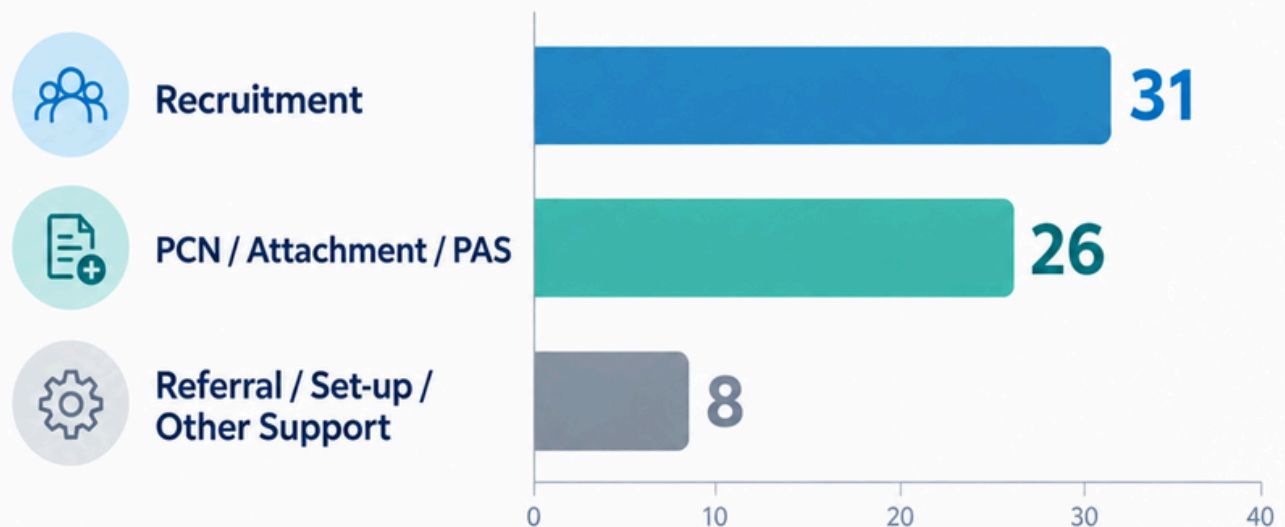
Key Highlights

- ✓ Strong initial uptake in May with 53 referrals
- ✓ Sustained demand through summer with 35–38 referrals per month from June to August
- ✓ 118 patients had been successfully reached and booked by August 31

South Delta Clinic Engagement

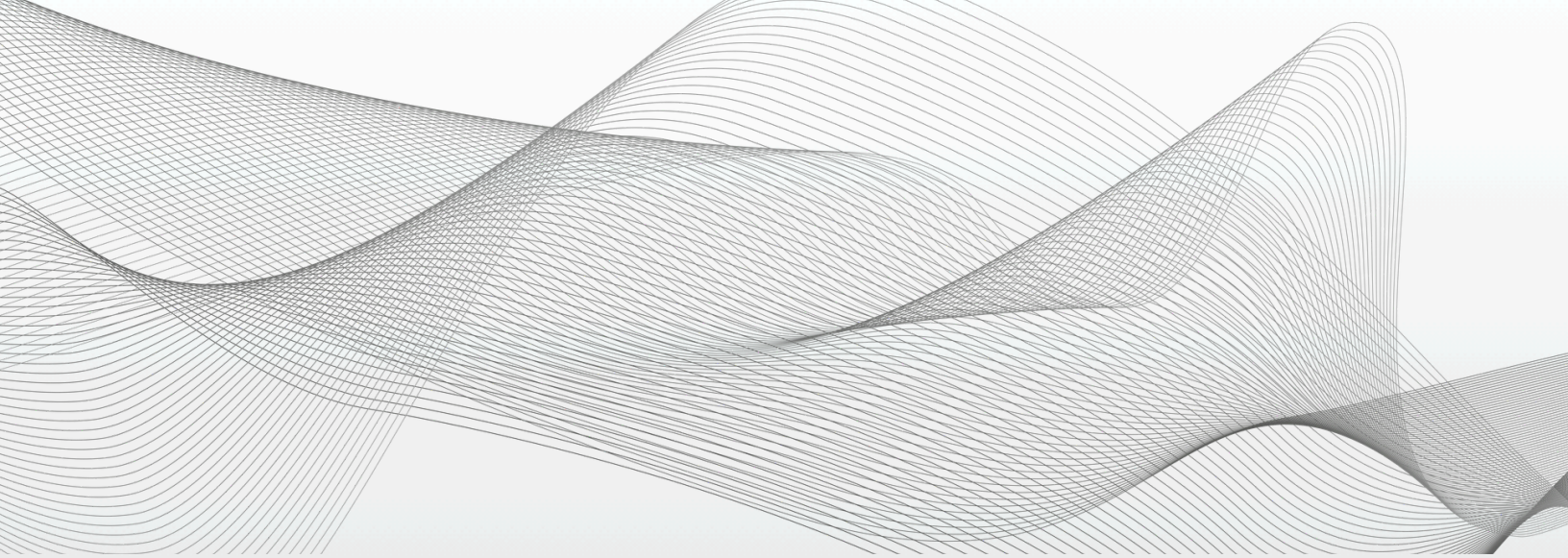
January–September 2026

65 recorded clinic touchpoints





COMMITTEES & INITIATIVES



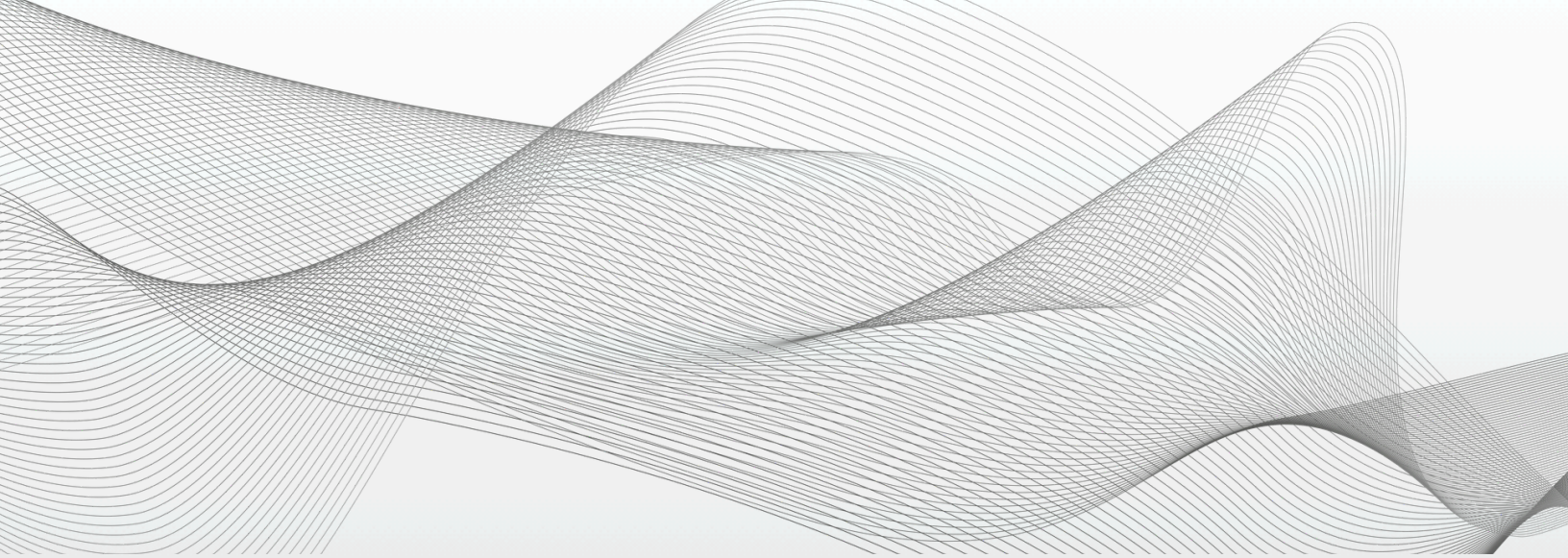
Collaborative Services Committee (CSC)

CSC is a collaborative working group that includes Divisions of Family Practice, Fraser Health, Doctors of BC, Tsawwassen First Nations and a patient representative. In the year ahead, our CSC will continue to explore: Caring for Seniors at Home.

Long Term Care (LTC)

This year, the Long Term Care Initiative welcomed 2 new doctors into LTC practice: Dr. Felix Ehianu at Mountain View Manor and Dr. Irrtaza Murtaza at Deltaview Nursing Home. Feedback from both new physicians were thankful for the support given with starting their Long Term Care practice and enjoy the pace and flexibility of LTC. In total now, there are 9 MDs now involved with the LTCL and participating in the after hours coverage program.

If you are interested in starting a LTC practice in our Division, please contact Carllin Man at carllinm@gmail.com



Delta Hospital -Multi-Disciplinary Health Care Coordinating Committee (MHCC)

The committee includes Fraser Health leads, DH Clinical Operations and various Department Heads. Meetings are held every 2-3months.

The services at Delta Hospital continues to evolve and expand. Structural work has begun towards the opening of an updated Endoscopy surgical suite. It is slated to open in the latter part of 2027. In addition to the public, substantial funding for the Endoscopy unit this has been provided by the Delta Hospital Community Foundation and Jim Pattison. An MRI machine will be added to the Radiology services in 2028. Together with Fraser Health, the Foundation has provided substantial funding to this new equipment.

The construction of the Beedie Long Term Care Center has been temporarily paused by the Ministry of Health. Site development was completed. Hopefully, the construction will restart in the year ahead.

There continues to be high numbers of patients that are seen in the ER department. Diagnostic breast imaging is still reduced because of reduced availability of trained Radiologists. There is still a need for hospitalists and Internal Medicine specialists

Recruitment & Retention

Delta Division of Family Practice Recruitment Summary - 2025-2026

We continue to advertise for part-time, full-time and locum physicians in Canada, USA, UK and Ireland on: Various free job boards, as well as Indeed, Health Match, Doctors of BC. We also attend conferences including Family Medicine Forum; Practice Foundation and various BC GP events throughout the year.

(2) Family Physicians Hired / Started

Ahmed Abdelgawad	Ladner Medical & Allied Health	Nov 2025
Shahid Ahmed	Lark Medical	21 Sept 2026

(3) Nurse Practitioner Hired / Started

Emma Sigmund .08	Lark Medical	May 2026
Aimee Fenton .08	Lark Medical	May 2026
Simran Cheema .08	Ladner Medical & Allied Health	9 Sept 2026

(4) Pending GP Hires

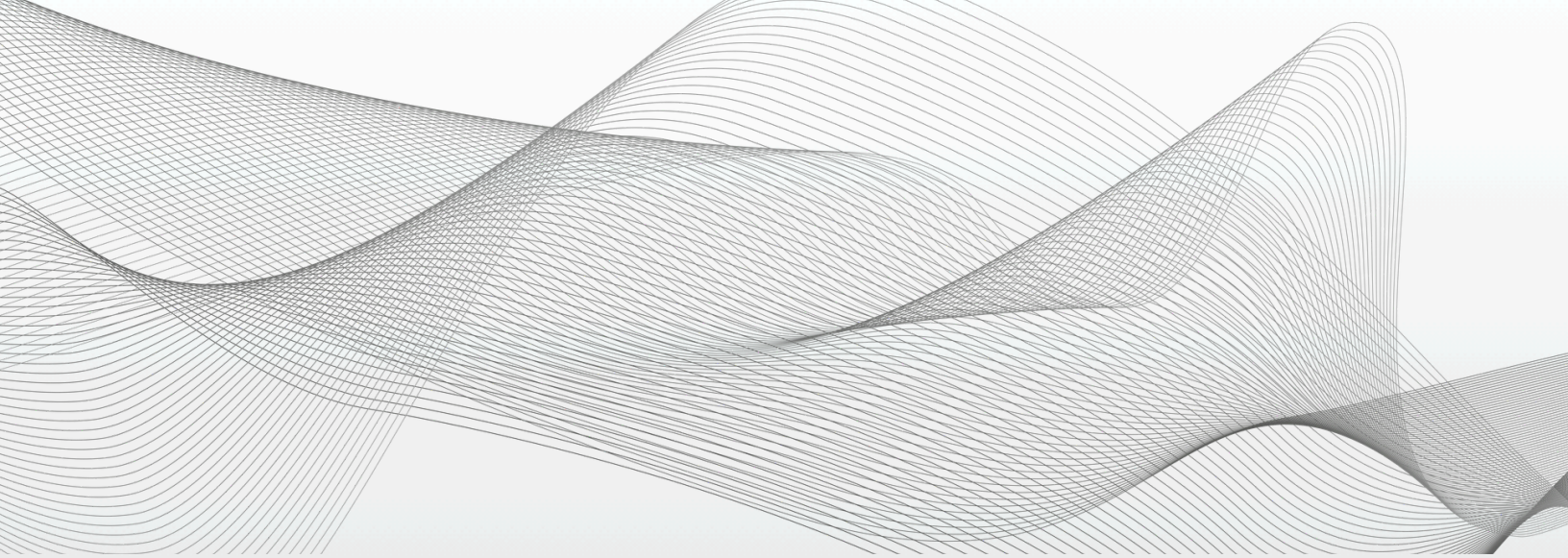
Dewmi Arachchi	Lark Medical	Jan 2027
Amanat Purewal	View Medical	Mar 2027
Wafa Emalti	Tsawwassen Medical Clinic	July 2027
UBC ROS .05	*TBD	July 2027

(2) Locums

Renier Joubert	Locum to possible perm	Aug 2026
Dataar Cheema	Locum to possible perm	Jan 2027

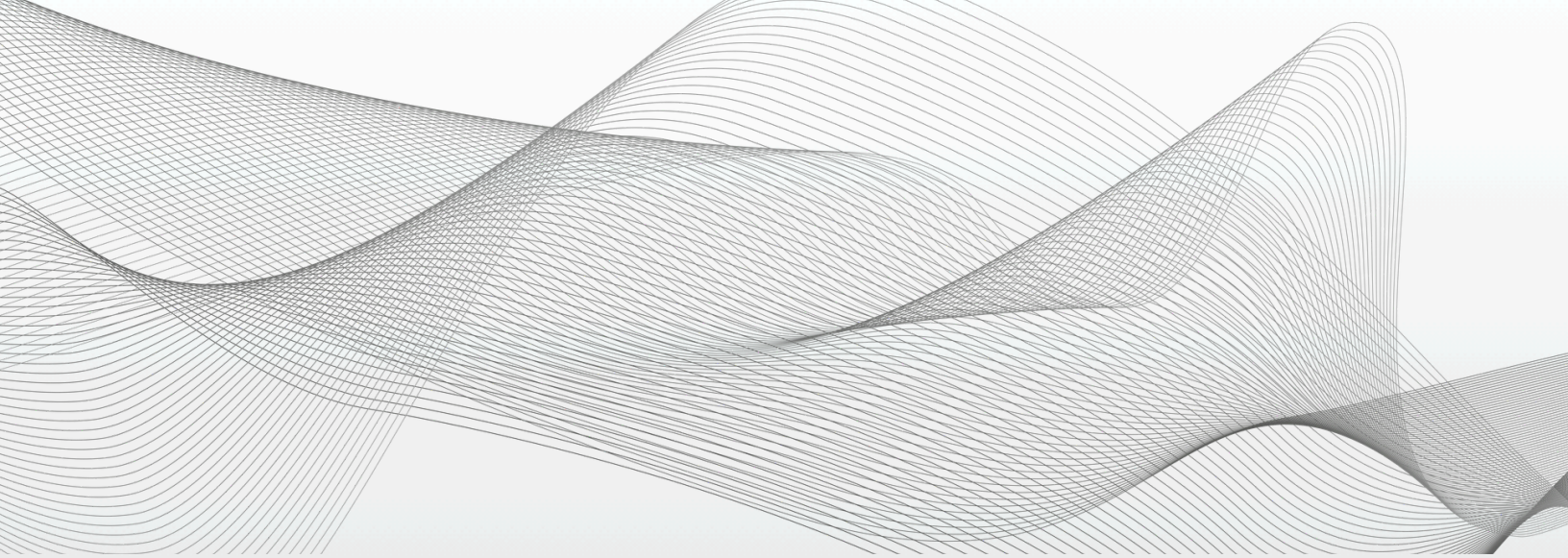
Conferences:

- FMF, Family Medicine Forum (Winnipeg, MB) - Nov 2025
- UBC, Practice Foundations Conference (Vancouver, BC) - Nov 2025
- CWIM, Canadian Women in Medicine (Winnipeg, MB) - Jun 2026



*Canadian Women in Medicine
Conference, Winnipeg MB*





Community Connector

The Community Connector Program continues to support South Delta family providers and their patients. The program serves as a bridge between primary care and community-based, non-clinical services.

The Community Connector program assists patients in navigating a wide range of services, including social supports, housing resources, food security programs, transportation options, seniors' services, mental health supports, financial assistance programs, and community activities that promote well-being and social connection.

Demand for the program has continued to grow. During 2025, the program received more than 35 referrals. In 2026, the program has already received over 45 referrals, representing a significant increase in utilization.

As we look ahead, the Community Connector Program remains committed to strengthening partnerships with healthcare providers and community organizations, increasing awareness of available resources, and ensuring patients receive timely support that complements their clinical care.

We extend our sincere appreciation to our referring providers, community partners, and program supporters whose collaboration has contributed to the program's continued growth and success.

The Community Connector Program accepts referrals from South Delta Family Physicians and Nurse Practitioners. Referral forms can be found on Pathways, in the Delta Division monthly newsletter or can be requested directly from:
Trisha Frank, Community Connector: tfrank@deltadivision.ca

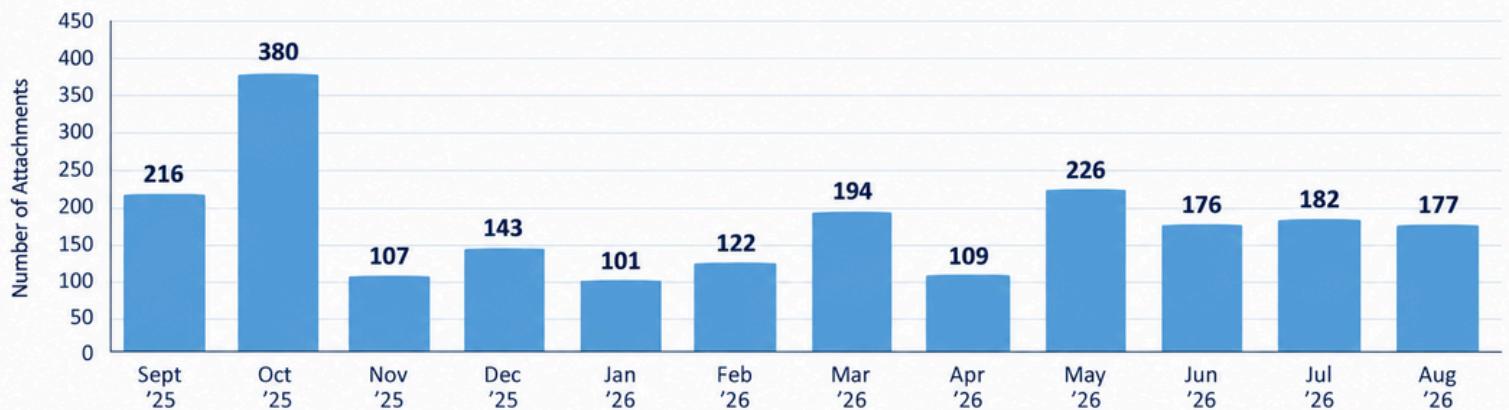
Patient Attachment

South Delta Division attachment overview:

Monthly Attachment Numbers

September 2025 – August 2026

AGM Snapshot



Total Attachments

September 2025 – September 2026 (12 months)

2,133

Monthly Capacity

as of March 31, 2026

~280

Includes the monthly capacity of our two NP's Emma & Aimee, as well as Dr. Gurmani, Dr. Abulaban and Dr. Abdelgawad.

Note: Data provided by Daniella. Monthly numbers pulled as of April 2026; historical data prior to this date is not available.

Providers Accepting Patients

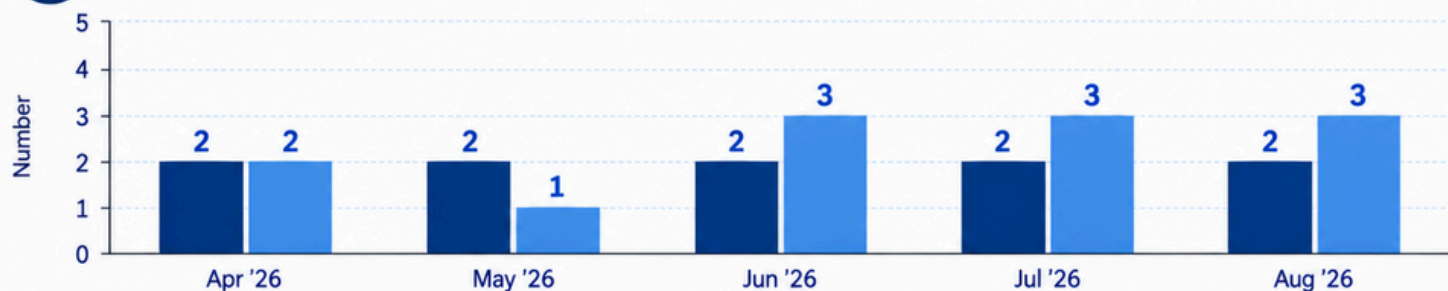
April – August 2026



Monthly Providers Accepting Patients

■ NP's Accepting Patients

■ FP's Accepting Patients



Average Monthly Availability

2 NP's

2.4 FP's

April – August 2026 (5 months)



August Snapshot

2 NP's

3 FP's

accepting patients



Key Highlight

Across this period, NP availability remained stable while FP availability increased after May.



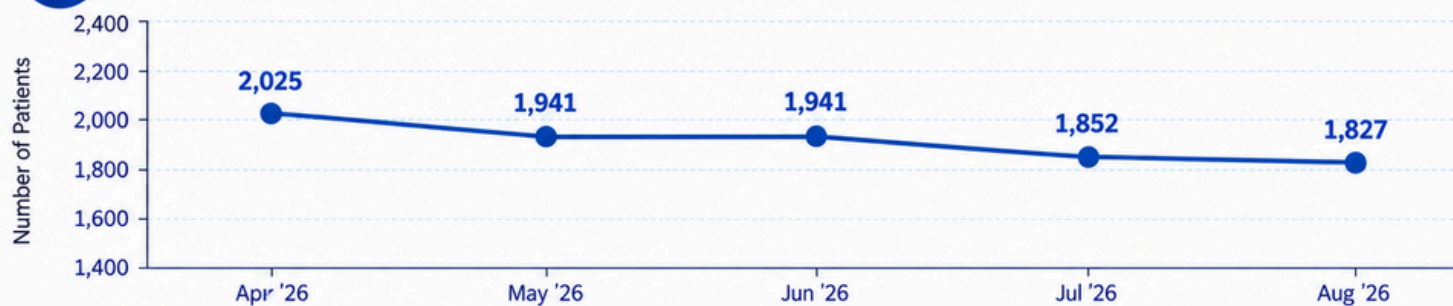
Source: Monthly HCR numbers data provided for AGM reporting.

Active Patients on HCR Registry

April – August 2026



Monthly Active Patients on HCR Registry



Change Over Period

-198

from April to August 2026



August Snapshot

1,827

active patients on the registry

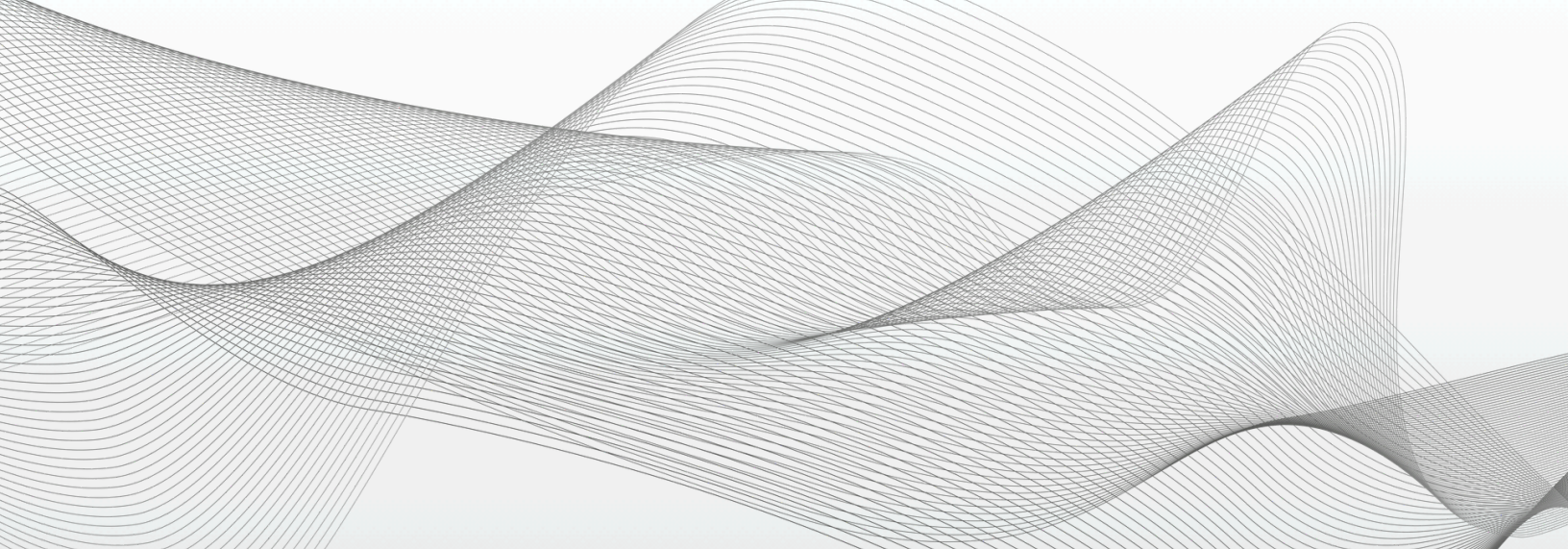


Key Highlight

The registry count declined by about **9.8%** from April to August 2026.



Source: Monthly HCR numbers data provided for AGM reporting.



Practice Support Program and Doctors Technology Office

Over the past year, the Practice Support Program (PSP) and the Doctors Technology Office (DTO) have remained a dedicated, hands-on partner for the South Delta community—helping practices streamline operations, navigate transitions, and support patient care.

Key Highlights & Support Provided

- **Administrative & LFP Payment Transition Support:** Over the past four months alone, our team provided hands-on assistance to nearly 40% of the membership in South Delta, successfully navigating PPN decommissioning and EMR/PAS reconciliations.
- **Panel Management:** Assisted 14 providers in maintaining accurate, up-to-date patient panels to support proactive care delivery and improve population health tracking.
- **Quality Improvement (QI) Projects:** Guided physicians through 9 structured, manageable QI cycles to optimize clinical workflows, improve team efficiency, and elevate patient outcomes.
- **Patient Experience Surveys:** Facilitated patient feedback collection, giving 4 physicians actionable insights into local patient experience and clinic touchpoints.
- **Doctors Technology Office (DTO) Collaboration:** Partnered with DTO to help physicians optimize digital tools, master EMR functionality, and leverage evidence-based decision support.

For tailored PSP support, connect with Katie Harmer at:
kharmer@doctorsofbc.ca and service request [here](#).



FINANCIAL STATEMENTS

REVENUES	
Infrastructure	\$ 359,519.00
Attachment Mechanism	\$ 75,965.00
Long Term Care	\$ 210,202.00
Primary Care Network	\$ 103,331.00
Physician Integration & Retention	\$ 40,000.00
PMH/PCN Physician Engagement	\$ 60,738.00
TOTAL REVENUES	\$ 848,345.00
EXPENDITURES	
Infrastructure	\$ 360,527.00
Attachment Mechanism	\$ 75,965.00
Long Term Care	\$ 210,202.00
Primary Care Network	\$ 103,331.00
Physician Integration & Retention	\$ 40,000.00
PMH/PCN Physician Engagement	\$ 60,738.00
TOTAL REVENUES	\$ 850,963.00
REVENUES OVER EXPENDITURES	\$ -1,008.00



BOARD OF DIRECTORS

Dr. Chris Vipler, Co-Chair

Dr. Colleen Lee, Co-Chair

Dr. Rui Lee

Dr. Benjamin Tan

Dr. Ann Chala

Dr. Vanessa Russell

Dr. Sharan Karwal



STRATEGIC ADVISORY COMMITTEE

Dr. Colleen Lee

Dr. Carllin Man

Dr. Rui Li

Dr. Chris Vipler

Dr. Benjamin Tan

Dr. Ann Chala

Dr. Vanessa Russell

Dr. Sharan Karwal

NP Jessica Wilson



DELTA DIVISION TEAM

Geri McGrath, Executive Director

Victor Oliveira, PCN Manager

Lisa Wigzell, Executive Assistant

Debby McKenzie, Recruitment & Retention Coordinator

Daniella Branker, Patient Attachment Coordinator

Trisha Frank, Community Connector & PCN Coordinator

Carly Sweet, Accountant

Katie Harmer, Practice Improvement Coach