

2020 - 2021

# COVID-19 SPECIAL REPORT



**Surrey-North Delta**  
**Division of Family Practice**  
A GPSC initiative





## PPE PROCUREMENT, COORDINATION AND DISTRIBUTION

At the beginning of the COVID-19 pandemic, there was a very limited supply of Personal Protective Equipment (PPE) for health care providers. The SND Division launched an urgent project to implement a system and process to centralize PPE orders submitted to FHA. The project was successfully implemented within 10 days and was in operation from May to December 2020 and allowed FPs to continue in-person operations as needed. The project was completed when PHSA centralized all PPE deliveries directly to clinics in January 2021.

## ACHIEVEMENTS

### Implemented systems for operations.

- Automated Order forms for weekly clinic ordering
- Clinic database, order processing and inventory management systems

### Established processes, procedures, guidelines and instructions

Provided order processing and troubleshooting support to clinics from May to December

92

**SND clinics supported**

517

**total orders**

6,001

**Supply boxes delivered**

60,000

**PPE items delivered**

## PUBLIC HEALTH AND COMMUNITY SUPPORT

During the pandemic, our Division worked closely alongside Fraser Health, the Ministry of Health and Public Health to address health concerns in our community.

### Regular Flu and Childhood Immunization Clinics

Regular Flu and Child Immunization Clinics (CIC) are usually done by FHA's Public Health (PPH). Last year, due to the pandemic, PPH resources were redirected to COVID-19 related activities. Primary Care was thus urgently requested to support with flu and CIC vaccination efforts. The SND Division successfully set up two separate mass immunization clinics at the Surrey-Newton UPCC and Axis Primary Care Clinic in less than two weeks in November 2020. Everyone in the community had the opportunity to receive a flu shot.

### Achievements

- Implemented 2 clinics including identifying potential sites, securing resources including vaccines and supplies, setting up booking and inventory systems and clinics' flow.
- **Trained and managed 32 "vaccinators"** including FPs, NPs, RNs, UBC Med Students and support volunteers
- **Offered 102 clinics days**
- Supported **reducing CIC vaccination backlog by 97%** between December 2020 and March 2021 (from **1,289 people on waitlist on Dec 1, 2020, to 38 on March 5, 2021**), reducing the probability of other child disease outbreaks

### SND COVID-19 Phone Line and Virtual Clinic

In the early stages of COVID-19, we recognized the need to access local, English and non-English COVID-19 information. We also saw a dramatic decrease in doctor visits by patients.

### In response, we:

- created a COVID-19 general information hotline, **available in 8 languages**
- engaged volunteer IMGs in the community to operate the phone line
- **created a virtual clinic**, before most FPs had yet begun offering virtual appointments
- engaged FP members to take shifts for the virtual clinic

### Supporting Community Testing Efforts

As testing became a cornerstone of our COVID-19 response in Surrey, our Division, in collaboration with FH, led the planning and implementation of two testing locations (massive drive-thru and walk-in facilities) along with a dedicated assessment site at the Surrey-Whalley UPCC.

We also regularly updated members regarding testing numbers at each site.

### Patient Webinars

We hosted two patient webinars on COVID-19 (in Arabic) and the impact on diabetes/hypertension (in Spanish) with physicians speaking the respective languages. **A total of 50+ individuals attended online.**



## FAMILY PHYSICIAN AND MEMBER SUPPORT

**We hosted 2 COVID-19 Town Hall Meetings**

**May 2, 2020: 83 physicians and residents attended**

**September 3, 2020: 58 physicians and residents attended**

### Understanding Members' Needs

In order to ensure our response measures were supporting our members in the ways they required, we regularly assessed member needs and concerns in both formal and informal ways.

The PES Team closely monitored our WhatsApp channels and maintained two-way communication with members. We also greatly increased our newsletter output, from once per month to twice per week, in order to help members stay current on ever-changing information, guidelines and protocols.

### Surveys

The PES Team also surveyed members on a variety of topics, including:

- CPCC, gaps/needs
- patient volume, and
- vulnerable populations

**"COVID-19 has been an excellent example of what it means to me and my staff to "live and breathe" our ongoing commitment to support our FP members."  
-Tomas Reyes, ED**

