

PCN ANNUAL REPORT

2025



Surrey-North Delta
Primary Care Network



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A MESSAGE FROM OUR OSC CO-CHAIR

Dear Colleagues,

I have the pleasure of opening this report at the conclusion of another successful year for our Surrey-North Delta Primary Care Network. Our core PCN services (Clinical Counselling, Social Work and Clinical Pharmacy) continue to mature and grow, and to explore novel ways to support Family Physicians, Nurse Practitioners and our patients. Our PMH and PCN steering committees and various working groups continue to envision a Surrey-North Delta where innovative, connected primary care supports a healthy community of primary care providers and patients.

But this hasn't only been a year of continuing to improve on what we've already been doing. We have also shepherded two new PCN programs to launch readiness: our Obesity Clinic and Behavioural Change Program, and our CHANGE Program for people with metabolic syndrome.

"I am confident that our SND PCN will continue build a more connected, accessible and healthful primary care experience for providers and patients."

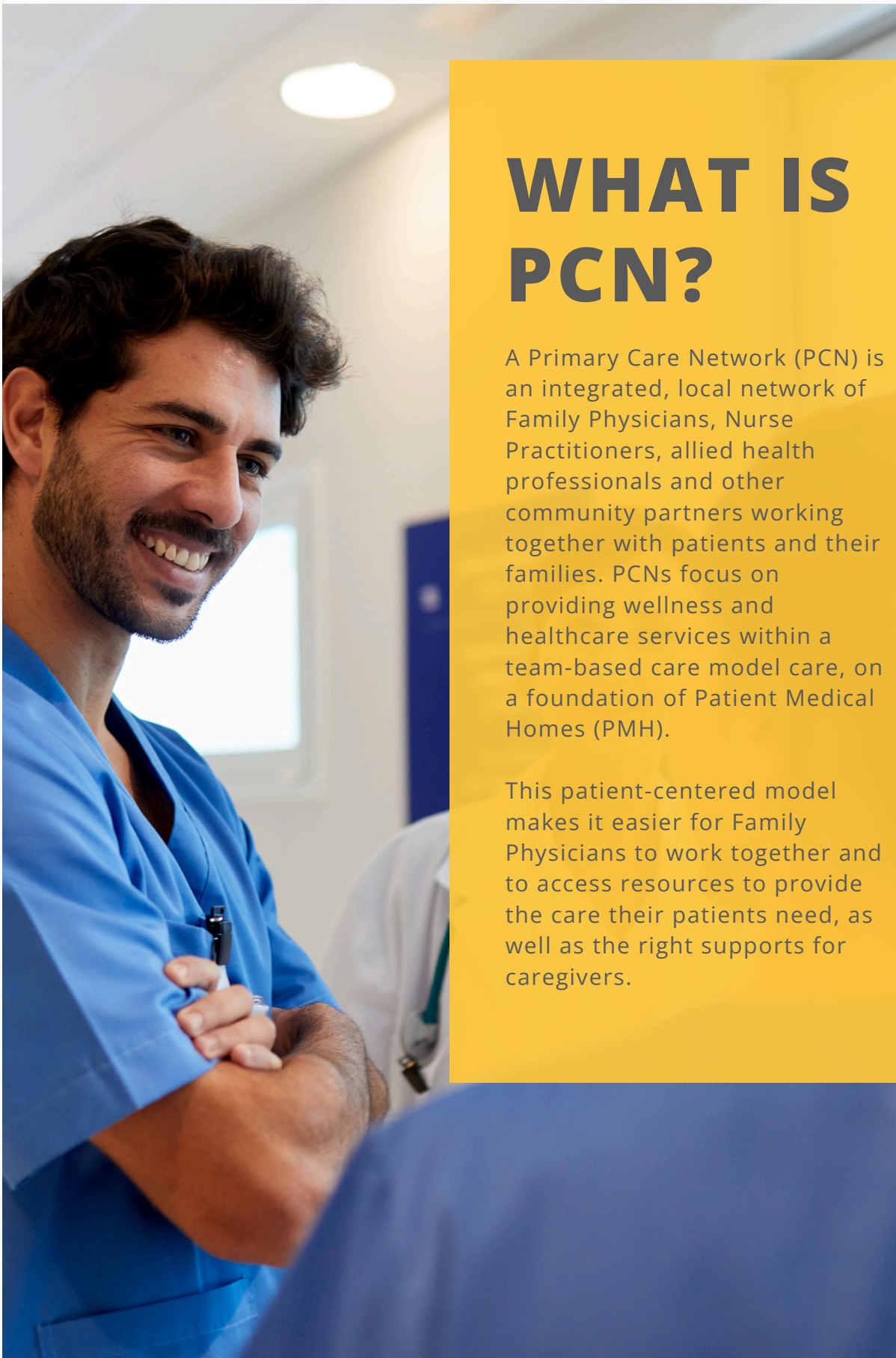
Both new programs take evidence-based, innovative approaches to tackling health gaps that are particularly impactful in our community.

As we move purposefully into our fourth year of implementation, I am confident that our SND PCN will continue build a more connected, accessible and healthful primary care experience for providers and patients.

Dr. Sujatha Nilavar

Co-chair, Overall Steering Committee





WHAT IS PCN?

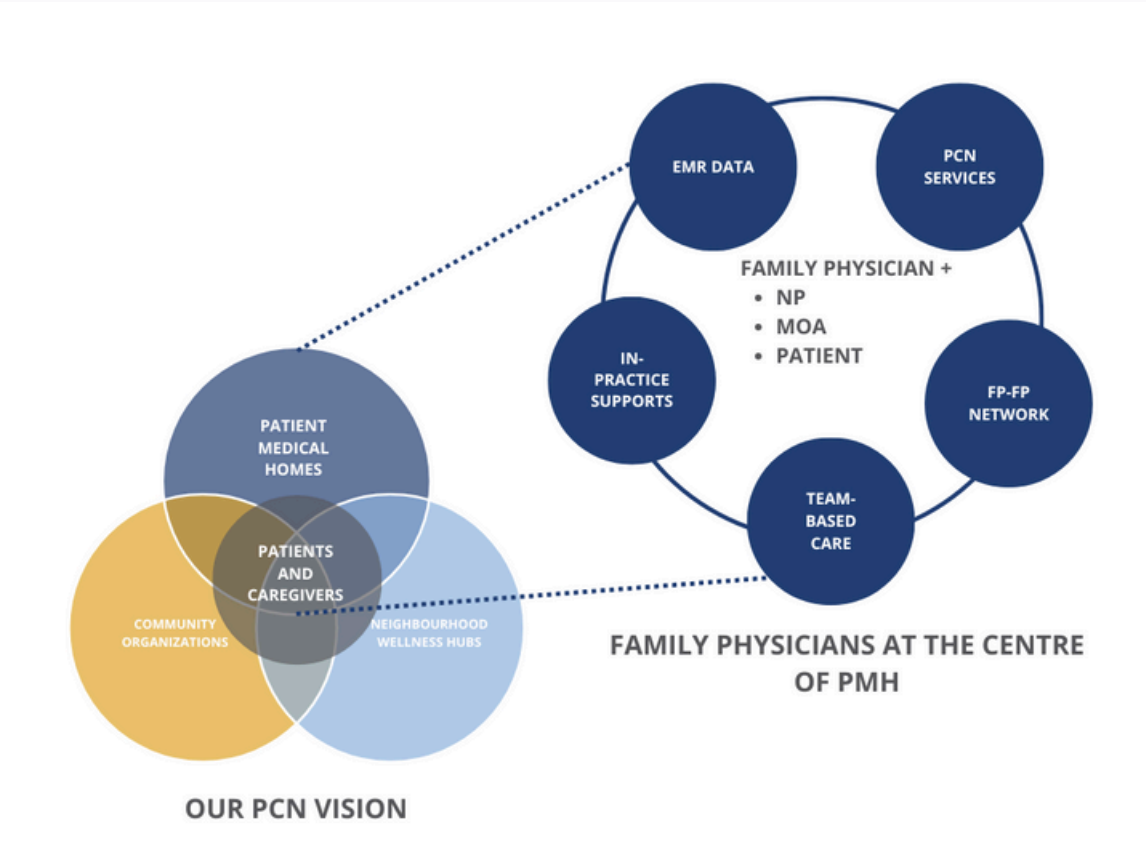
A Primary Care Network (PCN) is an integrated, local network of Family Physicians, Nurse Practitioners, allied health professionals and other community partners working together with patients and their families. PCNs focus on providing wellness and healthcare services within a team-based care model care, on a foundation of Patient Medical Homes (PMH).

This patient-centered model makes it easier for Family Physicians to work together and to access resources to provide the care their patients need, as well as the right supports for caregivers.

OUR PCN VISION

The Surrey-North Delta Primary Care Network (SND PCN) offers a new vision for primary care in Surrey and North Delta – connected, accessible and supportive for patients and their health care providers.

Within the SND PCN, Family Doctors, Nurse Practitioners, support staff and other health professionals such as clinical counsellors, social workers, clinical pharmacists, dietitians, and more, work together to support patients with their health concerns and to address the health needs that are particular to SND.



9 PCN CORE PRINCIPLES



PRIMARY CARE

PCN services support primary care delivery for the Surrey-North Delta community and extend the SND FPs and NPs' ability to care for the well-being of their patients.



CULTURAL SAFETY

Surrey-North Delta PCN services must be designed to be welcoming, safe and respectful for all people seeking care and responsive to our community's cultural diversity.



INDIGENOUS HEALTH

The SND PCN is committed to learning, building relationships, and collaborating with Indigenous people in our community.



ACCESSIBILITY

SND PCN services are accessible for all FPs and NPs working in Surrey and North Delta and their patients.



IMPACT

PCN services support Surrey-North Delta individual providers and their patients and prioritize the collective impact for the network of providers and the community.



CORE ATTRIBUTES

Relevant parties participating in the SND PCN are expected to understand, embrace and contribute to the core attributes of the Patient Medical Home (PMH) and PCN models.



COLLABORATION

PCN processes, protocols, and systems foster collaboration and collegiality amongst all FPs, NPs, other healthcare professionals, support staff and community partners.



PCN SERVICE PLAN

Having been created following the policies set by the Ministry of Health and through in-depth consultation with FPs, Fraser Health partners, and community partners with consideration of the needs of the Surrey-North Delta community, the PCN Service Plan guides our PCN priorities and helps to determine implementation and funding decisions.



PROGRESS

PCN is not the solution to all challenges in the health care system - we celebrate movement towards our goals.

PCN NEIGHBOURHOODS IN SND


There are six PCN Neighbourhoods in Surrey-North Delta

Each neighbourhood is supported by a Physician Engagement Specialist who acts as a point of contact between FPs in that neighbourhood who have questions or challenges related to the Surrey-North Delta PCN.




Alan Huang
North Surrey-Whalley • Guildford

 [Email Alan](#)



Lape Ogunsulire
Cloverdale-Panorama • Fleetwood • East Newton

 [Email Lape](#)



Vrushalee Palsule
North Delta-West Newton

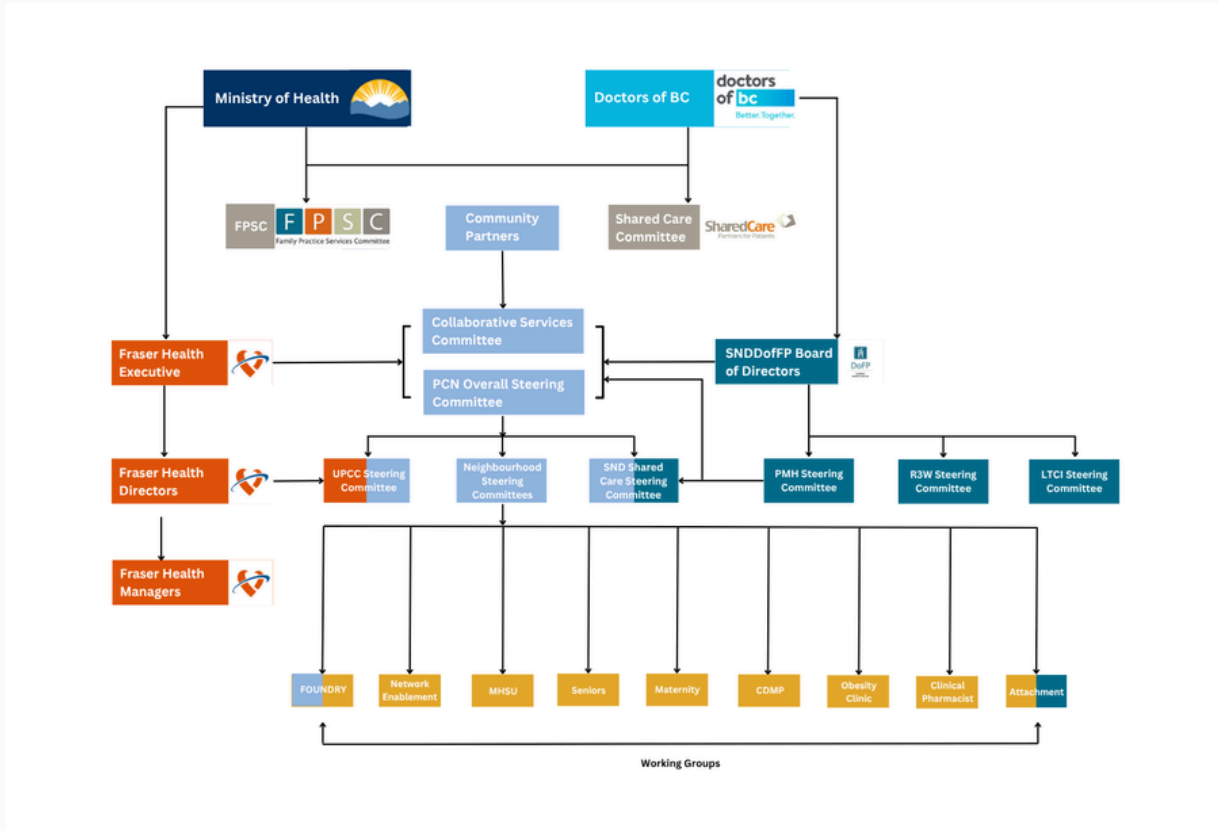
 [Email Vrushalee](#)

GOVERNANCE

PCN Leadership in SND

SND PCN planning and oversight is carried out by a number of groups, all of which have strong FP representation:

- **SND Division Board of Directors**
- **PCN Overall Steering Committee**
- **PCN Neighbourhood Advisory Table**
- **Patient Medical Home Steering Committee**
- **PCN Working Groups**



MEET THE PCN LEADERSHIP TEAM



Victoria Rotaru
Director, Care Networks and Strategic Partnerships



Nidhi Gupta
Manager, PCN Clinical Operations



Leslie Meyers
Clinical Coordinator - PCN Social Work



Kevin Barry
Clinical Coordinator - PCN Clinical Counselling



Mandeep Dhindsa
Clinical Coordinator - PCN Pharmacy, Obesity + Change Program +Axis Clinic RNs

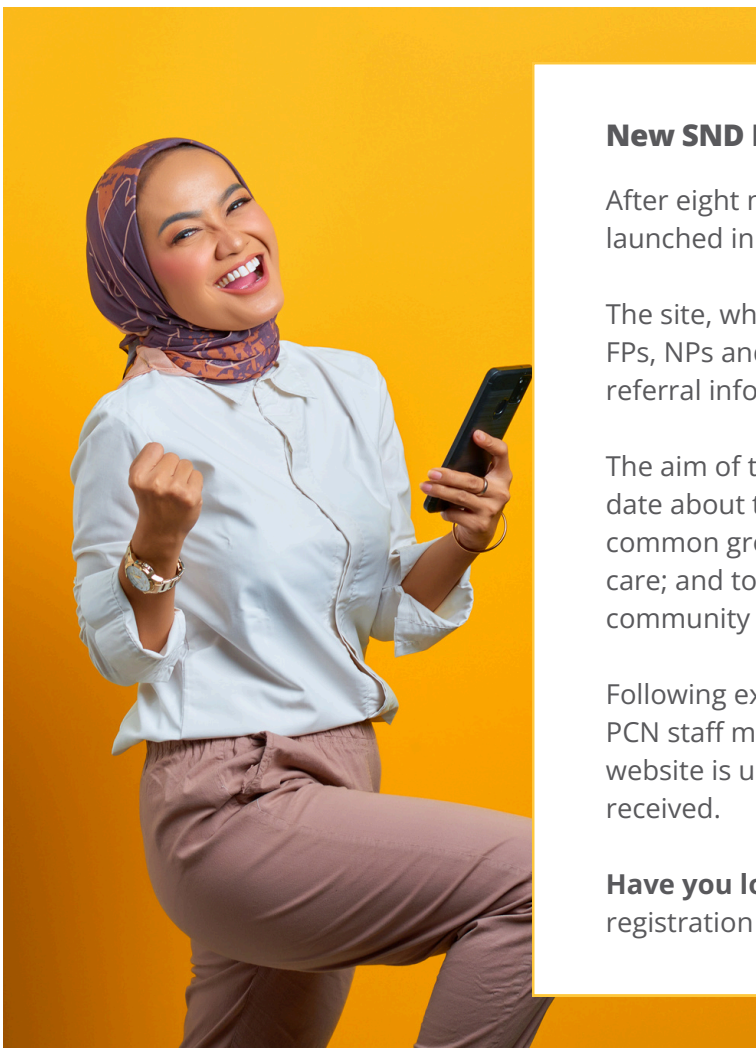
OUR PCN JOURNEY

From Service Plan to Program Success

Our PCN journey began three years prior to implementation with the development and approval of our PCN Service Plan. Now, at the end of our 3rd year of implementation, we have 5 services that are operational or launch-ready, over 50 PCN staff (both clinical and non-clinical), and multiple working groups making progress on key health gaps in Surrey-North Delta. In tandem with this work, we have been collaborating closely with our Indigenous Health Service partners to improve their services by providing extra resources like clinical counsellors, nurse practitioners, and nurses.



Year 3 Complete!



New SND PCN Website Has Something for Everyone

After eight months of planning and development, sndpcn.com launched in February, 2025.

The site, which has a public-facing section and a login-only area for FPs, NPs and PCN staff, is the new home for PCN service updates, referral information, and more!

The aim of the PCN website is threefold: to keep FPs and NPs up to date about the latest PCN services, news and events; to offer a common ground in support of our PCN's team-based approach to care; and to be a source of local, trustworthy health information for community members.

Following extensive surveying of community members, FPs/NPs, and PCN staff members to gather initial impressions, the SND PCN website is undergoing design upgrades to reflect the feedback we received.

Have you logged on yet? [Contact your PES Specialist](#) to request a registration code so you can connect to SND PCN today!

PCN PROGRAMS

Each PCN program has its own unique timeline for design, implementation and full operation. At the end of year 3, we have 5 programs that have reached a mature “operational” status and 2 new programs that are scheduled for launch in the summer of 2025, alongside several initiatives that remain in active development. We have also introduced several successful program enhancements including group counselling sessions and greater capacity to support our seniors through services such as geriatric assessment, Advance Care Planning, social prescribing, and more.

LAUNCHING 2025

Obesity and Behavioural Change Program

[→ Learn More](#)

CHANGE Program

[→ Learn More](#)

Practice Support Strategy

IN OPERATION

- PCN Social Work
- PCN Clinical Counselling
- PCN Clinical Pharmacy
- PCN Attachment
- Enhanced Indigenous Health Services

IN PROGRESS

- PCN Maternity
- PCN Seniors Strategy
- PCN Network Enablement
- PCN RN program



Introducing

PCN OBESITY AND BEHAVIOURAL CHANGE PROGRAM

The Obesity and Behavioural Change Program was established to support FPs, NPs and their patients, offering the time, team, and tools needed to make meaningful and sustainable changes.

First in Canada

With its multi-disciplinary, whole-person approach, this MSP-covered program is the first of its kind in Canada.

The core of our program is three-fold, focusing on medical support, mental health support and movement & dietary support

[→ Learn More](#)



Team-based Support

The PCN Obesity and Behavioural Change Program is carried out by a multidisciplinary PCN team that includes specialists trained and certified in obesity medicine, health coaches, registered nurses, a clinical pharmacist, a clinical exercise physiologist and a clinical psychologist.



Introducing

PCN CHANGE PROGRAM

The Surrey-North Delta Primary Care Network (SND PCN) CHANGE Program is a new, evidence-based initiative designed to empower patients and providers in addressing Metabolic Syndrome (MetS) through sustainable, team-based lifestyle changes.

Ongoing Support

- Regular progress check-ins
- Group education and support sessions
- Ongoing lab monitoring
- SMART goal setting
- Health coaching rooted in behaviour change science
- Clinical Pharmacist involvement, when needed

➔ [Learn More](#)

Early Success and Refinement

The program entered a soft launch in June 2025, with initial referrals from physicians involved in the planning working group and local PCN physician leaders. This early phase has focused on refining workflows, training the care team, and screening and onboarding the first patient cohort.



PCN SOCIAL WORK PROGRAM

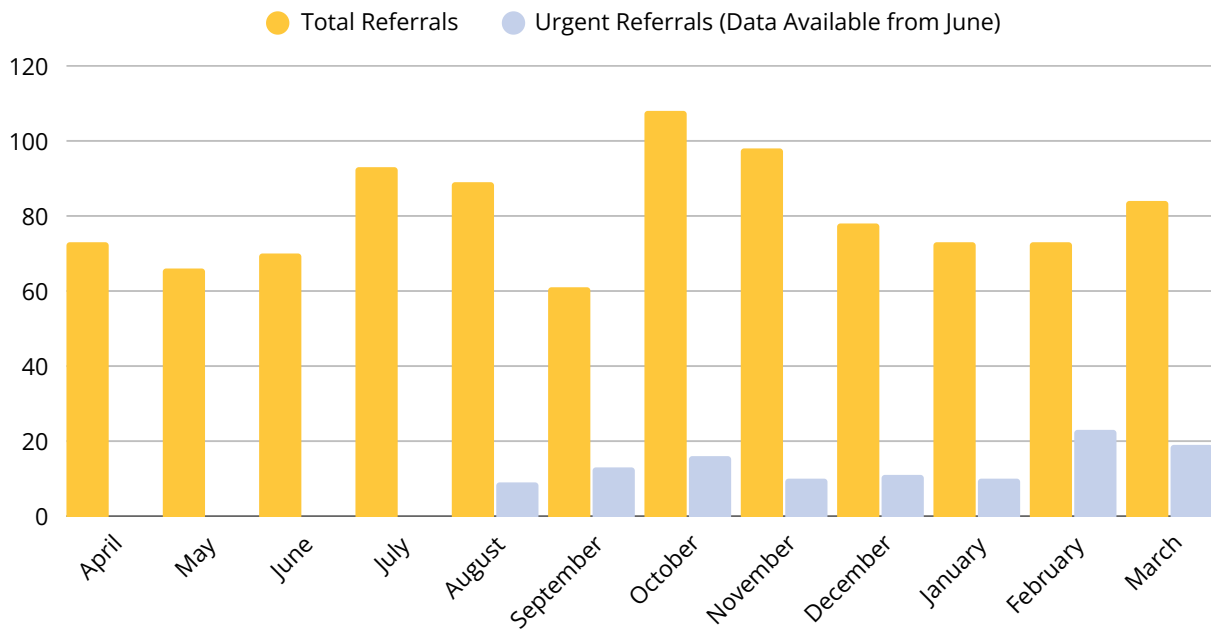
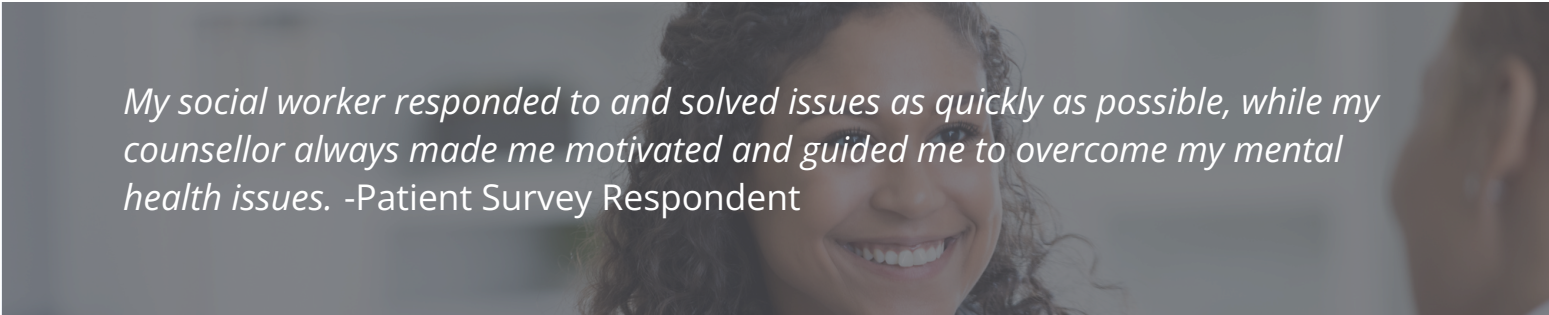
OVERVIEW

The PCN Social Work Program supports FPs and NPs in Surrey-North Delta by offering targeted, short-term interventions that address their patients' social determinants of health. In 2024, the PCN Social Work Team added MMSE and MoCA assessment, Advance Care Planning, and Social Prescribing support to their list of offerings.

PROGRAM LAUNCH FEB 2023

24/25 UNIQUE REFERERS 167*

FTE SOCIAL WORKERS 11



*All FPs and NPs practicing family medicine in Surrey-North Delta are eligible to refer their patients to PCN services. However, not all do. There are over 400 FPs and NPs in SND. 167 referred to the PCN Social Work program this fiscal year.

PCN CLINICAL COUNSELLING PROGRAM

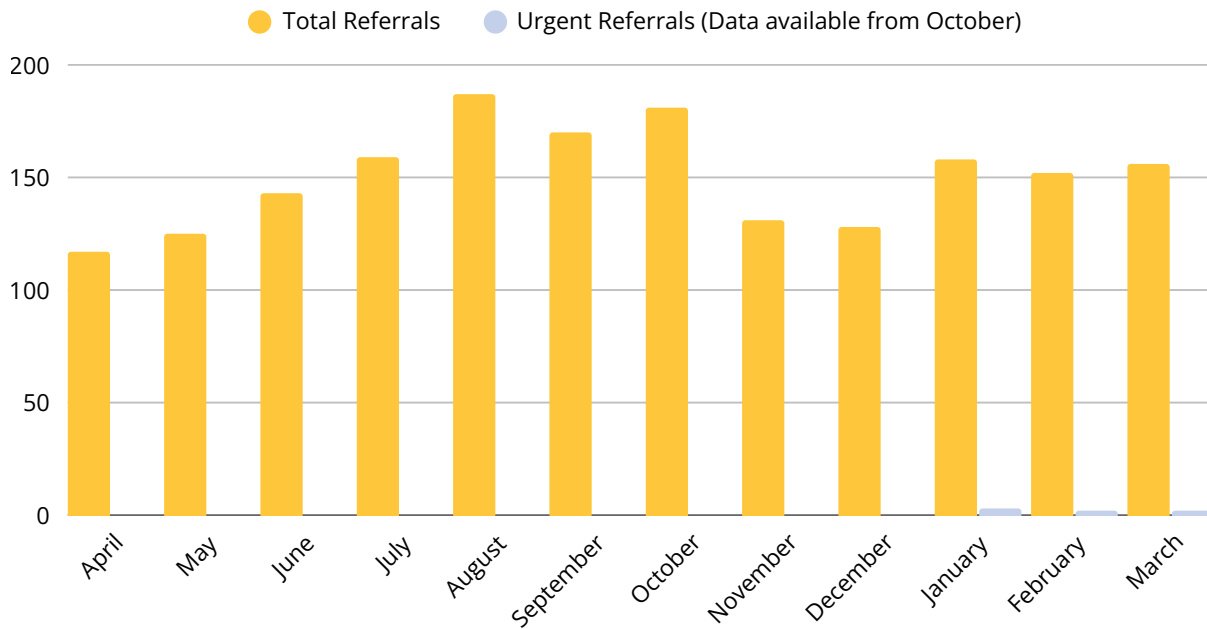
OVERVIEW

The PCN Clinical Counselling Program supports FPs and NPs in Surrey-North Delta by offering short-term interventions that address their patients' mild to moderate mental health concerns before those concerns become more severe. This year, the program piloted two group counselling options: CBT-Insomnia and a group for Punjabi-speaking women.

PROGRAM LAUNCH MAY 2023

24/25 UNIQUE REFERERS 212*

FTE COUNSELLORS 21



*All FPs and NPs practicing family medicine in Surrey-North Delta are eligible to refer their patients to PCN services. However, not all do. There are over 400 FPs and NPs in SND. 212 referred to the PCN Clinical Counselling program this fiscal year.

PCN CLINICAL PHARMACY PROGRAM

OVERVIEW

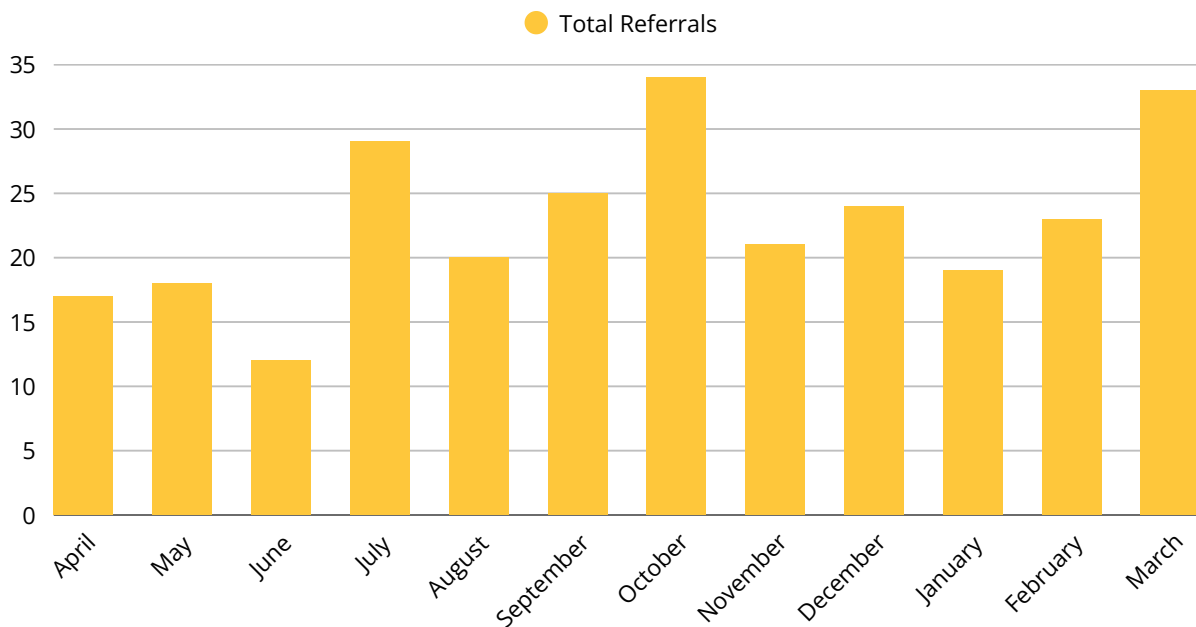
The PCN Clinical Pharmacy Program supports FPs and NPs in Surrey-North Delta to improve and/or optimize the medical management of their complex patients' conditions.

PROGRAM LAUNCH JUNE 2023

24/25 UNIQUE REFERERS 78

FTE PCCPS 2

I was able to discuss concerns at length including next steps if side effects don't subside on my current medication and was able to have my supplements checked for interactions with my medication. -Patient Survey Respondent



*All FPs and NPs practicing family medicine in Surrey-North Delta are eligible to refer their patients to PCN services. However, not all do. There are over 400 FPs and NPs in SND. 78 referred to the PCN Clinical Pharmacy program this fiscal year.

PCN ENHANCED INDIGENOUS HEALTH SERVICES

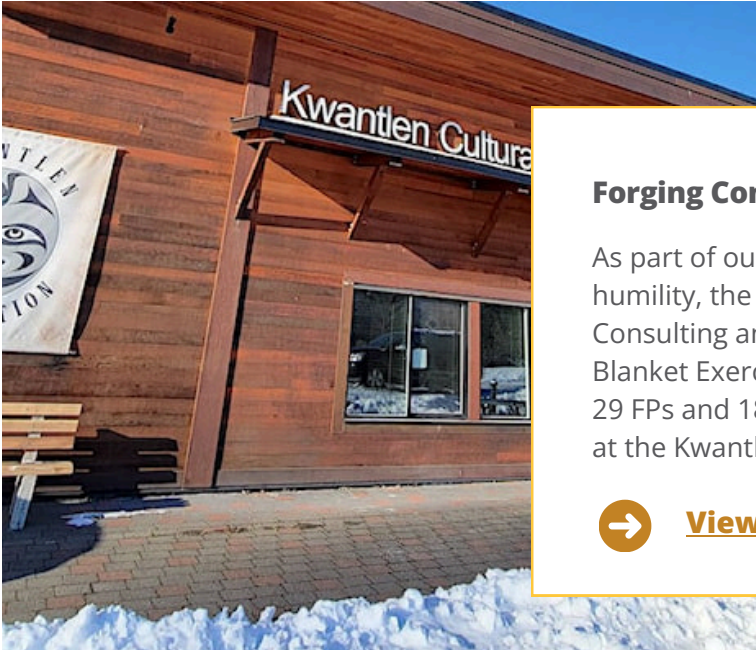
OVERVIEW

The SND PCN team is working collaboratively with local Indigenous health organizations, including FH’s Aboriginal Health, the Fraser Region Aboriginal Friendship Centre Association (FRAFCA) and Kla’how’eya, to enhance the existing services at Surrey’s Indigenous Primary Health and Wellness Home (IPHWH) clinic and the Fraser Region Aboriginal Friendship Centre Association (FRAFCA).

Work currently underway includes:

Enhancing the capacity of primary care providers, including RNs and AHPs, at the FRAFCA location — with new Nurse Practitioners, nurses, a Cultural Advisor, and Allied Health staff joining the team to support Indigenous people living in SND.

Continuing to promote awareness of Cultural Safety Workshops among Division members, supporting greater understanding about the healthcare experiences of Indigenous peoples in SND and fostering a community that offers culturally safe care.



Forging Connections and Building Cultural Safety

As part of our ongoing effort towards Indigenous cultural safety and humility, the SND Division, in collaboration with Kenkenem Consulting and Elders from Kwantlen First Nation, organized two Blanket Exercise learning sessions for FP Leaders and staff. A total of 29 FPs and 18 staff members attended the sessions, which were held at the Kwantlen First Nation Cultural Centre.

[!\[\]\(faf942dc3e59ce8eb64b4ac481eca7e0_img.jpg\) **View Summary Report**](#)

ATTACHMENT

The aim of the attachment program in Surrey-North Delta PCN is to bridge the attachment gap in our community by connecting residents without a primary care provider to a Family Physician or Nurse Practitioner. Specifically, the program seeks to address a gap of approximately 80,000 unattached individuals in SND who are actively looking for care.

Attachment work in SND PCN has matured significantly this year with the transition from initial implementation to routine operational processes; Attachment Coordinators now work routinely with FPs, NPS, and their staff to support ongoing adoption of and familiarity with the attachment program in SND.

As a result of this work, and of our annual Attachment Roundup reporting campaign, attachment has become a consistent, structured and regular program in Surrey-North Delta and adoption of HCR and PAS has been significant and widespread.

HEALTH CONNECT REGISTRY

Launched July, 2023

90% Providers attaching with HCR

35% Active HCR patients now attached

PROVINCIAL ATTACHMENT SYSTEM*

Launched July, 2023

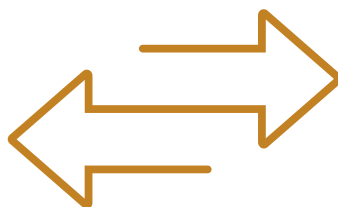
90% Providers currently using PAS

**The shift to PAS usage reflects a system upgrade, moving away from manually updated Excel sheets.*

SND PCN ATTACHMENT STREAMS

Regular Stream

Patients who are registered on the HCR and have not been referred to us by priority referral source.



Priority/Complex Stream

Patients who are referred to us by 15+ community health partners. These patients must fall within a specific criterion.

ATTACHMENT

2024 JCC Pre-Forum Storyboard

In 2024, the SND PCN attachment program was selected to be showcased in a storyboard at the JCC Pre-Forum. The storyboard highlighted the program's success in attaching patients so far, the significant support from FPs and NPs, and the challenges of meeting an ever-increasing need for attachment.

Highlights from the storyboard are included below.

2025
ATTACHMENT ROUNDUP

26,501 Attachments

117 Reporting FPs/NPs

50%+

Attachment Target Reached in 2 years

13,000+

FP Attachments

11,500+

NP Attachments





THANK YOU

Territory Acknowledgement

The Surrey-North Delta Primary Care Networks acknowledge that we work within the traditional and ancestral territory of the hən̓q̓əmi̓n̓əm̓ speaking peoples, including the Kwantlen, Semiahmoo, Tsawwassen, Katzie, Kwikwetlem, Qayqayt, and numerous Stó:lō First Nations.

Acknowledging that we are on the traditional territories of First Nations communities is an expression of cultural humility and part of a recognition of our duty and desire to support the provision of culturally safe care to First Nations, Inuit, and Métis people in BC

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