

EVENT SUMMARY

Physician Cafe & PCN Forum

On November 16, 2022, Family Physician members of the Surrey-North Delta Division of Family Practice gathered to discuss a number of topics affecting FPs, including the new Physician Payment Model and key [PCN initiatives](#).

84 people, including FPs, NPs, Division staff and Fraser Health representatives, attended the event, where they heard from Board of Directors Co-Chair, Dr. Nazia Niazi and Executive Director, Tomas Reyes about our [PCNs in Surrey-North Delta](#) and how they are progressing in our first year of implementation.

Dr. Niazi shared **our vision for SND's PCN's as a true integrated system of care and wellness in SND** and talked about our six PCN neighbourhoods. Tomas then provided an overview of our governance structure.

PCN updates that were shared included our nine key strategies as well as the work we have been doing with Fraser Health and other key strategic partners to establish and integrate new and pre-PCN primary and community care constructs within our PCN vision, including UPCCs, CHCs, Surrey Foundry and Axis NP clinic.

After this update, attendees had the opportunity to bring their questions about the new Physician Payment Model to a representative from BC Family Doctors, and to share them via Slido to be captured and shared with Doctors of BC.

Finally, participants moved to three main tables to share ideas and questions around three key PCN topics: Virtual Care Network (VCN), PCN Resources and FP-to-FP networks.



WORLD CAFE



Table 1 – PCN Resources | [View FAQs](#)

PCN Resources discussed at this table include MHSU clinical counsellors, social workers and primary care clinical pharmacists. Concerns raised included:

- Concerns about patients moving from mild/moderate to severe with long wait times
 - We will work closely with FPs and NPs to provide quality care to their patients on time.
- Questions about how walk-in patients will access these services
 - Currently, the service will be available for patients attached to the Surrey or North Delta Family Physicians or Nurse Practitioners – by referral only.
- Questions about attached patients who do not live in SND
 - We will accept patients (regardless of their address) who are attached to the SND FP or NP.



Table 2 – Virtual Care Network | [View FAQs](#)

The VCN table generated a number of questions and answers, including:

- Q: What are some of the benefits of VCN?
 - A: Patients will be able to self-book using a web-based portal. One office saw patient calls drop by 52% using a similar portal.
- Q: Can we make a common EMR for all physicians?
 - A: Unfortunately no. FPs all practice differently, and prefer different EMRs. We can advocate for EMRs to be interoperable.
- Q: What is the timeline for implementation in SND?
 - A: It will be a 3-step process: promoting VCNs to FPs, attaining a critical mass of FPs and then expanding to allied health professionals.



Table 3 – FP-to-FP Network | [View FAQs](#)

A lively discussion around FP-to-FP networks was had at this table. Some of the ideas and feedback included:

- Real-world examples of FP-to-FP networks:
 - Sharing of care at UPCCs, where attached patients are cared for by colleagues for urgent reasons and after hours and records are faxed to the patient's MRP.
 - Sharing of care during an emergency - for example, when an SND clinic experienced a flood recently, other FPs in the community offered clinic space
- Benefits and opportunities of an FP-to-FP network:
 - After-hours and on-call coverage for attached patients
 - Reduced overall health system costs
 - Knowledge exchange and advocacy
 - *Opportunity:* An MOA pool for on-call work

NEXT STEPS



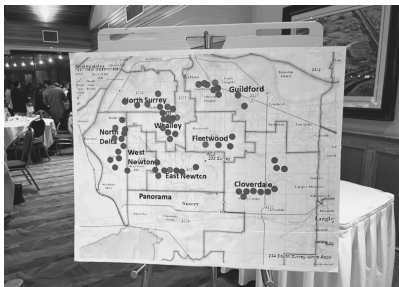
Sharing your questions about the New Physician Payment Model

- We have gathered the questions you posed at the event and after it via Slido and will be sharing them with Doctors of BC.
- If you have more questions, information is available from [Doctors of BC](#) or [BC Family Doctors](#).



Gathering your feedback, concerns and questions about PCN

- We are in the process of creating a number of FAQ documents to share with our members.
- If you have any questions or concerns, please reach out to [your PES lead](#).



Your involvement in PCN

- If you would like to become more involved in our PCN, either in a leadership role or as a participant, please reach out to [your PES lead](#) to find out how.

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