## Improve Patient Access to Neurology Care in Surrey North-Delta

#### Family Physician Survey Summary | October 2024

The Family Physician Survey is part of the Expression of Interest Phase of the *Improve Patient Access to Neurology Care in Surrey North-Delta* Shared Care project, and is intended to inform decision-making and planning for the full project phase. The survey was distributed at the 2024 Surrey-North Delta Annual General Meeting on October 28, 2024. FPs in attendance had the option of completing the survey either in paper form or online. Of all attendees, 26 FPs responded to the survey, for a response rate of \_\_\_\_. The following report summarizes findings form all survey responses.

**Neurology Care in Family Physician Practice**

FP survey responses indicate that **Vertigo and Complex Headaches/ Migraines are the conditions most frequently seen by FPs in practice**, with each selected by 85% (22 of 26) of respondents. Additionally, **over half of respondents indicated they frequently see Peripheral Neuropathy/ Peripheral Nerve Disorder (65%, 17 of 26) and Cognitive Dysfunction** (50%, 13 of 26) in their practice (Fig. 1).

FPs indicated **needing the most** support with **Peripheral Neuropathy/ Peripheral Nerve Disorder** and the **least** support with **Complex Headaches/ Migraines**. Following Peripheral Neuropathy/ Peripheral Nerve Disorder, FPs also indicated higher **need for support with Cognitive Dysfunction and Movement Disorders (e.g. Parkinson’s Disease)** (Fig. 2).

*\*Of two FPs who responded to the survey via paper versions 2 of 2 indicated Complex Headaches/ Migraines, and 1 of 2 indicated Peripheral Neuropathy/ Peripheral Nerve Disorder, Vertigo, Cognitive Dysfunction, and Parkinson’s Disease. However, since these responses did not align with the online version of the survey’s requirement of ranking the importance of conditions by assigning only one condition to each level of importance, their responses are not visualized in the graph above.*

*\*\*FPs were also given the option to select and rank other conditions. Suggestions included Brain Tumor (n=2) and Stroke (n=1). However, due to the fact that ratings were not assigned consistently to these responses, they are not visually represented in the graph above.*

**More than half of FPs** indicated that they use **“Pathways – Directory”** (72%, 18 of 25), **UpToDate** (60%, 15 of 25), and the **RACE App** (56%, 14 of 25) as sources of information/ resources for neurology case management in their practice (Fig. 3).

Of FPs who indicated they do not access the RACE App, **the most common reason was time constraints** within their practice (50%, 6 of 12) (Fig. 4).

Regarding additional resources and supports that would help them feel more confident supporting patients with neurological conditions, respondents also emphasized:

* Drug coverage support
* Patient handouts/ resources for patient education
* Rehab centres for patients following major, life-changing disease.

**Jim Pattison Outpatient Care and Surgery Centre (JPOCSC) Neurology Clinic**

Survey findings revealed challenges connecting to the **JPOCSC Neurology Clinic**, as **no respondents reported that they are ‘always’ able to connect with the clinic, and just over a third (38%, 6 of 16) FPs indicated that they are ‘sometimes’ able to connect with the JPOCSC Neurology Clinic if they have questions. 25% (4 of 16) selected ‘rarely’ and 38% (6 of 16) selected ‘never’** (Fig. 5). Several respondents emphasized that the ability to discuss issues with a Neurology Specialist would help them feel more confident supporting patients with neurological conditions.

*“It would be so helpful to have access to neurology quick consult in a timely manner, sometimes I just need some idea of what to do beyond what I’ve already done.”*

Challenges identified by FP’s in connecting to the JPOCSC Neurology Clinic included **wait times (n=3)** and **lack of response from the clinic (n=4),** often related to **challenges communicating by fax (n=3)**.Additionally, **3 respondents indicated they had not previously been aware that connecting with the JPOCSC Neurology Clinic was an option available to them**.

Survey findings indicate that **the majority of respondents are not regularly receiving communication from the JPOCSC Neurology Clinic but would like to** (Fig. 6.) The **form of communication that is most consistently received by FPs is initial consult note**, with 56% (14 of 25) of respondents indicating they currently receive this information. However, the remaining 44% (11 of 25) of respondents indicated they do not but would like to receive initial consult notes. Regarding all other forms of communication, the majority of respondents (ranging from 64% to 88%) indicated they do not currently but would like to receive these forms of communication (Fig. 6). One respondent specifically emphasized that better communication between Neurologists/ Neurology offices regarding follow ups would help them feel more confident to support their patients

Regarding the format of communication they wish to receive from the JPOCSC Neurology Clinic, survey findings indicate the **strongest preference for EMR note, and the lowest preference for referral tracker note** (Fig. 7).

*\*Respondents also identified Excelleris note as a format of communication they would like to receive.*

**Professional Development**

Survey findings indicate strong interest amongst FPs for additional training/ learning opportunities related to neurology treatment. 69% (18 of 26) selected ‘Yes’ they would be more interested in such opportunities, while 15% (4 of 26) indicated ‘Maybe,’ with one specifying their interest would be contingent on further information. Respondents specifically highlighted **interest in training/ learning opportunities related to changes and progress in medications, cognitive decline, and movement disorder**.

**The most preferred format for ongoing training/ learning opportunities was In-person CME (73%, 16 of 22),** and half of respondents (50%, 11 of 22) indicated interest in Online CME and scenario/ case-based learning with Neurologist.