

Responding to community concerns, the South Island PCNs Steering Committee has formed an engagement process with stakeholders to develop the Service Delivery model to be used at the North Quadra Urgent and Primary Care Centre. The NQUPCC is a PCN resource, subject to

1. the expectations and constraints of the Ministry of Health as identified in their October, 2019 UPCC Policy document, and
2. the constraints identified by Island Health (e.g. the location, the physical footprint, the opening date of October 13, 2020, etc.).

Three sessions will take place:

1. **June 29:** identification of wants and needs regarding services at the NQUPCC, as expressed by each stakeholder group.
2. **July 13:** presentation of initial Service Delivery Model, incorporating issues raised during the first session.
3. **July 27:** presentation of the final Service Delivery Model incorporating feedback from the second session.

The Service Delivery Model developed through this engagement process will form part of the Service Plan developed by Island Health for the NQUPCC and submitted to the Ministry for approval.

Stakeholders for the engagement

- Patient and Caregiver representatives
- First Nations
- Community Physicians
- Hospital Medical Staff Association (represented at the PCN by “Community Physicians”)
- Island Health
- Ministry of Health
- South Island Division of Family Practice
- Victoria Division of Family Practice

The executive sponsor of the engagement is the South Island PCNs Steering Committee.