

OUR VISION:

Excellent health and care for everyone,
everywhere, every time.



March 1, 2024

To: WSANEC Community Members

From: Indigenous Health | Island Health Leadership, and W̱SÁNEĆ Health Directors/Managers

First of all, we would like to acknowledge how challenging the current state of access to Primary Care is in the W̱SÁNEĆ communities, and the many changes that have taken place over this last year.

We would also like to acknowledge all of the care providers and frontline staff who are dedicated to their work in the W̱SÁNEĆ communities, and the immense pressures and workload they face every day as we work to find solutions to increasing access to Primary Care.

There are reporting requirements for the Ministry of Health that our primary care team need fulfilled. In addition, there is a significant backlog of work generated from the efforts to provide as much access to care as possible to the communities. Our teams will also be implementing some workflows to streamline the work.

In efforts to improve quality and safe patient care, and to meet governing requirements, there will be some variation in access to booking appointments in the coming weeks to fulfill these obligations, and complete indirect patient care tasks (i.e.: referrals, prescription refills, disability forms, etc.). This may result in longer wait times for an appointment or seeking care at an alternative site, i.e.: Peninsula Health Unit, FNHA Doctor of the Day. The contact information for these alternative resources are posted on community social media sites, and available with staff if you call your local Health Centre.

We acknowledge that this may temporarily cause difficulty and hardship to our community members, and we ask that you please be patient and kind with our frontline staff during this time, this is out of their control, and they are doing the best they can with the resources available.

In wellness,

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Health Manager, Tsawout

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