



Saskatoon Primary Healthcare Master Space Plan: Public & Community Partners Engagement

Here's What We Did



This study included an online survey completed by 810 residents, in-person interviews of 53 community members, and an online survey completed by 19 community partner agencies.

The purpose was to:

- Get a sense of effectiveness of current Primary Healthcare Services.
- Identify challenges and gaps in Primary Healthcare Services.
- Gather information on the programs & services people would like to see & which areas are under-served
- Understand resident experiences when accessing facilities (e.g transportation, frequency of visits, and comfort levels during visit).

Here's What We Heard



- **Wait times** – Overall, most Saskatoon and area residents are satisfied with Primary Healthcare services and facilities. However, the main area of dissatisfaction is wait times. Accessing medical services can also be challenging as many services do not accept new patients
- **Demographic barriers** – First Nations and Métis residents are experiencing unique barriers to care. Immigrants and those with lower incomes also continue to face more challenges when accessing services.
- **Location differences** – Residents living in Saskatoon's city limits are generally satisfied with the available locations of services. Residents of Warman & Martensville were clear in their desire for more services closer to home.

Here's What We Plan to Do



The findings have been reviewed by the leaders and planning team. We are committed to:

- Incorporating the findings into planning processes for locations of services in Saskatoon & surrounding areas.
- Advancing specific strategies to manage wait times such as our new human resource strategy.
- Continuing to focus on opportunities to improve the service experiences of patients who are First Nations, Métis, immigrant, and those with lower incomes by working in partnership with local agencies, coordinating services, and continuing to find ways to hear the voices of these individuals who have lived experiences with health care in and around Saskatoon.

Healthy People, Healthy Saskatchewan

The Saskatchewan Health Authority works in the spirit of truth and reconciliation, acknowledging Saskatchewan as the traditional territory of First Nations and Métis People.



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