



# Your Voice Matters

## What we heard from Weyburn and Area

Patients in South East 8 note that they wanted to be treated with respect by caring, compassionate and supportive providers.

"Doctor didn't seem to listen to me and understand what I wanted and needed to do. Doctor seemed to have his own ideas, and sometimes no changing that."



"Once there, I felt very rushed and brushed off despite asking for help and care. I did share this with my office and doctor, but unfortunately, they are just over worked."

"When tests aren't necessarily showing something is wrong but a person can tell they are not right- don't just send them with a prescription and not follow up. I especially feel like women's reproductive health issues are not taken as seriously as they should be."



How confident are you in the healthcare you received from your healthcare providers?

Negative experiences include feeling unheard and dissatisfaction with doctors or nursing staff:

"I feel that the doctors do not give me attention."

"I feel that the staff neglected me because I was 'older'."

"When I get the care, I feel confident about it. However, when I feel I am not listened to, and the doctor continues to misdiagnose, I do not feel confident."

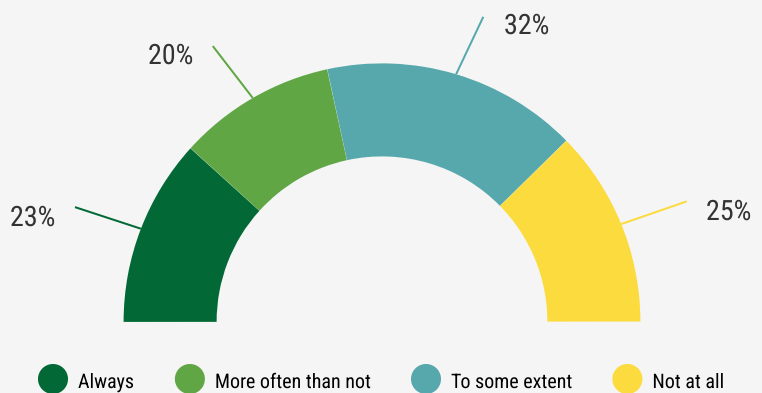


"Reproductive health is rushed by doctors and not carefully diagnosed."

## Interpersonal Processes of Care



### Did you and your care providers work together to plan your care?



### What are we doing to help?

We have built an integrated care team focused on medically complex patients

We have obtained funding to hire an additional physician in Weyburn

We have hired a clinic nurse at Weyburn Primary Health Care Clinic to help alleviate workload demand

Responses included = 184  
Responses collected August to December 2023



Saskatchewan Health Authority