

# Your Voice Matters

## What we heard from Saskatoon West\*

Access to care was generally better than in other areas of the province but was still a concern for many respondents.



One participant with complex care needs reported that she had been unable to find a family physician.

*"I am a high risk category (diabetic) and cannot find a doctor that can take me as a regular patient."*

Another participant reported multiple challenges including access barriers.

*"Everyone working with SHA needs to be professional and honest [...] needs to be easier to access services [...] so programs that help need to be longer term i.e. cleaning."*

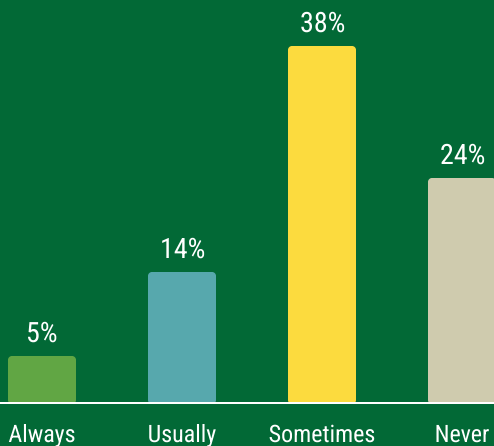
A participant described the challenges that he faced to get the necessary medical reports. For him, the process seemed onerous and an unnecessary barrier to receiving care.

*"A lot of departments to wade through to get results. A lot of paper work and repetition for all departments involved therefore delaying help required. Lack of communication between departments."*

*"...Need CCAs and more doctors."*

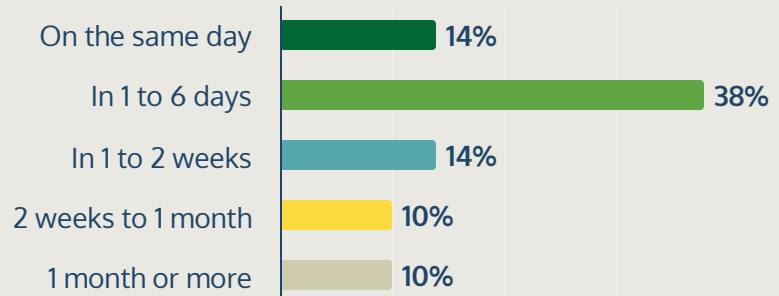
*"More access to family doctors."*

### How often did you have difficulty managing your health?



12% of people who indicated that they have difficulty managing their health suggested that difficulty getting an appointment was a contributing factor.

### When you need immediate care for a health problem how long do you usually have to wait before you can have an appointment with your regular health-care provider or another provider in the same office/centre?



\*The majority of the responses came from home care clients who were contacted for a phone interview

### What are we doing to help?

🌱 Hiring more staff to support continuity of care

🌱 We are enhancing interdisciplinary team based care to support better care and communication across teams

🌱 Providing access to a medical team for people discharged from hospital who do not have a family doctor

