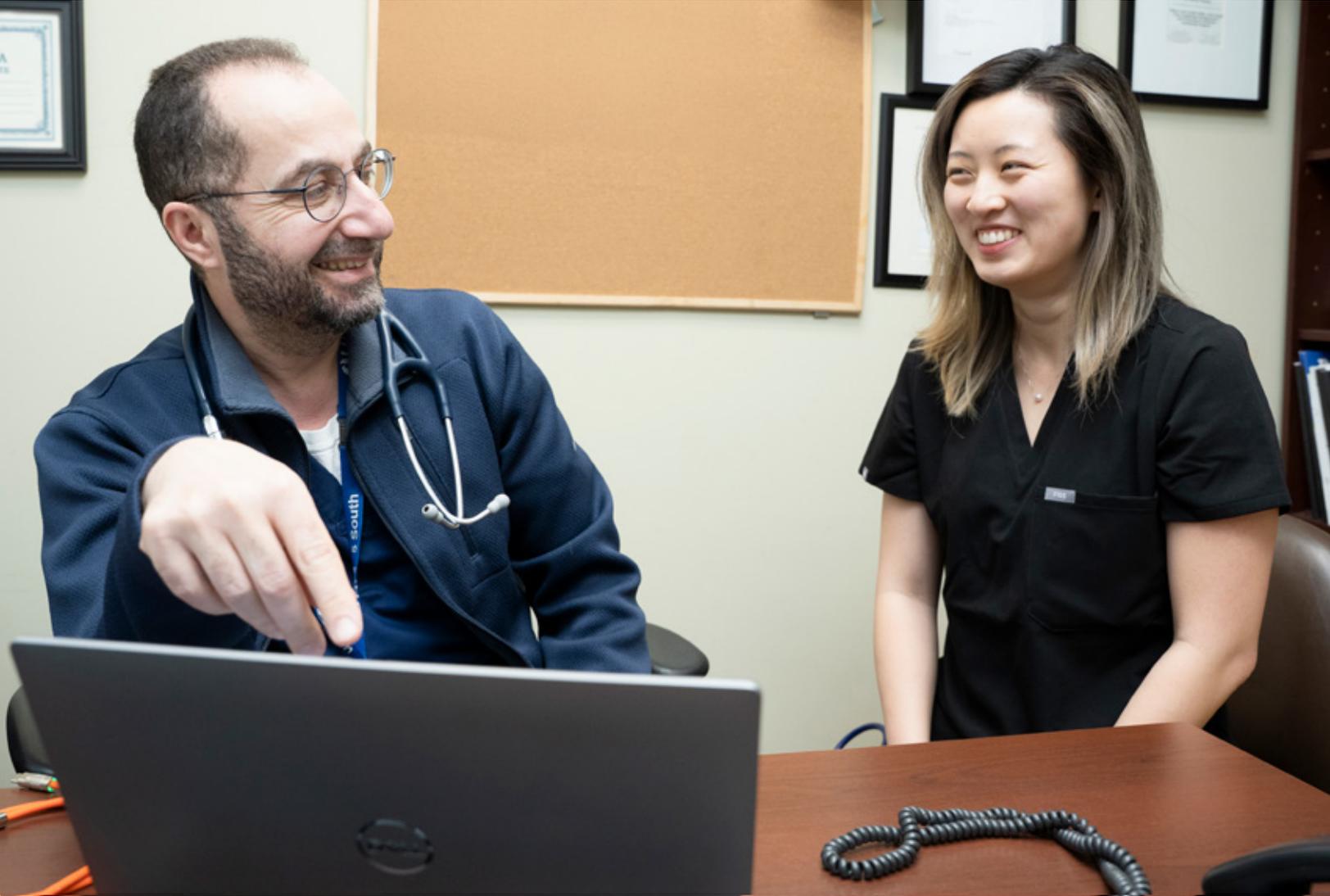


# SUMMERVILLE

Family Health Team



# 2024 - 2025 ANNUAL REPORT

[www.summervillefht.com](http://www.summervillefht.com)

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# Message from our Board Chair and the Executive Director

On behalf of Summerville Family Health Team, we are pleased to present our Annual Report for 2024-2025. Since being established in 2007 as one of the first Family Health Teams in Ontario, Summerville has been striving to provide people-centred, high-quality, integrated, and accessible primary care in our community.

We continue to work towards achieving our current **Vision** of being vital to the health and well-being of the community we serve while adhering to our **Values** of collaboration, excellence, innovation, inclusivity and compassion. These principles were established as part of the 2016-19 Strategic Plan, refreshed in 2019-2022 and renewed again for the 2023-2025 planning period.

With this report, we are pleased to showcase the many highlights achieved by the Summerville team! Summerville is comprised of a dedicated group of health professionals and administrative staff who put the needs of our patients front and centre every day. We would also like to acknowledge and thank our dedicated Board of Directors, partners, and funders who continue to work with us to improve the health and well-being of our community. With our utmost gratitude and warmest regards.



**DAVID ESTABROOKS**  
**BOARD CHAIR**



**ANDREA STEVENS**  
**EXECUTIVE DIRECTOR**



## ABOUT THE SUMMERVILLE FAMILY HEALTH TEAM

Summerville strives to deliver a coordinated continuum of care for patients across their lifespan, from newborns to end-of-life. An interdisciplinary team including physicians, registered nurses, nurse practitioners, social workers, registered dietitians, health promotion specialists, clinical pharmacists, a kinesiologist, a physiotherapist, and administrative staff, work across five clinical practice sites to care for approximately 50,000 patients in Mississauga and Southwest Etobicoke.

In addition to providing direct patient care, Summerville offers a variety of free health education and clinical workshops and programs to help patients manage existing conditions, prevent future illness, and enhance overall health.

Summerville is in year three and the final year of the current 3-year Strategic Plan. This report will showcase our accomplishments this year in each of our current Strategic Priorities.

### **Enhance the Patient Experience**

### **Increase Community and Stakeholder Engagement**

### **Demonstrate Excellence in Learning and Innovation**

### **Strengthen Internal Collaboration and Cohesiveness**

We will soon be embarking on a process to develop a new Strategic Plan to guide us into the future!!



Summerville Nursing Staff

## ENHANCE THE PATIENT EXPERIENCE

Summerville is committed to the health and well-being of its patients and provides support and care to approximately 50,000 patients and community members.

### **Increasing Access for Our Patients**

In the past year, Summerville physicians have accepted new patients in the community who do not have a family doctor. All sites continue to offer phone and virtual appointments, for the convenience of our patients. Summerville also recognizes that medical issues may happen outside of regular clinic hours and has added more after-hours services. The Paediatric Clinic hours were also modified to better support the needs of the community. A schedule can be found at [Hours Of Operation \(summervillefht.com\)](https://www.summervillefht.com)

### **Sociodemographic Data Collection**

Summerville launched a new initiative to collect sociodemographic data from our patients, to help us better understand their unique health and communication needs. New patients were asked a few questions addressing gender, ethnoracial background, newcomer status, income, and preferred language. These data will allow us to see where improvements are needed, how we can plan our services better, and offer appropriate support to all our patients. Moving into next year, we will be working with the Institute for Better Health and Credit Valley Family Health Team to modify the questions and improve the process, with the intent of expanding to more patients.

# Enhance the Patient Experience

## Health Education Programs

In addition to providing direct patient care, Summerville offers a wide range of FREE clinical and educational programs and workshops to help patients manage existing conditions, prevent future illness, and enhance overall health. Topics address mental health, diabetes management, heart health, nutrition, and more. New programs offered in 2024-25 included Living Better with Pain and Living Well with Irritable Bowel Syndrome (IBS). Programs are facilitated by Summerville practitioners and sometimes involve subject matter experts from community partners.

# 3,183

Program participants  
2024-25

“

*Every single class impacted me deeply. It gave me tangible tools to move forward and a self-awareness that I practise daily.*

”

## Patient Experience Survey

Summerville continues to participate in the semi-annual provincial Patient Experience Survey, led by the University of Toronto Department of Family and Community Medicine (DFCM). The DFCM survey allows us to review comparative data with 13 other Family Health Teams in the province.

Results from the summer 2024 wave of the survey showed strengths in:

- Excellent Care from Doctors and Nurses
- Friendly and Professional Staff
- Convenience of Virtual & Phone Appointments

Results from the winter wave showed:

- 89% of patients report they are “satisfied” or “very satisfied” with their care at Summerville
- 70% of patients report their overall experience booking an appointment over the phone as very good or excellent
- 92% of patients reported feeling always/often being involved in their care decisions
- More than 60% of patients were able to get same day/next day appointments for urgent matters, and up to 80% got appointments within a week.
- Almost 60% of patients noted they were able to get urgent care during the evenings, weekends, or holidays

# Enhance the Patient Experience

## Preventative Care Clinics

Summerville offers dedicated preventative care clinics to provide an opportunity to increase internal efficiencies while meeting patient needs with a comprehensive care appointment. During an appointment with an RN or NP, cervical, breast, colorectal, and lung cancer screenings are addressed. Osteoporosis and chronic disease screenings are also ordered if applicable. Publicly funded immunizations are administered, and lifestyle education is provided for the prevention of cancer and chronic disease. Referrals to other prevention programs may be initiated.

In 2024-25, 8 clinics were held with 205 patients seen.



“

*I always feel comfortable and welcome at Summerville Family Health Team.*

”

## From our patients about the Preventative Care Clinics

- 100% Very Satisfied with care received at the clinic
- 89% Appropriate and enough response to my questions and concerns, Multiple services in one session, AND spent enough time with me
- 78% Easy to book an appointment AND appropriate education
- 67% Receive care within a reasonable time, AND involve me as much as I wanted in the decision about my care
- [Staff] was amazing and very gentle, very friendly service

## RSV and Flu

Summerville partnered with Peel Public Health to provide RSV immunizations to all babies in the community born in 2024, and for high-risk children up to two years of age through the Paediatric clinic. Flu vaccines were offered to patients at all five sites. Approximately 2,740 flu vaccines were given to patients this fiscal year.



# INCREASE COMMUNITY AND STAKEHOLDER ENGAGEMENT

Collaboration with community partners is a key priority for Family Health Teams and Ontario Health Teams.

## Founding Partner in one of the First Ontario Health Teams

Summerville is a core partner in the Mississauga Ontario Health Team and continues to be involved in several of its priority initiatives such as optimizing care delivery, health equity, and fostering innovation and technology-driven solutions.

## Collaboration and Partnership

The primary care sector plays a vital role in supporting all Ontarians, providing individuals with team-based primary care that ensures everyone has reliable and equitable access, and provides the best value for money in health spending. As the entry point to the health care system for many Ontarians, primary care providers need to partner with other health and social service organizations in the communities they serve.



## New Partnerships

Canadian Coalition for Seniors' Mental Health (CCSMH), SHIP, One Heart Care, Peel Public Health.

## Continued Partnerships

Alzheimer's Society, CAMH, Canadian Cancer Society, Dixie Bloor Neighbourhood Centre, Metabolic Syndrome Canada, Peel Senior Link, and many other partners in the Mississauga Ontario Health Team.

# Community and Stakeholder Engagement

## Mississauga Paediatric Care Clinic

Mississauga Health, Summerville Family Health Team, Credit Valley Family Health Team, and Trillium Health Partners Women's & Children's Program have partnered on a community-based Paediatric Care Clinic. This clinic is focused on alleviating emergency department pressures by offering timely in-person care on the same day or next day, if possible. The Mississauga Paediatric Care Clinic is a free service available to children and youth aged 6 months to 17 years old who do not have a family physician, or whose family physician does not have an after-hours on-call clinic to assist with certain urgent care needs. Services include: fever, cough, cold/flu like symptoms, skin rash, minor injury, GI problems, sore throat, ear infections, UTIs and asthma.

“

*The pediatric NP that saw my baby was thorough and kind. I strongly suggest more resources go into spreading awareness about this clinic.*

”



# 2,340

## Visits to the Paediatric Care Clinic

April 2024 - March 2025





Doctors and Residents

# DEMONSTRATE EXCELLENCE IN LEARNING AND INNOVATION

Promoting continuous learning opportunities for practitioners and staff is a priority at Summerville.

## Quality Improvement

Summerville's Quality Improvement Plan for 2024-2025 focused on: colorectal cancer screening, non-enrolled patients, health equity training, sociodemographic data collection, and pain management. Highlights include:

- 75.3% of eligible patients were screened for colorectal cancer (15 percentage points higher than the provincial average)
- 100% of fulltime FHT staff received Health Equity Training
- 100% of patients in our pilot Pain Management Program showed significant improvement

## Research Initiatives

Summerville continues to be involved in various research initiatives, including a poster at the 2024 AFHTO conference and Moving Beyond Money and Macronutrients: Understanding Food Insecurity and Supports for Canadian Older Adults, in partnership with Sheridan College.

# Excellence in Learning and Innovation

## Poster at the 2024 AFHTO Conference

The Mississauga Paediatric Care Clinic was established with the goal of alleviating emergency department pressures by offering free paediatric care for patients aged 6 months to 17 years old who do not have a family physician, or are not able to access after-hours care from their own physician. Community access has increased with 100% of patients being able to get same day or next day appointments.



## Education Events

Staff Education events included a Health Equity Training, Managing Conflict, CPR Training, and a COPD & asthma education session, delivered by Dr. Milan Patel from the Mississauga Lung Health Centre.



“

*Participant take away from the Health Equity Training, “being more aware of health equity, putting myself in our patients shoes”*

”



## Student Placements

Once again this year, several Summerville practitioners were able to support student placements from Sheridan College and the University of Toronto in the areas of medicine, nursing, social work, pharmacy, and nutrition sciences.





Summerville team members and family at the Scavenger Hunt

# STRENGTHEN INTERNAL COLLABORATION AND COHESIVENESS

Summerville is dedicated to improving the workplace and strengthening collaboration across all teams and clinics.

## Team Activities

The Summerville Collaboration Committee continued to work on several activities to enhance collaboration within our organization and foster a workplace culture that inspires, unifies and supports team members in achieving our vision. Activities included professional development opportunities, social activities, and development of organization-wide policies.

Seated massages were offered at all clinic sites, a Peer Mentoring Program was launched, a walk/hike and scavenger hunt took place, and the staff rolled up their sleeves to help the Mississauga Food Bank sort more than 10,500 pounds of food (1 pound = 1 meal!). The Holidays were alive with an in-person holiday celebration, and the now annual Gingerbread House Showcase.



# Internal Collaboration and Cohesiveness



# The Summerville Family Health Team 2024-25 Board of Directors



Back row, left to right: Dr. Vincent Park, Mr. David Estabrooks (Chair), Mr. Jason Lindo (Vice-Chair), Ms. Freya Painting, Dr. Sean Skeldon, Dr. Carlo Cifelli (FHO Lead Physician, ex-officio)

Front row: Dr. Amy Reinhart, Dr. Monica Sethi (Secretary), Dr. Phebe Shenouda, Ms. Antoinette Dowd (Treasurer), Ms. Andrea Stevens (Executive Director, ex-officio)

**None of the work identified in this Annual Report would be possible without our amazing team of health professionals and administrative staff who always put the needs of our patients front and centre. And, we would like to acknowledge and thank our dedicated Board of Directors, partners, and funders who continue to work with us to improve the health and well-being of our community.**



### **Central**

101 Queensway West, 5th Floor  
Mississauga, Ontario, L5B 2P7  
905-272-9700

### **Apple Hills**

1221 Bloor Street  
Mississauga, Ontario, L4Y 2N8  
905-625-1241

### **Harborn**

89 Queensway West, Suite 510  
Mississauga, Ontario, L5B 2V2  
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### **Etobicoke**

190 Sherway Drive, Suite 211  
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416-621-9700

### **Family Medicine Teaching Unit**

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