

Developing a new strategy for Southlake

Georgina Community Engagement Session Summary

Southlake is committed to working with the communities we serve to ensure that their ideas, feedback, concerns, and aspirations are understood and considered in the development of Southlake's new strategy. If you have any additional feedback you would like to provide, please send it to us by emailing strategy@southlake.ca.

Summary of Feedback

1. Picture Southlake in 2034. What would you like your family, friends, and neighbours to be saying about us?

- Staff are caring and compassionate.
- There are increased education opportunities available for staff.
- There are social and community integrations in place that provide care closer to the Georgina area.
- Southlake has helped increase mental health and addiction services.
- Southlake is helping to find alternatives for the Emergency Department.
- There are dedicated zones in the Emergency Department for paediatric and adult patients.
- There is increased diagnostic imaging and testing available.
- Southlake has an integrated portal making patient records more accessible when visiting multiple hospitals or clinics.

2. How would you describe the current healthcare needs and challenges within Georgina?

- There is a need for education focused on what health services are available, as well as where and how to access the provided programs.
- It is difficult to access services because of the large geographic area that Southlake covers.
- There is a lack of urgent care community clinics available 24/7 for patient assessment.
- Due to the rapidly growing and aging population, Southlake is operating over its capacity.
- More Emergency Response Services (EMS) are needed.
- There is a shortage of family physicians. Accessing primary care services is challenging.

3. What are your expectations for quality of care, patient safety, and patient experience while at Southlake?

- Highest expectation of care for all patients.
- Shorter wait times for a bed and specialty services.
- Improved communication to family throughout the patient journey.
- Basic supplies like personal care items are available.
- Advanced research and continued education for staff.
- Education for families to help them advocate and support their loved ones.
- Additional mental health services should be available.

4. How can Southlake contribute to promoting health and wellness initiatives within the community?

- Southlake should provide broad communication about programs in the community.
- Southlake should help increase public clinics including walk-in clinics and urgent care clinics to improve access to healthcare services.
- Southlake should make it easier for patients to access and retrieve patient records (e.g. test results).
- Southlake should increase access to diverse mental health services (e.g. addiction, depression, youth mental health etc.).
- Southlake should increase services available for the growing aging population.
- Southlake should increase community engagement to help promote early intervention and education (e.g. healthy awareness workshops in schools).
- Southlake should provide mobile clinics for those in vulnerable or marginalized groups.

5. How can we make sure our strategy reflects the diverse needs and perspectives of the community we serve?

- Partner with community organizations.
- Communicate better with the community, including local physicians and nurse practitioners.
- Provide other forums to retrieve feedback about patient experience (e.g. surveys).

6. Southlake has developed a plan to build a new hospital at a new location and redevelop our current Davis Drive site. What do you think are the most important factors to consider in deciding where to location the new site?

- The new site should be accessible to transit for patients and staff in a centralized location.
- Partnerships with community providers (e.g. long-term care homes, paramedic services, etc.) need to be considered.
- Southlake should use local resources and developers.
- The new site should include a variety of services and have land set aside to support future growth. Southlake should explore the possibility of using existing properties for the new site.