

Q1. What does acceptable access to primary health care services look like to you?

- Services being available in the nearby area.
- Doctor to patient ratio is a concern. Not enough doctors around to service population. Clinics are too full.
- Need access to clinic or hospital nearby.
- Problem is getting a doctor. Took over 3 years to get a permanent doctor. There are doctors but they are not taking any new patients.
- Having to go to an emergency room when don't have a family/regular doctor.
- Lack of continuity.
- No problem getting to hospital during emergency, great service. Some people have to wait a very long time to see a doctor for a cold/flu.
- Have to call ambulance to get into emergency without a family doctor. Will get in right away in emergency.
- People take advantage of "free" health care. Certain people are taking up place for someone who needs to see a doctor for more serious reason.
- Seeing the right person for the right reason.
- Wait is too long.
- Have to see a doctor to get a recommendation to get an appointment with a specialist. Have to see a doctor again to get a prescription refilled. The doctor could be freed up more if his/her time wasn't spent writing referrals and filling prescriptions.

Q2. What kind of supports/services do you need to help you stay healthy?

- Only select few schools take part.
- Need more promotion of facilities in the area.
- Waiting list for recreation activities is too long there is not enough availability. Have to line up early in the morning to get into activities like swimming, skating, hockey, etc.
- Recreation is too expensive.
- Not enough education about healthy eating/living. A lot of young people are significantly overweight, eating a lot of candy, etc.
- Should be mandatory wellness education in schools.
- Price of healthy food is expensive. Milk is \$4 and pop is \$1.
- Breakfast program at school is ensuring children are getting a healthy breakfast a few times a week.
- Can't afford to provide healthy diet, especially with fixed incomes and multiple children.

- Seniors need social activity groups for things like bus tours, skating and dances. Good for mental health as well.
- Doctor should recommend change in diet/exercise before giving medication to patients.
- Family doctor is always swamped with patients. Getting them in and out as quick as possible.

Q3. What do you think needs to change in primary health care?

- Doctor to patient ratio need to change. Long wait times are preventing people from seeing a doctor. People are abusing the system (same people there every single day). People really need these services and can't get them because of other people abusing the system.
- Doctor needs to see patients that need to see him. Eliminate need to see doctor to get prescription filled. Same situation in emergency room.
- Most clinics operate 9-5. After hours clinics should be in place.
- More efficient use of technology to streamline the system.
- Culture needs to change (diet and healthy lifestyle).

Q4. In what ways does primary health care work for you?

- Ability for family to make appointments together and fill prescriptions. Can do this, and it works well.
- Have a great doctor in this area. Easy to get an appointment, and he will make house visits if need be. Getting good quality for the time limit. Could give more quality if he had the time.
- Good to see walk-in clinic at Carbonear hospital. Eliminates need to go to emergency room for a cold/flu. Cuts down on amount of people waiting.
- Have a great doctor. Can call any time and he will help, fax or send prescription to pharmacy. Eliminates need to see doctor to get prescription filled.
- Admire skill and knowledge of health care providers. They do well with what they have to work with.
- Health Line should be used more often, but is working well. Great to have option to call for an opinion on what to do before going to emergency room.

Q5. Is there anything else you would like to add to today's discussions on primary health care?

- We have come a long way with health care. Lots of facilities and the way it's delivered is very good. Time to realize types of necessary changes if we want to improve.
- Care for seniors. Heard a lot of negative stories. Could be of lack of staff/facilities, lack of time. Care is not there for level 3 patients. There has to be more emphasis on senior care, especially for those who cannot take care of themselves.
- Mental health and addiction. Right now have to wait until something happens for something to be done. People aren't going and seeking help themselves. Need their permission/consent to be admitted to be treated.
- A lot of youth have heart problems.