

QFHT NEWS

NEWS & INFORMATION FOR PATIENTS OF THE QUEEN'S FAMILY HEALTH TEAM

DINNER IS SERVED

*Enjoying
Fall Harvest
on a Budget*



The temperature's dropping, the brilliant leaves have made their splash and the nights are growing longer. You know what that means – it's time to change up your meals from summer's fresh fruits and crisp vegetables to the earthy root vegetables and hearty beans of fall.

You can enjoy autumn's harvest on a budget, too. Here are a few tips to get you started:

- ✓ **Make a menu:** Decide what recipes you will make for lunch and dinner. Write down your own menu on this weekly EatRight Ontario [Menu Planner](#). When you have a plan, you may be less likely to spend money on fast food or convenience meals.
- ✓ **Plan your meals around foods that are on sale:** Check store flyers and online coupon sites.
- ✓ **Plan at least one meatless meal a week:** **Legumes** (beans, lentils, dried peas) go well in soups, curries and chili.
- ✓ **Enjoy grains more often:** Grains such as rice, pasta, barley and couscous are inexpensive and can be used in many different recipes. Try them in soups and stews.

- ✓ **Avoid recipes that need a special ingredient:** Some recipes call for a special ingredient you may not have. If you're only going to use it once, it may not be worth the money to buy it. Consider leaving it out, or try the recipe with an ingredient you already have at home.
- ✓ **Look for seasonal recipes:** Try some of these delicious recipes from [Foodland Ontario](#).
- ✓ **Plan to use leftovers:** Think about how you can use leftovers. If you're cooking roast chicken with rice and roasted vegetables for Sunday night's supper, then make chicken sandwiches for Monday's lunch.
- ✓ **Make extras:** Don't let a big bunch of carrots or celery go to waste. Use it all up by making an extra-big pot of soup. If ground beef is on sale, make two batches of lasagna instead of one. Serve one batch for dinner, and freeze the other batch in meal-sized portions for another time.

For more information on eating well on a budget and lots of great recipes, visit [EatRight Ontario](#).

AUTUMN CHICKEN AND SQUASH DINNER

Preparation Time: 15 minutes

Cooking Time: 25 minutes / Servings: 4

Ingredients

- 1 tbsp (15 mL) vegetable oil
- 6 boneless skinless chicken breasts (about 1 1/2 lb / 750 kg)
- 1 large onion, thinly sliced
- 1 or 2 cloves garlic, minced
- 4 cups (1 L) 3/4-inch (2 cm) cubes butternut squash
- 1 cup (250 mL) water
- 1/2 cup (125 mL) teriyaki sauce
- 2 tsp (10 mL) minced fresh ginger root
- 3 tbsp (45 mL) water
- 2 tbsp (25 mL) all-purpose flour

Preparation

In large nonstick frying pan or Dutch oven, heat oil. Add chicken breasts and brown on both sides; remove chicken. Add onion and garlic to pan; cook and stir over medium heat until onion is translucent. Return chicken to pan. Add squash.

Combine 1 cup (250 mL) water, teriyaki sauce and ginger root; pour over chicken and squash. Bring to boil. Reduce heat; cover and simmer 15 minutes or until chicken is no longer pink inside and squash is tender, spooning sauce over top occasionally. Remove chicken and vegetables to platter; keep warm.

Smoothly combine 3 tbsp (45 mL) water and flour; add to pan. Cook and stir over medium heat until mixture boils and thickens. Pour over chicken and vegetables. Serve immediately.

Nutrients per serving

- Protein: 30 grams
- Fat: 7.5 grams
- Carbohydrates: 21 grams
- Calories: 272
- Fibre: 3 grams
- Sodium: 990 mg

*Source Foodland Ontario

Do we have your current email address? If not, please send it to info@qfht.ca so we can keep you and your family well informed.

FAST FACTS

GET YOUR FLU SHOT!

Our annual flu shot clinics are scheduled from 9 a.m. to 7 p.m. on Thursday, November 10 and Tuesday, November 22 at Haynes Hall, 115 Clarence St. Make an appointment by calling (613) 533-9303, Ext. 71947, or drop by during these times to get your shot. You can also make an appointment any time to receive your vaccination, or ask to receive it during a regular appointment. For more information about the flu, visit our website's [Immunization/Vaccination Program](#) page.

QFHT CELEBRATES 10 YEARS

This year marks a milestone for the Queen's Family Health Team (QFHT). A collaboration of physicians, resident physicians, nurse practitioners, nurses, social workers, a pharmacist and dietitian, clerks and administrative staff, we've been working to provide excellence in patient-centred care for 10 years.

Thanks to our dedicated staff members, who have developed and delivered new programs and services over the years, we've come a long way since 2006!

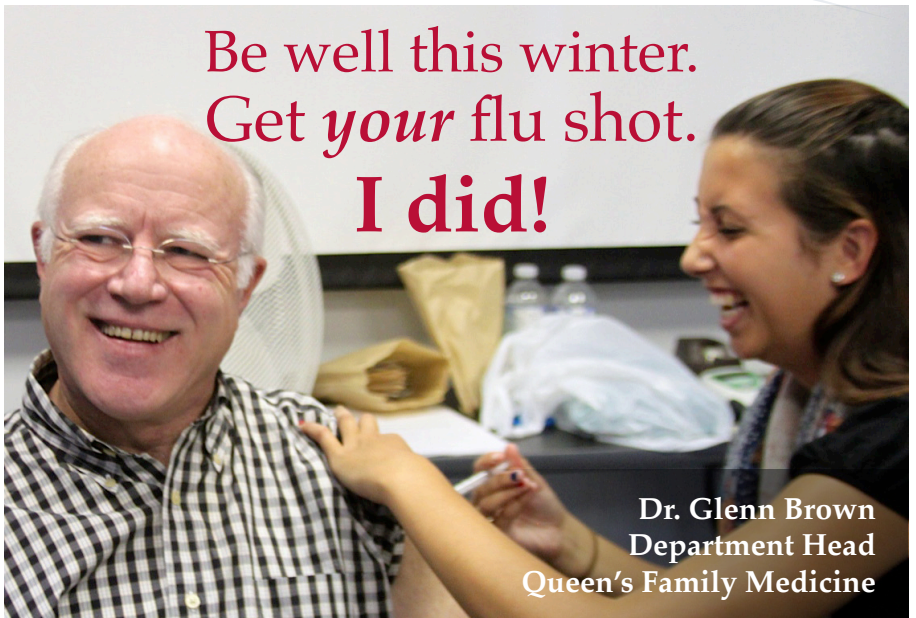
Special thanks to you, our patients, who have provided feedback and support in our continued expansion of services to meet your needs.

AFTER HOURS CLINIC

The QFHT offers both booked and drop-in appointments during our After Hours Clinic. To book an appointment, please call 613-533-9303 and speak to your usual clinic receptionist.

Our After Hours Clinic is open to QFHT patients Monday to Thursday from 5 to 8 p.m. and Saturday from 1 to 4 p.m. at 115 Clarence St. To speak to a QFHT health care provider after 5 p.m., please call 613-533-9303 and our answering service will contact the physician on call.

Please note that our After Hours Clinic schedule varies over the Christmas holiday season. Please visit our website's [After Hours Care](#) page for more information.



ABOUT THE QUEEN'S FAMILY HEALTH TEAM

The Queen's Department of Family Medicine's Postgraduate Education program earned the Professional Association of Residents of Ontario Residency Program Excellence Award again this year, making it the first program in the province to win twice. This award, which our program first earned in 2012, is given each year to one Ontario residency program that has consistently provided an exceptionally positive and rewarding experience to its residents, while producing expertly trained physicians.

We offer our sincere appreciation to you, our valued patients, without whom our residency program would not be possible.

Dr. Ian Casson has co-authored a report about the need for individuals with intellectual and developmental disabilities to receive regular health checks, and has played a lead role in developing a Health Checks toolkit to help primary health-care providers in caring for this patient population. The Health Checks program is part of a larger research study Dr. Casson led in conjunction with the Centre for Addiction and Mental Health.

Dr. Michael Green has co-authored a national fact sheet in which systemic racism is identified as a major barrier to positive relationships between family physicians and Indigenous patients and their care. [Health and Health Care Implications of Systemic Racism on Indigenous Peoples in Canada](#) is an appeal to physicians to address this issue. Presented as a guide for physicians, it defines systemic racism, describes how it affects population and patient health, and recommends ways physicians can build trust and form lasting relationships with Indigenous patients by providing culturally safe care.

Dr. Archana Patel has joined our mental health team, working with patients in need of mental health services one day per week in our psychiatry office. A graduate of Queen's Department of Psychiatry, Dr. Patel worked in Nairobi, Kenya, as a psychiatrist for nine years before immigrating to Canada.

Maria Sherwood, Community Services Worker, has joined us to assist patients in need of help finding information and connections to resources. With a background working with seniors, persons with developmental disabilities and their families, Maria brings a wealth of community experience to the team.

SPOTLIGHT

As we continuously strive to improve upon our programs and services here at the QFHT, we also try to identify needs within our community, and fill those needs as we are able.

The following three programs at the QFHT – open to our patients and all members of the Kingston community – are examples of our commitment to providing the best in primary health care.

Best Health, Best Weight Program

In partnership with Hotel Dieu Hospital, K3C Counselling Centres, Loving Spoonful and Loblaws, this program aims to help participants make lifestyle and dietary changes to improve their health and find their best weight.

Topics and activities include changing your eating style, a grocery store tour and cooking class, physical activity, stress management, and building healthy relationships.

Offered one day per week over 12 weeks, the cost is \$10 (total) for all 12 sessions.

For more information, call 613-533-9300, Ext. 79550.

Chronic Disease Self-Management Program

This peer-led support group is facilitated by Susan Peters, nurse practitioner, and another community-based facilitator. Through the workshops, patients learn skills to better manage their chronic conditions and live healthier overall.

This free, six-week program helps participants achieve their best health and wellness while managing one or more ongoing conditions such as arthritis; heart, lung and kidney disease; diabetes; stroke; depression and others.

For more information, call 613-533-9300, Ext. 73913.

Understanding and Coping with Anxiety and Depression

Facilitated by our social worker, Evelyn Bowering, and Kayla Purdon, registered nurse, this program addresses a wide variety of topics including understanding anxiety and depression, reactivating your life, thinking realistically, nurturing self-esteem and resilience, solving problems, developing health/wellness, and relapse prevention.

This free program is offered one day per week over six weeks.

For more information, call 613-533-9300, Ext. 73913.

The next session for all three programs is scheduled for spring 2017.

For a complete list of all our programs and services, please visit qfht.ca.



PATIENT PROFILE

Dear Dr. Green:

In the last six consecutive Tuesdays (April 5 to May 17) in a group of adults and seniors (nine women, four men) I participated in the [QFHT's Living Well with Chronic Disease] course, conducted jointly by nurses Susan and Paula.

I have expressed to them, in person, my appreciation and gratitude, and herein I also wish to notify you, our Queen's clinic family doctor, that even participation itself in this course has been for us very encouraging and somewhat healing.

Thanks to Susan and Paula's genuine kindness and talents, the atmosphere of the classes was friendly and inviting. Even the simple, but elegant, snacks tasted so good.

The contents of each session, very sound and informative (though broadly and vaguely familiar to me), were presented to us in a fresh, detailed, instructive and truly caring way. Participants' contributions, questions, remarks, etc., were encouraged and welcomed.

Also, we are pleased and grateful for the valuable 'present-book' [we each received as part of the course], *Living a Healthy Life with Chronic Conditions*. Just excellent medical/health content, exemplarily organized, indexed and illustrated in a language elegant yet simple.

These kind of courses are, themselves, 'healing.' To me, they are examples of preventive medicine.

Dr. Green, please promote them, and continue.

Deeply respectful and grateful to you,

Tadeusz Miksa

Letter presented to Dr. Michael Green, published with the author's permission.

RESIDENT PHYSICIANS

AND YOU

As a second-year resident physician at the QFHT, I recently completed my obstetrics rotation and was reminded of the immense privilege it is to be present



in the delivery room. From cutting the umbilical cord to hearing your baby's heart beat in the world for the first time, it is amazing to me the precious moments you allow me to share.

As a resident, I have been included in some of your life's most intimate conversations and challenging decisions. Every time you confide your feelings and concerns to me, you contribute to the mosaic of my medical knowledge and competence, and for this, I am grateful.

Thank you for repeating your past medical history even though you have already told it to eight other people. Your smile of support as I push on your sore belly and make you twist and turn with your back pain communicate to me your confidence in my skills. Thank you for trusting me as I remove a pesky mole that's been bothering you, explain the risks and benefits of a new medication you're reluctant to take, and administer your baby's first vaccines.

To you and all of my patients who graciously welcome me into the exam room, I say thank you. You are making me a better doctor every day.

Dr. Paige Hacking
Resident Physician

Section 1: Contacting Us
Q1. How was the appointment for your most recent visit made?
 I didn't have an appointment – I just dropped-in (SKIP TO QUESTION Q2b)
 I called and set it up
 I emailed and set it up
 I set it up at my last visit
 You called me to set it up
 Other (please specify): _____

| Q2 | Thinking about your most recent visit, on a scale of poor to excellent, how would you rate the following...? | Poor | Fair | Good | Very Good | Excellent |
|----|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| a. | The length of time it took between making your appointment and the visit you just had | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| b. | Your overall experience accessing the office/ clinic | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

CLINIC CONVERSATION

How are we measuring up to your expectations? Are you able to see your primary care provider promptly when required?

To get your feedback on these questions, we distributed a patient experience survey in July to patients who had visited us in the month of June 2016. Your response rate was the best ever, with more than 500 comments received, in addition to responses to the questions.

One of the biggest concerns voiced among patients who visit our 220 Bagot St. location was the physical environment. We are happy to report that all clinic areas have received a "facelift" over the past few months. Painting, new floors and ceiling tiles, and updated procedure rooms have spruced things up considerably, and we upgraded our elevator system, too.

Your comments included many positive and endearing praise for our care providers – thank you. Most respondents (80 per cent) stated that they would recommend our clinic services to others, which would seem to be a relatively favourable response. Our goal now is to determine why the other 20 per cent of patients surveyed would not recommend us, and we continue to review your feedback and responses to this end.

A recurring theme for improvement was the wait time for non-urgent appointments in some clinic areas. We regularly review patient wait times, with a goal of offering non-urgent appointments within two weeks of your request.

Within our academic teaching setting, our resident physicians work with our family physicians on staff to provide patient care. Many of you commented on the number and frequency of changes in resident physicians, and the fact that you don't see your regular family doctor as often as you would like. We continue to review our practices to ensure you receive the best possible quality service and care at each visit.

We welcome your input and suggestions through our ongoing clinic and program surveys. At any time, feel free to contact me or your care provider. Thank you to all who have shared their feedback and suggestions.

To you in good health,
Diane Cross
Clinic Manager

DEPARTMENT OF
FAMILY MEDICINE

Delivering the Future of Primary Health Care

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