

QFHT NEWS

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

HEY, KIDS...

Get a Move On!



With warm temperatures just around the corner, we're all looking forward to enjoying a host of outdoor activities that beckon.

Physical activity plays a vital role in our health and well-being, and it's especially important for children, as habits formed when young can last a lifetime.

The Public Health Agency of Canada recommends children age five to 11 participate in at least one hour of moderate to vigorous-intensity physical activity daily. Ideally, they'll participate in vigorous-intensity activities at least three times per week.

Examples of moderate exercise include walking quickly, skating, bike riding and skateboarding, while vigorous exercise includes such activities as running or playing sports such as basketball or soccer.

Walking, running, jumping rope and similar activities all help to strengthen children's bones. Muscle-strengthening activities, such as climbing and swinging on playground equipment, are also important.

TIPS TO HELP KIDS GET ACTIVE

There are many practical ways to promote physical activity in children, year-round.

For example:

- Encourage getting active as a family
- Get them to skateboard, bike or run instead of getting a ride
- Ask them to walk the dog with you
- Have them rake the leaves, shovel snow or carry the groceries
- Encourage them to dance to their favourite music
- Replace computer and TV time with something active
- Build active opportunities into daily routines
- Take them to the playground or park to play
- Reduce screen time

HEALTH BENEFITS

Physical activity offers a great number of health benefits for children. Among them:

- Opportunities for socializing
- Improved fitness
- Increased concentration
- Better academic scores
- Stronger heart, bones and healthier muscles

CELEBRATE CANADA 150

This year marks Canada's 150th birthday, and there are many activities scheduled across the country this spring and summer to celebrate being Canadian. For example, take part in National Aboriginal Day on June 21, Canadian Multiculturalism Day on June 27 and Canada Day on July 1.

For more ideas about how to celebrate this milestone birthday, visit [Canada 150](#).

During the entire year, admission to Canada's national parks, historic sites and marine conservation areas is free, so take the family and explore. Order your free Parks Canada Discovery Pass [here](#).



- Healthy growth and development
- Improved self-esteem
- Better posture and balance
- Decreased stress

For more information about how to help kids enjoy their way to a healthier lifestyle, visit the [Public Health Agency of Canada](#).

The City of Kingston and YMCA offer a wide variety of programs and activities to keep your children active. Visit the [City of Kingston](#) and [YMCA](#) for links to their spring and summer program brochures.

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

Keep it

...or cancel it

KEEP IT OR CANCEL IT

Last year, there were 55,000 patient appointments at the Queen's Family Health Team. Of those appointments, 4,000 were lost when patients did not attend their appointments and did not cancel. In some of our programs, one in five appointments is missed.

The loss of these appointments negatively affects our ability to see patients who have urgent health-care needs, and increases the length of time our patients have to wait for their next appointment.

Cancelling an appointment only takes a few moments of your time, and allows another patient, who may need to come in as soon as possible, the opportunity to take your spot.

Please, when it comes to your appointment with us, Keep It or Cancel It!

AFTER HOURS CLINIC

Our After Hours Clinic (AHC) is your clinic, available to QFHT patients only. We are dedicated to providing care and treatment to our patients throughout the day and evening, and are on call 24/7.

Open Monday to Thursday from 5 to 8 p.m. and Saturday from 1 to 4 p.m. at 115 Clarence St., our AHC offers both booked and drop-in appointments. To book an appointment, please call **613-533-9303** and speak to your usual clinic receptionist.

If you need 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.

The Ministry of Health and Long-Term Care's Telephone Health Advisory Service is available at **1-866-797-0000** Monday to Thursday from 5 p.m. to 9 a.m. and around the clock weekends from 5 p.m. Friday to 9 a.m. Monday.



Photo: Allen McAvoy

ABOUT THE QUEEN'S FAMILY HEALTH TEAM

Queen's Family Health Team (QFHT) staff and faculty recently gathered to celebrate the QFHT's 10th anniversary – we've been working to provide excellence in patient-centred care since 2006. Pictured here (from left) are Department Head Dr. Glenn Brown, Dr. Ruth Wilson, Clinic Manager Diane Cross, Dr. Walter Rosser and Dr. Karen Hall Barber.

As we welcome refugee families to Kingston, and in partnership with Kingston Employment and Youth Services, the QFHT has hosted two **refugee intake clinics** – one in December 2016 and a second in January 2017. A total of 43 newly arrived Syrians were seen by a team of residents, faculty members, nurses, administrative staff members and volunteer translators. All who attended these clinics will be enrolled into QFHT practices. The QFHT is committed to hosting more clinics, as needed.

Dr. Jane Griffiths, Dr. Nancy Dalgarno and Dr. Karen Schultz have earned a national award for a poster they created based on their research about the feedback physicians, as preceptors, give to resident physicians, as learners. The Family Medicine Innovations in Research and Education Award recognized the poster, *Feedback on Feedback: An Innovative Addition to Electronic Workplace-Based Daily Assessment Forms*. The poster is based on a function the team designed within existing electronic assessment forms that provides feedback to preceptors about the feedback they give to resident physicians. The QFHT's goal is to promote high-quality feedback to resident physicians that stimulates their learning and has the best educational impact, paving the way for optimal patient care.

After 28 years of holding obstetrics privileges at Kingston General Hospital, **Dr. Ian Casson and Dr. Ruth Wilson** will no longer provide obstetrical care to mothers and babies in the hospital delivery room effective June 30, 2017. Both physicians will continue to see their patients at the QFHT, and provide pre-natal care in the clinic up to 28 weeks' gestation, similar to other QFHT physicians. Over their careers, Drs. Casson and Wilson estimate they've delivered more than 2,000 babies, including some "second-generation babies." At this time, QFHT Drs. Laura Butler, Meg Gemmill, Michael Green, Kelly Howse and Eva Purkey provide obstetrical care.

SPOTLIGHT



Photo: Rob Whelan Photography

Dr. Richard Rowland with patient Susan

CHOOSING WISELY

Have you ever visited our clinic with cold symptoms, thinking you needed antibiotics, only to be sent home with care instructions and no antibiotics?

As your health-care providers, we know that antibiotics don't help most colds and upper-respiratory infections. We will assess your symptoms during your clinic visit to determine the most appropriate treatment plan for you, and we will choose wisely.

In many cases, not only will antibiotics be ineffective in helping you, they may even cause side effects and really make you sick. Antibiotics are powerful medications that should only be given to patients when absolutely needed. When antibiotics are given to patients unnecessarily, there's an increased risk that bacteria will become resistant in the future. Antibiotic resistance is becoming a world-wide concern, and we all need to do our share to make sure that when we really do need antibiotics, they will work for us.

Just as use of antibiotics has changed over the years, the "yearly" checkup or "annual" physical has changed, too, now occurring only every few years.

Physicals are valuable tools that allow us to check on your health by taking a history, doing an exam, and ordering tests, as needed. We can also offer you tools to remain healthy, such as our smoking cessation program. But healthy individuals who do not have chronic conditions often don't need a yearly physical. Many chronic diseases take years to develop, and some diseases are more common in certain age groups. Instead of ordering tests at every checkup, we can order them based on your age, risk factors and current health.

There are, of course, patients who should not wait for a physical exam. For example, you should make an appointment to see us if you are sick, you develop new symptoms or you already have chronic conditions; if you need assistance in living a healthy lifestyle; if you need vaccines; or if you need prenatal care. Based on your individual health-care needs, we can advise you on how often you should book a physical.

For more information about why the saying "More is Not Always Better" applies to medical tests and treatments, too, visit [Choosing Wisely Canada](#).

PATIENT PROFILE

As a 66-year-old retired nurse, I am very familiar with the Queen's Family Health Team (QFHT). Before retiring in 2010, I took many of my clients for their appointments at the QFHT.



After retiring, whether due to lack of exercise or just getting used to a whole different way of life, my weight gain was significant and health problems began – high cholesterol, elevated blood pressure and no energy. When I learned of the QFHT's Best Health, Best Weight program, I was very skeptical because I had been on every diet possible. But I decided to give it a try.

Within the first two meetings, I learned that this program was not another diet. It was learning to eat healthy, make better choices, and identify stressors that make you turn to food for comfort. (Beyond stressors, simple boredom or watching TV can lead many of us to reach for a snack.)

During the 12-week course, the instructors talked of coping skills when your cravings are at their worst. But best of all, they were non-judgemental and very supportive. The other participants in the class were helpful, too, and many of them shared ideas that worked well for them.

We also learned not to beat ourselves up if we drift back to our old habits, as this is weight management for life, not a 12-week diet. This was a valuable lesson because most people are going to relapse at one time or another.

What I enjoyed the most was preparing a meal at Loblaws as part of the program. We cut up vegetables I had never used to make a dish I would never have tried on my own. Now, while I'm in the produce department, I know what I'm looking at and, even better, I know what I'm buying.

Through the program, I've learned to eat healthier and feel in control of my diet. My weight loss, and lowered cholesterol and blood pressure, are a wonderful bonus.

Kathy Hickey

RESIDENT PHYSICIANS AND YOU

Residency is the last step in training for newly minted doctors prior to stepping into the real world. However, it is more than just a training process. It also represents an opportunity to practise the art of medicine – connecting with the community and treating people and not just disease.



At the QFHT, we are lucky to have patients who enable us to foster these connections.

The demands of residency can often be tough, but the rewards of forming these bonds make the effort all the more worthwhile. I feel lucky to work closely with these patients to create plans to best co-manage their health. Treating the patient as a person, and providing both medical and social aspects of care, is imperative and always valued.

Recently, I had a patient who suffered from crippling anxiety. It had not occurred to me how much our visits benefited him until he thanked me profusely one day for all of the time I had spent tackling this issue. As it turned out, our visits themselves were therapeutic. It became clear to me that even with the most challenging ailments, practising both the art and science of medicine will unequivocally yield success.

Dr. Supreet Sunil
Resident Physician



Photo: Rob Whelan Photography

Resident physician Dr. Nathan Maguire with a particularly engaging patient

CLINIC CONVERSATION

As the spring weather and seasonal changes approach, the excitement to get outside and enjoy our surroundings is contagious (in a good way!). Whether it is gardening, cycling, or longer walks with our pets, physical fitness can help with all aspects of our physical and mental well-being. We encourage everyone to access community resources for healthy living, as noted on the cover of this issue of *QFHT News*.

We are currently reviewing uninsured services provided within the QFHT. Specifically, there are some services and procedures that are not covered by your provincial health insurance plan (OHIP). For example, copying your medical records for an external party; completing certificates, forms and reports; medical notes for missed work or school; and cosmetic procedures are not covered by OHIP.

If you are unsure if you will be billed for a service or procedure, please ask your health-care provider prior to requesting the service. Updated fee schedules will soon be posted in the clinic reception areas.

We welcome your input and suggestions about our clinic operations. At any time, feel free to contact me or your health-care provider.

To you in good health,

Diane Cross
Clinic Manager

DEPARTMENT OF
FAMILY MEDICINE

Delivering the Future of Primary Health Care

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