

SUMMERVILLE

Family Health Team



2025 - 2026 ANNUAL REPORT

www.summervillefht.com

CONTENTS



01

MESSAGE FROM OUR BOARD CHAIR
AND THE EXECUTIVE DIRECTOR

02

ABOUT THE SUMMERVILLE
FAMILY HEALTH TEAM

03

ENHANCE THE PATIENT EXPERIENCE

06

INCREASE COMMUNITY AND
STAKEHOLDER ENGAGEMENT

08

DEMONSTRATE EXCELLENCE IN
LEARNING AND INNOVATION

10

STRENGTHEN INTERNAL COLLABORATION
AND COHESIVENESS

12

2025-2026 BOARD OF DIRECTORS

Message from our Board Chair and the Executive Director

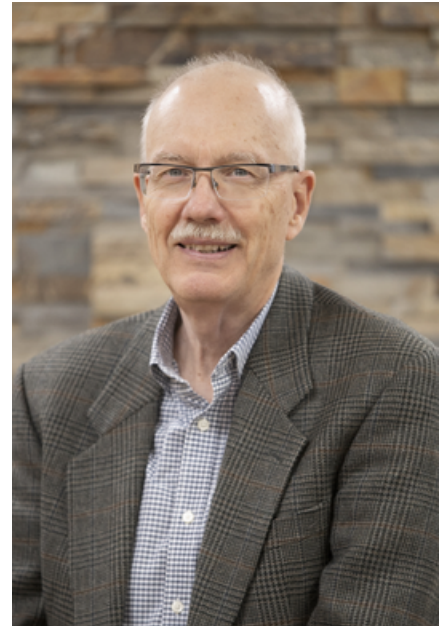
OUR REPORT

On behalf of Summerville Family Health Team, we are pleased to present our 2025-2026 Annual Report. Summerville was established in 2007 as one of the first Family Health Teams in Ontario and supports more than 50,000 individuals in Mississauga, Southwest Etobicoke and the surrounding communities. Our diverse, interdisciplinary team works across five clinical practice sites to provide services with a focus on underserved and marginalized people (elderly, low socio-economic, ethnically diverse).

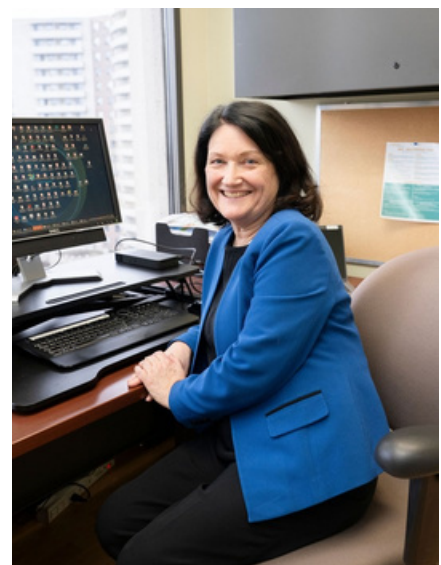
We continue to work towards achieving our Vision of being vital to the health and well-being of the community while adhering to our Values of collaboration, excellence, innovation, inclusivity and compassion. During the year we undertook a thorough review of our Strategic Plan. While our Vision and Values remain the same, our Mission has been modified to: Provide People-Centered, Community-Based Primary Care, and in doing so we will:

- Advance primary care, prevention and treatment;
- Strengthen partnerships and system-wide collaborative care;
- Educate and train future clinicians;
- Support each other as team members.

With this Annual report, we are pleased to showcase the many highlights achieved by the Summerville team. 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 places a strong emphasis on the patient care experience, aiming to improve the health and well-being of the community. Team-based primary care has a proven record of offering timely access to health care, better coordination of care, and cost savings to the overall health care system. Evidence shows that a strong primary care foundation, with a focus on the prevention, early detection and management of chronic disease, can reduce costly hospital stays and ED visits.

The Summerville interdisciplinary team works across five clinical practice sites to care for approximately 50,000 individuals in Mississauga, Southwest Etobicoke and the surrounding communities.

The Summerville team includes: physicians, registered nurses, registered practical nurses, nurse practitioners, social workers, registered dietitians, health promotion specialists, clinical pharmacists, a kinesiologist, a physiotherapist, and administrative staff.

In January 2026, Summerville launched its new Strategic Plan to guide us through 2026 - 2028 with new Strategic Priorities:

Enhance the Patient Experience

Strengthen Community Health

Demonstrate Excellence in Learning and Innovation

Foster A Thriving and Engaging Work Environment

This Annual Report will showcase our accomplishments this year in each of the Priorities from our 2023 - 2025 Strategic Plan.



ENHANCE THE PATIENT EXPERIENCE

Summerville is committed to the health and well-being of its patients and the community.

Increasing Access for Our Patients

In the past year, Summerville physicians have accepted new patients in the community who do not have a health care provider. 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)

Since April 2025, almost 1,000 new patients joined Summerville, with many residing in the high needs target areas identified by the province.

We have offered Saturday vaccine clinics to increase access and have expanded online booking options to include almost 100% of physicians and NPs.

Access Primary Care Mississauga

With the launch of the new [Access Primary Care Mississauga](#) (APCM) initiative (previously known as CarePoint Connects) Summerville will continue to streamline the patient attachment process.

APCM is a coordinated community-wide access point that connects unattached Mississauga residents to local family physicians and nurse practitioners. It is led by Mississauga Health and delivered by CarePoint Health in collaboration with Summerville Family Health Team, Credit Valley Health Team, LAMP Community Health Care, and Health Care Connect.

Through APCM, Summerville recently took on a family of eight who were newcomers to Canada. We were able to match them with a physician and a nurse practitioner who both spoke their home language of Farsi.

Enhance the Patient Experience

Health Education Programs

In addition to providing direct patient care, Summerville offers more than 15 FREE clinical and educational programs/workshops addressing a range of health conditions, as well as specific target groups (elderly, parents of young children). Many of our programs, like the Healthy Aging Series presented in collaboration with Peel Senior Link, are open to the public, and sometimes involve outside subject matter experts from community partners.

Topics address top chronic conditions in our community, including diabetes, heart health, and mental health.

3,224
Program participants
2025-26

“What I enjoyed the most was the opportunity to learn from a variety of practitioners from various fields/areas of expertise and having structured tasks to put the learning into practice at home.”

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 2025/2026 winter survey showed:

- 94% of patients reported feeling comfortable and welcome at Summerville
- 93% reported their provider involved them in decisions about their care and 97% expressed their doctor or NP spent enough time with them
- 88% of patients reported feeling satisfied or very satisfied with the care they receive at Summerville
- 86% reported they always/usually received timely care
- 87% of patients reported receiving care always or usually from the provider that they prefer
- 82% of patients received care within 1 to 7 days
- 68% of patients rated their phone booking experience as excellent or very good
- 59% of patients were able to get same-day or next-day care for an urgent problem

Sociodemographic Survey

More than 600 patients who joined Summerville last year provided vital background information regarding a variety of sociodemographic factors that impact health. Approximately 40% of these patients reported being newcomers to Canada. Our physicians and nurse practitioners were ready to meet their needs with 17 languages spoken among them.

Enhance the Patient Experience

Human Papillomavirus (HPV) Self Collection Pilot

Summerville physicians, NPs and RNs played an important role in the planning, implementation and evaluation of the provincial HPV Self Collection Pilot Program for Cervical Cancer Screening. The team supported increased access, patient education and continuity of care particularly for individuals facing barriers for clinician-collected screening. A total of 321 patients chose to do the HPV self collection test in the first few months of the pilot. Many patients had avoided routine pap tests, prior to this new opportunity.



One Person's Experience with the HPV Self Collection Pilot

Jane (name has been changed), a 36-year-old mom of two, was due for her cervical screening. Due to negative past experiences with speculum exams, she had been avoiding her screening for several years. When the clinic began the Ontario Health self-collected HPV testing study, her family physician thought she would be a perfect candidate. Her doctor asked the registered nurse leading the study at the clinic to call her, explain the study to her and offer an appointment to do the self-collection as opposed to a speculum exam. The RN called Jane, explained the study and the procedure for self-collection and Jane agreed. She was able to book an appointment with the nurse for the next week. When Jane came in to do the self-swab, she was very pleased as to how quick and easy the test was. In providing this service, Jane was able to complete the testing herself and is now up-to-date with her cervical screening.

" I really can't tell how much I appreciate the entire Summerville Health Team, I have never experienced such wrap-around care. "

" I feel very privileged to be under the care of such a dedicated team of professionals. "



INCREASE COMMUNITY AND STAKEHOLDER ENGAGEMENT

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

Primary Care in Ontario

Summerville continues to be actively involved with the Mississauga Ontario Health Team, in particular the primary care planning table. The primary care sector plays a vital role in supporting all Ontarians, to provide individuals with team-based primary care. Summerville has collaborated in planning and implementing the first phase of the Primary Care Expansion Initiative (IPCT) in Mississauga. This initiative aims to connect up to 12,800 more residents to a family doctor or primary care team this year, as part of the province's Primary Care Action Plan. Summerville will be working on this initiative with the MOHT, CarePoint Health, Credit Valley Family Health Team, and LAMP Community Health Centre. The first phase of the expansion initiative focused on four Mississauga postal codes identified by Ontario Health (L5A, L5B, L5M, L5N) as having the highest number of residents currently without a primary care provider. Efforts to attach new patients are expanding to other high needs areas throughout Mississauga.



Summerville team members at the Dixie Bloor Neighbourhood Centre Wellness Event

Community Partnerships

Dixie Bloor Neighbourhood Centre, Metabolic Syndrome Canada, Canadian Cancer Society, Arthritis Society, Alzheimer's Society, CAMH, THP Diabetes Management Centre, Mississauga Lung Health Centre, University of Toronto, Peel Senior Link, Canadian Coalition for Seniors' Mental Health (CCSMH), SHIP, Peel Public Health, and many other partners in the MOHT.

Community and Stakeholder Engagement

Mississauga Paediatric Care Clinic

Mississauga Paediatric Care Clinic, managed by Summerville Family Health Team, is one of 5 specially funded clinics in Central Region aimed at diverting costly hospital visits.


2,939

Patient Visits
April 1, 2025 to March 31, 2026

“ I have been multiple times with my son and we have always been able to get an appointment within a couple of hours. ”

RSV Immunizations

Summerville partnered with Peel Public Health to provide RSV immunizations to all babies in the community born on or after April 1, 2025, as well as high-risk children up to two years of age through the Paediatric Clinic. Summerville also partnered with Peel Public Health to support high school students who missed their school-based vaccinations and Grade 7-8 students who were unable to receive their vaccines at school.



Mississauga Paediatric Care Clinic



CHILDREN'S CARE CLINIC
WWW.CARE-CLINICS.CA
No health card required

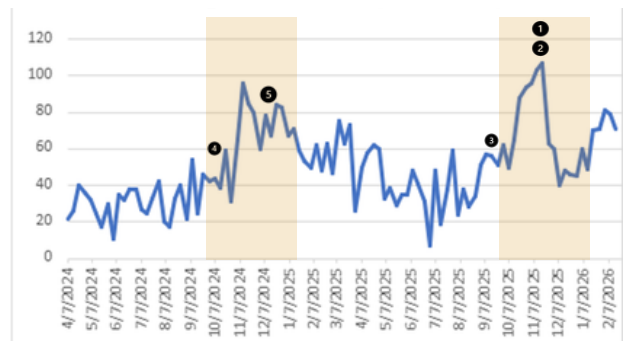
Free and timely access to a Nurse Practitioner that can provide detailed assessments, diagnosis, and treatment for a variety of health conditions and urgent needs for children up to the age of 18 years old.

OUR LOCATIONS

- 101 Queensway W., 7th Floor Mississauga - 905-272-9900 ext. 240
- 250 West Street Unit 6, North, Orillia - 705-835-7545
- 3331 Line 4 North, Oro-Medonte - 705-835-7545
- 37 Sandiford Drive, Stouffville - 905-472-7658
- 443 The Queensway South, Unit 30, Keswick - 905-722-3251

Ontario Health Central, Oak Valley Health, SUMMERVILLE Family Health Team, Remote Nurse Practitioner Unit Sites

Graph illustrates increase in clinic volumes year over year as well as the spike during respiratory season.





Summerville Residents

DEMONSTRATE EXCELLENCE IN LEARNING AND INNOVATION

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

Residents at Summerville

The Family Medicine Teaching Unit (FMTU) is a joint partnership between Trillium Health Partners and the Summerville Family Health Team. The FMTU was established to play a more active role in the education of future family doctors and to increase access to health care for our community.

Family Medicine Resident Doctors (Residents) are fully trained, newly licensed doctors who are completing their specialized post-graduate training in family medicine. Each Resident manages his or her own practice of patients under the supervision of the Summerville Family Health Team. At any given time, there may be 18 - 22 residents on staff.

Since inception of the residency program at FMTU in 2011, we have celebrated the graduation of 137 residents.

Quality Improvement

Summerville's Quality Improvement Plan for 2025-26 has continued to focus on:

- Preventative Care, including cancer screening and involving many of our interdisciplinary providers and administrative staff
- Dedicated resources to increase adherence to diabetes guidelines
- Continuing socio-demographic data collection with 610 new patients completing the data questionnaires

Research Initiatives

Summerville continues to be involved in a number of research projects such as: Diabetes Pharmacare Trial in collaboration with University of Toronto, Self-Reported Health Equity Data in Primary Care with Dr. Eissa (FMTU) and Institute for Better Health, HPV self-collection pilot. (See page 5 for a patient story about the HPV self collection pilot.)

Excellence in Learning and Innovation

Association of Family Health Teams of Ontario

Summerville FHT is a long-standing member of the Association of Family Health Teams of Ontario. In addition to participating in provincial advocacy campaigns, our team participates actively in annual conferences to enhance skill development, expand knowledge in the primary care field, and network with other FHTS across the province.



Summerville team members at the AFHTO Conference
October 2025

Student Placements

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

“
Very grateful for all you do to support, educate and encourage us on this health and wellness journey we're all on. Thanks again.
”



Affiliated Specialists

In addition to our family physicians, our nurse practitioners and our diverse team of health care providers, Summerville also has several affiliated specialists in the areas of psychiatry, endocrinology and respirology. These specialists are available for ongoing consultation, provide continuing education and contribute to program design.

Primary Care Oncology Day March 27, 2026

Our nurses and physicians came together at Lionhead Golf Club and Conference Centre for an inspiring day of learning and collaboration. Highlights included updates on Colorectal Cancer Screening, Pancreatic Cancer Screening and HPV test.



From left: Dr. Leanna Mantella, Dr. Menat Attia, Elizabeth Smith, Debbie Gardiner, Catherine Braga, Tina Punongbayan, Dr. Rosy Zafar, Dr. Nadine Majid



Summerville team members and family at the at
The Walk for the Compass Food Bank

STRENGTHEN INTERNAL COLLABORATION AND COHESIVENESS

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

Team Activities

The Summerville Collaboration Committee continues to work on 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, social activities, and development of organization-wide policies.

Seated massages were offered at all clinics, team and family members participated in The Walk for the Compass Food Bank, the Holidays were alive with an in-person holiday celebration, and the now annual Gingerbread House Showcase. Summerville also collected toys and unwrapped gifts for the Peel Regional Police and the Tiger Jeet Singh Foundation.

At Summerville, we know that good health begins with strong communities. Funds raised for the Compass Food Bank will help support individuals and families experiencing food insecurity and homelessness in Mississauga. We are thrilled to have raised a total of \$1,775 for this important organization.



Internal Collaboration and Cohesiveness



SUMMERVILLE
Family Health Team

JOIN COLLEAGUES FROM ALL SUMMERVILLE SITES FOR A

CHILLIN' HOLIDAY HANGOUT!

DECEMBER 3, 2025
3:30 - 6 P.M.
PAPA GIUSEPPE'S IN PORT CREDIT
(26 LAKESHORE RD E, MISSISSAUGA)

LOTS OF FUN IS BEING PLANNED!

RSVP to Fatima Cabral by November 19
so that we can finalize arrangements based
on expected attendance.
FACABRAL@SUMMERVILLEFHT.COM

LOOKING FORWARD TO SEEING YOU!

The Summerville Family Health Team 2025-26 Board of Directors



Back row, left to right: 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)

Bottom left: Dr. Jennifer Bourne

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

Family Medicine Teaching Unit

101 Queensway West, 7th Floor
Mississauga, Ontario, L5B 2P7
905-272-9900

Harborn

89 Queensway West, Suite 510
Mississauga, Ontario, L5B 2V2
905-273-4380

Etobicoke

190 Sherway Drive, Suite 211
Etobicoke, Ontario, M9C 5N2
416-621-9700

Primary Care Clinic

905-507-3019

Paediatric Care Clinic

905-238-0227

89 Queensway West, Suite 604
Mississauga, Ontario, L5B 2V2

Apple Hills

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