Mount Forest
FAMILY HEALTH TEAM

Patient and Family Advisory Council (PFAC)

Common Questions

What does PFAC mean?

PFAC stands for Patient and Family Advisory Council. It is a group of patients or caregivers of patients who bring their knowledge and experience to the organization

Why have a PFAC at the Mount Forest Family Health Team?

The MFFHT PFAC is a method by which the leadership and staff engage with patients, family and caregivers, requesting their advice on the quality and delivery of care. This partnership is an important connection that is required to continually improve the patient experience.

What do they do?

1. Represent different groups of people in our community and highlight barriers faced by these groups.
2. Gather input from friends, family and neighbours served by the MFFHT
3. Provide their perspective on the patient as a whole person and how the care provided at the MFFHT impacts all areas of someone's life.
4. Provide suggestions and feedback on how programs and processes are carried out to inform better ways of doing things.

How often does the Council meet?

The Council meets up to 10 times a year. They will meet virtually but also have options to meet in person at the Mount Forest Family Health Team.

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