

PRIMARY HEALTH SURVEY

# Health service delivery



**Community**  
Moncton



**Zone 1**  
Moncton and  
South-East Area



**Province**  
New Brunswick

## Having a primary care provider

Has a primary care provider %   2020	86.7	91.2	89.9
Has a family doctor %   2020	84.3	89.3	86.0
Has a nurse practitioner %   2020	10.8	11.1	12.0
Has nurse practitioner as their primary care provider %   2020	2.6	2.3	4.4

## Reasons for not having a primary care provider

None available in the area to take new patients %   2020	38.2	30.4	30.6
Primary care provider left, retired or passed away %   2020	13.2	16.3	36.6
Hasn't tried to contact one %   2020	S	8.5	12.1
Is in good health, does not need one %   2020	S	18.1	10.0

## Regular place of care

Family doctor %   2020	47.5	48.3	57.0
After-hours or walk-in clinic %   2020	37.5	33.9	20.5
Hospital emergency department %   2020	5.9	7.4	10.4

## Barriers

### Types of difficulties experienced in getting the health care they needed in the last 12 months

	Community Moncton	Zone 1 Moncton and South-East Area	Province New Brunswick
Unable to leave the house %   2020	14.8	11.9	11.2
Trouble navigating the health system %   2020	11.4	8.8	7.6
Services not available in area %   2020	12.8	10.5	14.0
Transportation problems %   2020	5.8	5.5	5.5
Had to travel over 100 kms/60 miles %   2020	7.8	10.2	17.6
Trouble getting medical or rehabilitation equipment or supplies %   2020	5.4	4.0	4.2
Trouble physically accessing a health care setting %   2020	9.0	7.1	6.5
Had language barrier communicating with a health professional %   2020	4.3	3.9	3.8
<b>\$ Cost barriers</b>			
General financial barriers %   2020	30.9	28.8	26.5
Skipped a medical test, treatment or other because of the cost %   2020	3.4	3.3	3.2
Did not fill a prescription or skipped a dose because of the cost %   2020	7.9	6.4	5.8
Skipped dental care because of costs %   2020	25.1	22.5	20.6
Cost for ambulance services was too high %   2020	23.0	22.6	22.7

## Wait times

### Family doctor

Can get an appointment on the same day or next day %   2020	19.1	17.8	22.1
Can get an appointment within 5 days %   2020	47.9	46.1	50.8

### Nurse practitioner

Can get an appointment on the same day or next day %   2020	S	18.2	18.7
Can get an appointment within 5 days %   2020	S	47.8	51.7

### Other

	Community Moncton	Zone 1 Moncton and South-East Area	Province New Brunswick
Hospital emergency department: Waited less than 4 hours %   2020	46.9	54.3	65.5
Specialist: Waited less than 1 month for a first visit %   2020	39.1	37.2	40.7
Diagnostic test: Waited less than 1 month (non-emergency situation) %   2020	58.5	52.1	52.3

## Visits per type of provider in the last 12 months

### Family doctor

Visit in the last 12 months %   2020	87.9	87.1	87.2
Average number of visits Number   2020	3.0	2.9	3.1

### Nurse practitioner

Visit in the last 12 months %   2020	S	93.5	92.9
Average number of visits Number   2020	S	2.9	3.4

### After-hours or walk-in clinic

Visit in the last 12 months %   2020	51.8	48.2	35.1
Average number of visits Number   2020	1.4	1.2	0.8

### Tele-Care 811

Called in the last 12 months %   2020	16.0	13.7	14.5
Average number of calls Number   2020	0.3	0.3	0.3

### Community health centre

Visit in the last 12 months %   2020	9.8	11.7	13.1
Average number of visits Number   2020	0.4	0.4	0.4

### Hospital emergency department

Visit in the last 12 months %   2020	35.5	34.0	38.1
Average number of visits Number   2020	0.8	0.7	0.8

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Visited the hospital emergency department because their primary care provider was not available %   2020	27.5	31.3	39.7

### Ambulance services

Used in the last 12 months %   2020	6.6	6.2	6.8
Average number of calls Number   2020	0.1	0.1	0.1

## Communication and language of service

Prefers services in English %   2020	74.5	67.7	70.3
...Always received services in English %   2020	93.6	93.5	95.7
Prefers services in French %   2020	18.5	23.1	24.2
...Always received services in French %   2020	60.1	65.7	69.9
Always received services in official language of their choice %   2020	86.0	86.0	88.7
Verbal information about condition/prescription is easy to understand, always or usually %   2020	92.1	92.5	91.7
Had a language barrier communicating with a health professional in the last 12 months %   2020	4.3	3.9	3.8

## Safety (excluding hospital stays) in the last 12 months

Believe they were harmed because of a medical error or mistake %   2020	3.5	2.8	2.5
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## Favourable rating of services received (8, 9 or 10 out of 10)

Overall %   2020	60.2	65.4	66.2
From family doctor %   2020	78.3	80.9	81.5
From nurse practitioner (who is primary care provider) %   2020	S	70.7	79.8
From an after-hours or a walk-in clinic %   2020	59.1	63.0	63.6
From Tele-Care 811 %   2020	66.8	73.4	71.2

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From a community health centre %   2020	<b>71.8</b>	<b>71.8</b>	<b>75.2</b>
From the hospital emergency department %   2020	<b>39.2</b>	<b>45.9</b>	<b>52.4</b>
From ambulance services %   2020	<b>91.3</b>	<b>89.2</b>	<b>90.4</b>

## About this Table

### Content and description

Data about the delivery of health services in New Brunswick and the interactions citizens have with these services.

Health services reported include: family doctors, nurse practitioners, after-hours or walk-in clinics, community health centres, Tele-Care 811, hospital emergency departments, ambulance services and pharmacists.

Topics include: having or not having a primary care provider, where citizens go most often when they are sick, barriers in getting health care, wait times, visits to providers or health centres, nature of communication with primary care providers and language of service, safety and rating of the experience with the services received.

### Why it is important

By better understanding the quality of the delivery of health services throughout the province, we can better understand the care models in place, and the dynamics that can influence access and the variability of the quality of health services around the province.

### Availability of the data

The information for this data table is available at different geographical levels as well as by demographic groups. More information is available on our [Primary Health Survey](#) page.

### Note about 2020 data

The 2020 edition of the Primary Health Survey (PHS) was conducted during the COVID-19 pandemic. While the pandemic did not influence the survey's response rate, the NBHC had to assess the impact of surveying during the pandemic. Accordingly, advanced statistical analyses were performed to allow for comparison between the results obtained in 2020 and those obtained in previous PHS cycles. Some indicators had to be suppressed in the 2020 edition as part of this process. Despite these analyses, users are advised to use the 2020 data with caution, especially when creating estimates for small sub-populations or when comparing it to other PHS editions.

### Caption

n/a = Not applicable / not available

S = Data suppressed due to confidentiality requirements and/or small sample size

 Above-average performance

 Below-average performance