

PRIMARY HEALTH SURVEY

Experience with health services







Zone 1 Moncton and



Province New Brunswick

Has a family doctor % 2020	96.3	89.3	86
And a nurse is regularly involved in their health care % 2020	17.6	16.7	24
And can see other health professionals at family doctor's office $\%$ \mid 2020	9.0	12.1	16
Most often goes to their family doctor when sick or in need of care $\%$ 2020	51.9	48.3	57
Availability			
Office is easy to reach during regular practice hours, very or somewhat % 2020	63.5	69.7	72
There is an after-hours arrangement to see another primary care provider when office is closed % 2020	21.8	19.5	16
There are extended office hours (after 5 pm or on weekends) % 2020	8.4	14.7	16
Makes home visits % 2020	2.2	2.3	4
Visits in the last 12 months			
Saw their family doctor % 2020	88.1	87.1	87
Average number of visits Number 2020	2.9	2.9	3
Wait time for an appointment			
Same day or next day % 2020	18.6	17.8	22



Within 5 days % 2020	Community Riverview and Coverdale 51.2	Zone 1 Moncton and South-East Area	Province New Brunswick 50.8
Within 5 days 70 2020	31.2	40.1	30.0
Experience and communication: Family doctor			
Gives them enough time to discuss, always % 2020	67.0	65.9	66.9
Limits the number of problems that can be discussed in a visit $\% \mid$ 2020	22.8	25.5	24.2
 Explains things in a way that they can understand, always $\%\mid 2020$	76.5	77.7	75.7
Involves them in decisions about their health care, always $\% \mid 2020$	72.6	71.7	71.8
Helps them coordinate the care from other providers, always $\% \mid$ 2020	69.5	69.0	68.7
Seemed informed about the care they needed after their hospital stay $\% \mid 2020$	73.4	79.7	88.2
Favourable rating of services received (8, 9 or 10 out of 10) % 2020	78.4	80.9	81.5
lurse practitioner Has a nurse practitioner % 2020	9.2	11.1	12.0
Has a nurse practitioner as their primary care provider % 2020	S	2.3	4.4
And a nurse is regularly involved in their health care % 2020	S	29.1	19.7
And can see other health professionals at nurse practitioner's office % 2020	S	26.3	40.1
Availability			
Office is easy to reach during regular practice hours, very or somewhat $\% \mid 2020$	S	69.0	72.7
There is an after-hours arrangement to see another primary care provider when office is closed $\%\mid$ 2020	S	14.4	12.5
There are extended office hours (after 5 pm or on weekends) % 2020	S	S	16.6
Makes home visits % 2020	S	S	4.3

→ Visits in the last 12 months



	Community Riverview and Coverdale	Zone 1 Moncton and South-East Area	Province New Brunswick
Saw their nurse practitioner % 2020	S	93.5	92.9
Average number of visits Number 2020	S	2.9	3.4
• Wait time for an appointment			
Same day or next day % 2020	S	18.2	18.7
Within 5 days % 2020	S	47.8	51.7
Experience and communication: Nurse practitioner			
Gives them enough time to discuss, always $\% \mid 2020$	S	62.7	73.1
Limits the number of problems that can be discussed in a visit $\% \mid$ 2020	S	15.2	13.9
Explains things in a way that they can understand, always $\% \mid 2020$	S	85.0	82.1
Involves them in decisions about their health care, always $\% \mid$ 2020	S	78.0	79.7
Helps them coordinate the care from other providers, always $\% \mid$ 2020	S	71.3	77.3
Seemed informed about the care they needed after their hospital stay $\% \mid$ 2020	n/a	S	88.7
Favourable rating of services received (8, 9 or 10 out of 10) $\%$ 2020	S	70.7	79.8
After-hours or walk-in clinic			
Most often goes to an after-hours clinic or walk-in when sick or in need of care % 2020	39.6	33.9	20.5
1 Visits in the last 12 months			
Visited an after-hours or walk-in clinic % 2020	55.2	48.2	35.1
Average number of visits Number 2020	1.4	1.2	0.8
Experience of care			
Favourable rating of services received (8, 9 or 10 out of 10) $\% \mid$ 2020	63.7	63.0	63.6



Community Riverview and

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Visits in the last 12 months			
Visited a community health centre % 2020	8.8	11.7	1
Average number of visits Number 2020	0.3	0.4	
Experience of care			
Favourable rating of services received (8, 9 or 10 out of 10) % 2020	71.9	71.8	7
ele-Care 811			
Calls in the last 12 months			
Called Tele-Care 811 % 2020	15.2	13.7	1
Average number of calls Number 2020	0.2	0.3	
Experience of care			
Favourable rating of services received (8, 9 or 10 out of 10) % 2020	73.9	73.4	7
ospital emergency department / Ambulance se	ervices		
Hospital emergency department			
Most often goes to the ER when sick or in need of care % 2020	2.5	7.4	1
Visited the hospital emergency department in the last 12 months $\% \mid$ 2020	32.7	34.0	3
Average number of visits to the hospital emergency department in the	0.7	0.7	
last 12 months Number 2020			
Waited less than 4 hours at the hospital emergency department % 2020	56.7	54.3	6



	Community Riverview and Coverdale	Zone 1 Moncton and South-East Area	Province New Brunswick
Ambulance services			
Used ambulance services in the last 12 months $\% \mid$ 2020	6.9	6.2	6.8
Average number of calls for ambulance services in the last 12 months Number 2020	0.1	0.1	0.1
Favourable rating of services received (8, 9 or 10 out of 10) % 2020	72.0	89.2	90.4
Cost for ambulance services was too high % 2020	18.2	22.6	22.7
Pharmacists and medications			
Citizens who take prescription medications			
Takes 6 or more different prescription medications on a regular basis % 2020	10.8	9.5	11.4
A pharmacist helps them the most in understanding how to take their medications $\% \mid 2020$	75.9	72.6	70.1
Among those with a chronic health condition % 2020	78.0	73.0	70.6
Costs			
Did not fill a prescription for medicine, or skipped doses, because of the cost $\% \mid 2020$	4.8	6.4	5.8
lospitals			
Admissions in the last 12 months			
Was admitted to a hospital or health facility % 2020	11.6	11.2	10.5
lental health			
Need for care in the last 12 months			
Needed to talk to a health professional about their mental health $\% \mid 2020$	18.3	20.2	18.2
But did not see someone % 2020	27.8	32.4	32.6



	Community Riverview and Coverdale	Zone 1 Moncton and South-East Area	Province New Brunswick
Reasons for not seeing a mental health professional			
Services not available in area % 2020	S	10.9	13.7
Wait time for services was too long % 2020	S	28.5	23.8
Was too busy % 2020	S	25.9	25.4
Services not available at a convenient time % 2020	S	15.0	16.3
Could not afford the cost or insurance did not cover enough % 2020	S	24.3	17.7
Did not know how or where to get help % 2020	S	21.1	19.8
Was concerned about what others would think % 2020	S	10.0	15.3
Other reasons % 2020	S	27.9	28.6
Experience of care Favourable rating of services received (8, 9 or 10 out of 10) % 2020	69.8	68.9	70.0
pecialists and diagnostic tests in the last 12	2 months		
Specialists			
Has seen a specialist in the last 12 months % 2020	42.9	43.4	40.6
For the first time % 2020	16.8	18.5	17.9
Waited less than 1 month for a first visit % 2020	41.9	37.2	40.7
Favourable rating of services received (8, 9 or 10 out of 10) % 2020	83.7	83.3	83.7
Diagnostic tests in a non-emergency situation			
Has required a diagnostic test % 2020	23.8	24.6	21.4
Waited less than 1 month for a diagnostic test % 2020	46.0	52.1	52.3



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ental care			
Saw a dental professional in the last 12 months % 2020	75.3	71.9	69.
Barriers			
No dental insurance % 2020	20.8	25.2	29.
Skipped dental care/checkups because of the cost in the last 12 months % 2020	21.7	22.5	20.
ome care services			
Received home care services, with the cost being covered by the government % 2020	3.8	3.9	4.
Received home care services, with the cost being covered by the	3.8 5.8	3.9 4.2	3



About this Table

Content and description

Data about the experience citizens reported throughout their journey while interacting with the New Brunswick health system.

Indicators are organized by the different types of services and capture citizens' reported experience regarding availability, visits, wait times, communication and overall care. These services include: Family doctors, nurse practitioners, after-hours or walk-in clinic, community health centres, Tele-Care 811, hospital emergency room and ambulance services, pharmacists and medication, hospitals, mental health, specialists and diagnostic tests, dentists and home care services.

Why it is important

By better understanding the experience of citizens using each type of health service, we can better assess the quality of programs and services.

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 <u>Primary Health Survey</u> 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

P Below-average performance