

PRIMARY HEALTH SURVEY

# Experience with health services



**Community**  
Hillsborough,  
Riverside-Albert,  
Alma Area



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



**Province**  
New Brunswick

## Family doctor

Has a family doctor %   2020	90.0	89.3	86.0
...And a nurse is regularly involved in their health care %   2020	29.2	16.7	24.9
...And can see other health professionals at family doctor's office %   2020	28.1	12.1	16.0
Most often goes to their family doctor when sick or in need of care %   2020	62.1	48.3	57.0

### Availability

Office is easy to reach during regular practice hours, very or somewhat %   2020	70.6	69.7	72.7
There is an after-hours arrangement to see another primary care provider when office is closed %   2020	20.0	19.5	16.9
There are extended office hours (after 5 pm or on weekends) %   2020	9.9	14.7	16.9
Makes home visits %   2020	S	2.3	4.2

### Visits in the last 12 months

Saw their family doctor %   2020	88.4	87.1	87.2
Average number of visits Number   2020	3.1	2.9	3.1

### Wait time for an appointment

Same day or next day %   2020	19.9	17.8	22.1
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	Community Hillsborough, Riverside-Albert, Alma Area	Zone 1 Moncton and South-East Area	Province New Brunswick
Within 5 days %   2020	60.2	46.1	50.8
<b>👤 Experience and communication: Family doctor...</b>			
...Gives them enough time to discuss, always %   2020	70.5	65.9	66.9
...Limits the number of problems that can be discussed in a visit %   2020	26.7	25.5	24.2
...Explains things in a way that they can understand, always %   2020	79.5	77.7	75.7
...Involves them in decisions about their health care, always %   2020	80.2	71.7	71.8
...Helps them coordinate the care from other providers, always %   2020	74.3	69.0	68.7
...Seemed informed about the care they needed after their hospital stay %   2020	S	79.7	88.2
Favourable rating of services received (8, 9 or 10 out of 10) %   2020	83.9	80.9	81.5

## Nurse practitioner

Has a nurse practitioner %   2020	19.5	11.1	12.0
Has a nurse practitioner as their primary care provider %   2020	4.0	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 %   2020	S	69.0	72.7
There is an after-hours arrangement to see another primary care provider when office is closed %   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

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### Visits in the last 12 months

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 %   2020	S	62.7	73.1
...Limits the number of problems that can be discussed in a visit %   2020	S	15.2	13.9
...Explains things in a way that they can understand, always %   2020	S	85.0	82.1
...Involves them in decisions about their health care, always %   2020	S	78.0	79.7
...Helps them coordinate the care from other providers, always %   2020	S	71.3	77.3
...Seemed informed about the care they needed after their hospital stay %   2020	S	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	21.6	33.9	20.5
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### Visits in the last 12 months

Visited an after-hours or walk-in clinic %   2020	31.9	48.2	35.1
Average number of visits Number   2020	0.7	1.2	0.8

### Experience of care

	Community Hillsborough, Riverside-Albert, Alma Area	Zone 1 Moncton and South-East Area	Province New Brunswick
Favourable rating of services received (8, 9 or 10 out of 10) %   2020	64.2	63.0	63.6

## Community health centre

### Visits in the last 12 months

Visited a community health centre %   2020	34.4	11.7	13.1
Average number of visits Number   2020	1.1	0.4	0.4

### Experience of care

Favourable rating of services received (8, 9 or 10 out of 10) %   2020	89.4	71.8	75.2
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## Tele-Care 811

### Calls in the last 12 months

Called Tele-Care 811 %   2020	18.1	13.7	14.5
Average number of calls Number   2020	0.3	0.3	0.3

### Experience of care

Favourable rating of services received (8, 9 or 10 out of 10) %   2020	S	73.4	71.2
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## Hospital emergency department / Ambulance services

### Hospital emergency department

Most often goes to the ER when sick or in need of care %   2014	5.9	7.5	11.5
Visited the hospital emergency department in the last 12 months %   2020	31.1	34.0	38.1
Average number of visits to the hospital emergency department in the last 12 months Number   2020	0.7	0.7	0.8
Waited less than 4 hours at the hospital emergency department %   2020	52.2	54.3	65.5

	Community Hillsborough, Riverside-Albert, Alma Area	Zone 1 Moncton and South-East Area	Province New Brunswick
Favourable rating of services received (8, 9 or 10 out of 10) %   2020	58.3	45.9	52.4
<b> Ambulance services</b>			
Used ambulance services in the last 12 months %   2020	6.0	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	S	89.2	90.4
Cost for ambulance services was too high %   2020	22.9	22.6	22.7

## Pharmacists and medications

### Citizens who take prescription medications

Takes 6 or more different prescription medications on a regular basis %   2020	12.5	9.5	11.4
A pharmacist helps them the most in understanding how to take their medications %   2020	66.9	72.6	70.1
... Among those with a chronic health condition %   2020	62.5	73.0	70.6

### Costs

Did not fill a prescription for medicine, or skipped doses, because of the cost %   2020	5.0	6.4	5.8
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## Hospitals

### Admissions in the last 12 months

Was admitted to a hospital or health facility %   2020	14.5	11.2	10.5
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## Mental health

### Need for care in the last 12 months

	Community Hillsborough, Riverside-Albert, Alma Area	Zone 1 Moncton and South-East Area	Province New Brunswick
Needed to talk to a health professional about their mental health %   2020	15.6	20.2	18.2
....But did not see someone %   2020	S	32.4	32.6
<b>? Reasons for not seeing a mental health professional</b>			
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
<b>🏠 Visits in the last 12 months</b>			
Saw or talked to a health professional about their mental health %   2020	15.9	17.6	16.1
<b>👤 Experience of care</b>			
Favourable rating of services received (8, 9 or 10 out of 10) %   2020	S	68.9	70.0

## Specialists and diagnostic tests in the last 12 months

### 👤 Specialists

Has seen a specialist in the last 12 months %   2020	37.7	43.4	40.6
...For the first time %   2020	15.7	18.5	17.9
Waited less than 1 month for a first visit %   2020	39.9	37.2	40.7
Favourable rating of services received (8, 9 or 10 out of 10) %   2020	80.0	83.3	83.7

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## Diagnostic tests in a non-emergency situation

Has required a diagnostic test %   2020	21.3	24.6	21.4
Waited less than 1 month for a diagnostic test %   2020	48.2	52.1	52.3

## Dental care

Saw a dental professional in the last 12 months %   2020	70.5	71.9	69.7
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## Barriers

No dental insurance %   2020	29.0	25.2	29.9
Skipped dental care/checkups because of the cost in the last 12 months %   2020	25.6	22.5	20.6

## Home care services

Received home care services, with the cost being covered by the government %   2020	2.3	3.9	4.4
Received home care services, with the cost not covered by the government %   2020	4.3	4.2	3.9
Needed home care services in the last 12 months, but did not receive any %   2020	3.6	3.1	3.0

## 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 [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.

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### 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