

PRIMARY HEALTH SURVEY

Experience with health services







Frand Bay-Westfield, Fundy Shore and Westfield, Saint John Area



Province New Brunswick

amily doctor			
Has a family doctor % 2020	91.4	85.4	86
And a nurse is regularly involved in their health care % 2020	35.5	26.1	24
And can see other health professionals at family doctor's office $\%$ \mid 2020	7.8	13.5	16
Most often goes to their family doctor when sick or in need of care % 2020	78.1	66.0	57
Availability			
Office is easy to reach during regular practice hours, very or somewhat $\% \mid 2020$	72.1	74.2	72
There is an after-hours arrangement to see another primary care provider when office is closed % 2020	15.9	14.9	16
There are extended office hours (after 5 pm or on weekends) % 2020	16.8	18.6	16
Makes home visits % 2020	4.6	4.1	4
Visits in the last 12 months			
Saw their family doctor % 2020	92.3	89.3	87
Average number of visits Number 2020	3.4	3.1	3

• Wait time for an appointment



	Community Grand Bay- Westfield, Westfield, Greenwich Area	Zone 2 Fundy Shore and Saint John Area	Province New Brunswick
Same day or next day % 2020	29.2	25.9	22.1
Within 5 days % 2020	64.6	55.2	50.8
Experience and communication: Family doctor			
Gives them enough time to discuss, always $\% \mid$ 2020	65.2	69.4	66.9
Limits the number of problems that can be discussed in a visit $\% \mid$ 2020	36.8	27.7	24.2
Explains things in a way that they can understand, always $\% \mid 2020$	72.5	76.2	75.7
Involves them in decisions about their health care, always $\%\mid$ 2020	67.8	77.5	71.8
Helps them coordinate the care from other providers, always $\% \mid$ 2020	63.3	70.2	68.7
Seemed informed about the care they needed after their hospital stay $\% \mid 2020$	S	92.2	88.2
Favourable rating of services received (8, 9 or 10 out of 10) % 2020	82.0	82.5	81.5
Nurse practitioner			
Has a nurse practitioner % 2020	3.1	10.9	12.0
Has a nurse practitioner as their primary care provider % 2020	S	5.3	4.4
And a nurse is regularly involved in their health care % 2020	S	14.4	19.7
And can see other health professionals at nurse practitioner's office $\% \mid$ 2020	S	41.8	40.1
Availability			
Office is easy to reach during regular practice hours, very or somewhat $\% \mid 2020$	S	64.6	72.7
There is an after-hours arrangement to see another primary care provider when office is closed $\%\mid$ 2020	S	11.7	12.5
There are extended office hours (after 5 pm or on weekends) % 2020	S	11.7	16.6



	Community Grand Bay- Westfield, Westfield, Greenwich Area	Zone 2 Fundy Shore and Saint John Area	Province New Brunswick
Makes home visits % 2020	S	9.4	4.3
Visits in the last 12 months			
Saw their nurse practitioner % 2020	S	98.2	92.9
Average number of visits Number 2020	S	3.3	3.4
Wait time for an appointment			
Same day or next day % 2020	S	11.4	18.7
Within 5 days % 2020	S	42.7	51.7
Experience and communication: Nurse practitioner			
Gives them enough time to discuss, always $\% \mid$ 2020	S	75.3	73.1
Limits the number of problems that can be discussed in a visit $\% \mid$ 2020	S	16.0	13.9
Explains things in a way that they can understand, always $\% \mid$ 2020	S	83.8	82.1
Involves them in decisions about their health care, always $\%\mid$ 2020	S	85.9	79.7
Helps them coordinate the care from other providers, always % 2020	S	72.3	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) $\% \mid$ 2020	S	76.5	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 $\%\mid$ 2020	8.5	12.1	20.5
Visits in the last 12 months			
Visited an after-hours or walk-in clinic % 2020	25.5	29.1	35.1
Average number of visits Number 2020	0.5	0.6	0.8



Community
Grand BayWestfield,
Westfield,
Greenwich Area

Grand Bay-Westfield, Fundy Shore and Westfield, Saint John Area

Province New Brunswick

•••	Experience	of	care

Favourable rating of services received (8, 9	or 10 out of 10) % 2020	66.5	65.8	63.6
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Community health centre	Community	v healt	h centre
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→ Visits in the last 12 months

Visited a community health centre % 2020	8.8	11.3	13.1
Average number of visits Number 2020	0.2	0.4	0.4

Experience of care

Favourable rating of services received (8, 9 or 10 out of 10) % 2020	S	77.2	75.2
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Tele-Care 811

Calls in the last 12 months

Called Tele-Care 811 % 2020	17.9	15.6	14.5
Average number of calls Number 2020	0.4	0.3	0.3

Experience of care

Favourable rating of services received (8, 9 or 10 out of 10) % 2020	47.2	65.9	71.2
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Hospital emergency department / Ambulance services

A Hospital emergency department

Most often goes to the ER when sick or in need of care % 2020	5.7	10.7	10.4
Visited the hospital emergency department in the last 12 months % 2020	32.0	39.0	38.1
Average number of visits to the hospital emergency department in the last 12 months Number 2020	0.7	0.7	0.8



	Community Grand Bay- Westfield, Westfield, Greenwich Area	Zone 2 Fundy Shore and Saint John Area	Province New Brunswick
Waited less than 4 hours at the hospital emergency department $\% \mid 2020$	82.3	71.2	65.5
Favourable rating of services received (8, 9 or 10 out of 10) % 2020	54.7	55.5	52.4
Ambulance services			
Used ambulance services in the last 12 months % 2020	5.7	7.3	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	94.8	90.4
Cost for ambulance services was too high % 2020	15.8	19.0	22.7
Takes 6 or more different prescription medications on a regular basis % 2020 A pharmacist helps them the most in understanding how to take their	11.8	11.0	70.1
Among those with a chronic health condition % 2020	75.5	70.1	70.6
Costs			
Did not fill a prescription for medicine, or skipped doses, because of the cost $\% \mid$ 2020	4.4	5.8	5.8
lospitals			
ospitals Admissions in the last 12 months			
	6.6	9.6	10.5

Mental health



Zone 2

Community

Grand Bay-**Province** Westfield, Fundy Shore and **New Brunswick** Westfield, Saint John Area Greenwich Area Need for care in the last 12 months Needed to talk to a health professional about their mental health % 19.3 17.6 18.2 2020But did not see someone % | 2020 37.4 32.2 32.6 Reasons for not seeing a mental health professional Services not available in area % | 2020 12.9 13.7 Wait time for services was too long % | 2020 S 18.9 23.8 S Was too busy % | 2020 32.8 25.4 Services not available at a convenient time % | 2020 S 18.7 16.3 Could not afford the cost or insurance did not cover enough % | 2020 S 18.7 17.7 Did not know how or where to get help % | 2020 S 22.3 19.8 Was concerned about what others would think % | 2020 S 17.4 15.3 S 28.6 Other reasons % | 2020 28.3 → Visits in the last 12 months Saw or talked to a health professional about their mental health % | 14.6 15.8 16.1 2020 **Experience** of care Favourable rating of services received (8, 9 or 10 out of 10) % | 2020 66.8 67.9 70.0 Specialists and diagnostic tests in the last 12 months Specialists Has seen a specialist in the last 12 months % | 2020 46.4 40.6 40.6 ...For the first time % | 2020 17.9 17.4 17.9 Waited less than 1 month for a first visit % | 2020 43.0 41.3 40.7



		Zone 2 Fundy Shore and Saint John Area	Province New Brunswick
Favourable rating of services received (8, 9 or 10 out of 10) % 2020	82.6	84.4	83.7
Diagnostic tests in a non-emergency situation			
Has required a diagnostic test % 2020	22.6	19.3	21.4
Waited less than 1 month for a diagnostic test % 2020	44.2	54.1	52.3
Dental care			
Saw a dental professional in the last 12 months % 2020	68.6	70.9	69.7
<u>A</u> Barriers			
No dental insurance % 2020	25.9	27.8	29.9
Skipped dental care/checkups because of the cost in the last 12 months % 2020	14.8	18.9	20.6
Home care services			
Received home care services, with the cost being covered by the government $\%\mid$ 2020	2.7	4.3	4.4
Received home care services, with the cost not covered by the government % 2020	5.2	4.2	3.9
Needed home care services in the last 12 months, but did not receive any $\% \mid$ 2017	3.2	2.4	2.6



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