

PRIMARY HEALTH SURVEY

Experience with health services







Community Campbellton, Head Area

Zone 5 Atholville, Tide Restigouche Area

Province New Brunswick

amily doctor			
Has a family doctor % 2020	88.8	87.4	86.
And a nurse is regularly involved in their health care % 2020	13.8	12.4	24.
And can see other health professionals at family doctor's office $\%$ \mid 2020	17.7	18.3	16.
Most often goes to their family doctor when sick or in need of care $\%$ 2020	52.5	51.8	57.
Availability			
Office is easy to reach during regular practice hours, very or somewhat % 2020	82.0	80.5	72.
There is an after-hours arrangement to see another primary care provider when office is closed % 2020	9.4	8.4	16.
There are extended office hours (after 5 pm or on weekends) % 2020	7.7	6.7	16.
Makes home visits % 2020	3.1	3.1	4
Visits in the last 12 months			
Saw their family doctor % 2020	90.5	90.0	87.
Average number of visits Number 2020	2.9	3.1	3
Wait time for an appointment			
Same day or next day % 2020	13.7	12.5	22.



Experience and communication: Family doctor Gives them enough time to discuss, always % 2020 69.2 67.6 6iLimits the number of problems that can be discussed in a visit % 29.5 23.8 2 2020 75.3 74.1 77. Involves them in decisions about their health care, always % 2020 75.3 74.1 77. Involves them in decisions about their health care, always % 2020 62.6 62.3 77. Helps them coordinate the care from other providers, always % 2020 67.6 69.4 6i 2020 67.6 69.4 6i 2020 77. Seemed informed about the care they needed after their hospital stay 86.9 84.9 9i 2017 87. Favourable rating of services received (8, 9 or 10 out of 10) % 2020 81.3 81.3 81.3 81.3 81.3 81.3 81.3 81.3		Community Campbellton, Atholville, Tide Head Area	Zone 5 Restigouche Area	Province New Brunswick
Gives them enough time to discuss, always % 2020 69.2 67.6 6iLimits the number of problems that can be discussed in a visit % 29.5 23.8 22020 75.3 74.1 75Explains things in a way that they can understand, always % 2020 75.3 74.1 75Involves them in decisions about their health care, always % 2020 62.6 62.3 75Helps them coordinate the care from other providers, always % 2020 62.6 62.3 75Helps them coordinate the care from other providers, always % 2020 67.6 69.4 6iSeemed informed about the care they needed after their hospital stay 86.9 84.9 9iSeemed informed about the care they needed after their hospital stay 86.9 84.9 9iSeemed informed about the care they needed after their hospital stay 86.9 84.9 9iAnd rating of services received (8, 9 or 10 out of 10) % 2020 81.3 81.3 81.3 81.3 81.3 81.3 81.3 81.3	Within 5 days % 2020	42.0	45.5	50.8
Limits the number of problems that can be discussed in a visit % 29.5 23.8 202020 20.5 23.8 20.5 23.8 20.5 23.8 20.5 23.8 20.5 20.5 23.8 20.5 20.5 20.5 20.5 20.5 20.5 20.5 20.5	Experience and communication: Family doctor			
29.5 23.6 2 Explains things in a way that they can understand, always % 2020 75.3 74.1 75. Involves them in decisions about their health care, always % 2020 62.6 62.3 75. Helps them coordinate the care from other providers, always % 2020 67.6 69.4 65.2020 67.6 69.4 65.2020 67.6 69.4 65.2020 67.6 69.4 65.2020 67.6 69.4 65.2020 67.6 69.4 65.2020 67.6 69.4 65.2020 67.6 69.4 65.2020 67.6 69.4 65.2020 67.6 69.4 65.2020 67.6 69.4 65.2020 67.6 69.4 65.2020 67.0 69.4 65.2020 67.0 69.4 65.2020 67.0 69.4 65.2020 67.0 69.4 65.2020 67.0 69.4 65.2020 67.0 69.4 69.4 65.2020 67.0 69.4 69.4 65.2020 67.0 69.4 69.4 69.4 69.4 69.4 69.4 69.4 69.4	Gives them enough time to discuss, always $\%\mid$ 2020	69.2	67.6	66.9
Involves them in decisions about their health care, always % 2020 62.6 62.3 7Helps them coordinate the care from other providers, always % 67.6 69.4 6i2020 67.6 69.4 69.4 6i2020 67.6 69.4 69.4 69.4 69.4 69.4 69.4 69.4 69	Limits the number of problems that can be discussed in a visit $\% \mid$ 2020	29.5	23.8	24.2
Helps them coordinate the care from other providers, always % 67.6 69.4 69.4 2020 Seemed informed about the care they needed after their hospital stay % 2017 Favourable rating of services received (8, 9 or 10 out of 10) % 2020 81.3 81.3 81.3 81.3 81.3 81.3 81.3 81.3	Explains things in a way that they can understand, always $\%\mid$ 2020	75.3	74.1	75.7
Seemed informed about the care they needed after their hospital stay % 2017 Favourable rating of services received (8, 9 or 10 out of 10) % 2020 81.3 81	Involves them in decisions about their health care, always $\%\mid 2020$	62.6	62.3	71.8
Favourable rating of services received (8, 9 or 10 out of 10) % 2020 81.3	Helps them coordinate the care from other providers, always $\% \mid$ 2020	67.6	69.4	68.7
Has a nurse practitioner % 2020	Seemed informed about the care they needed after their hospital stay $\% \mid 2017$	86.9	84.9	90.3
Has a nurse practitioner % 2020 Has a nurse practitioner as their primary care provider % 2020 4.8 11.3 And a nurse is regularly involved in their health care % 2020 S 16.4 19 And can see other health professionals at nurse practitioner's office % 2020 Availability Office is easy to reach during regular practice hours, very or somewhat % 2020 There is an after-hours arrangement to see another primary care provider when office is closed % 2020 There are extended office hours (after 5 pm or on weekends) % 2020 S 11.1 17.7 12. 13. 14. 15. 16.4 19. 16.4 19. 18. 19. 19. 19. 10. 10. 10. 10. 10	Favourable rating of services received (8, 9 or 10 out of 10) % 2020	81.3	81.3	81.5
Has a nurse practitioner % 2020 Has a nurse practitioner as their primary care provider % 2020 4.8 11.3 And a nurse is regularly involved in their health care % 2020 S 16.4 19 And can see other health professionals at nurse practitioner's office % 2020 Availability Office is easy to reach during regular practice hours, very or somewhat % 2020 There is an after-hours arrangement to see another primary care provider when office is closed % 2020 There are extended office hours (after 5 pm or on weekends) % 2020 S 11.1 17.7 12. 13. 14. 15. 16.4 19. 16.4 19. 18. 19. 19. 19. 10. 10. 10. 10. 10	uraa praatitianar			
Has a nurse practitioner as their primary care provider % 2020 And a nurse is regularly involved in their health care % 2020 S 16.4 And can see other health professionals at nurse practitioner's office % 2020 Availability Office is easy to reach during regular practice hours, very or somewhat % 2020 There is an after-hours arrangement to see another primary care provider when office is closed % 2020 There are extended office hours (after 5 pm or on weekends) % 2020 S 11.3 12.3 13.4 14.8 11.3 15.4 16.4 19.2 16.4 19.2 19.2 10.3 10.3 11.3	urse pracutioner			
And a nurse is regularly involved in their health care % 2020 S 16.4 19 And can see other health professionals at nurse practitioner's office % 2020 S 64.5 49 Availability Office is easy to reach during regular practice hours, very or somewhat % 2020 S 90.8 72 There is an after-hours arrangement to see another primary care provider when office is closed % 2020 S S 91.3 19 There are extended office hours (after 5 pm or on weekends) % 2020 S S 91.3	Has a nurse practitioner % 2020	11.1	17.7	12.0
And can see other health professionals at nurse practitioner's office % 2020 Availability Office is easy to reach during regular practice hours, very or somewhat % 2020 There is an after-hours arrangement to see another primary care provider when office is closed % 2020 There are extended office hours (after 5 pm or on weekends) % 2020 S 44 45 46 47 47 47 47 48 49 40 40 40 40 40 40 40 40 40	Has a nurse practitioner as their primary care provider % 2020	4.8	11.3	4.4
Availability Office is easy to reach during regular practice hours, very or somewhat % 2020 There is an after-hours arrangement to see another primary care provider when office is closed % 2020 There are extended office hours (after 5 pm or on weekends) % 2020 S 8 17.3 19	And a nurse is regularly involved in their health care $\% \mid$ 2020	S	16.4	19.7
Office is easy to reach during regular practice hours, very or somewhat % 2020 There is an after-hours arrangement to see another primary care provider when office is closed % 2020 There are extended office hours (after 5 pm or on weekends) % 2020 S 90.8 72 11 12 13 14		S	64.5	40 .1
% 2020 There is an after-hours arrangement to see another primary care provider when office is closed % 2020 There are extended office hours (after 5 pm or on weekends) % 2020 S S 17.3 12.2 13.3 14.3 15.3 16.5 17.3 17.3 17.3 17.3 17.3 18.3 19.6 1	Availability			
provider when office is closed % 2020 There are extended office hours (after 5 pm or on weekends) % 2020 S S 17.3 1.3 1.3 1.3 1.3 1.3 1.3 1.	Office is easy to reach during regular practice hours, very or somewhat $\% \mid 2020$	S	90.8	72.7
	There is an after-hours arrangement to see another primary care provider when office is closed % 2020	S	17.3	12.5
Makes home visits % 2020 S S	There are extended office hours (after 5 pm or on weekends) % 2020	S	S	16.6
	Makes home visits % 2020	S	S	4.3



	Community Campbellton, Atholville, Tide Head Area	Restigouche Area	Province New Brunswick
Visits in the last 12 months			
Saw their nurse practitioner % 2020	S	94.1	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	14.3	18.7
Within 5 days % 2020	S	40.2	51.7
Experience and communication: Nurse practitioner.			
Gives them enough time to discuss, always % 2020	S	88.1	73.1
Limits the number of problems that can be discussed in a visit $\% \mid$ 2020	S	11.0	13.9
Explains things in a way that they can understand, always $\% \mid$ 2020	S	89.3	82.1
Involves them in decisions about their health care, always $\%\mid 2020$	S	88.5	79.7
Helps them coordinate the care from other providers, always $\% \mid$ 2020	S	89.3	77.3
Seemed informed about the care they needed after their hospital sta $\% \mid$ 2020	y s	S	88.7
Favourable rating of services received (8, 9 or 10 out of 10) % 2020	S	94.6	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 $\% \mid 2020$	24.2	24.6	20.5
Visits in the last 12 months			
Visited an after-hours or walk-in clinic % 2020	43.9	44.1	35.1
Average number of visits Number 2020	1.0	1.0	0.8

Data downloaded from the NBHC website on November 7, 2025 More information available at: https://nbhc.ca/table/experience-health-services?cuts=NBC2%2CNBZ5%2CNB



Community

	Campbellton, Atholville, Tide Head Area	Zone 5 Restigouche Area	Province New Brunswick
Favourable rating of services received (8, 9 or 10 out of 10) % 2020	72.5	68.8	63.6
Community health centre			
Visits in the last 12 months			
Visited a community health centre % 2020	21.0	37.3	13.1
Average number of visits Number 2020	0.9	1.0	0.4
Experience of care			
Favourable rating of services received (8, 9 or 10 out of 10) % 2020	67.7	71.0	75.2
Tele-Care 811			
Calls in the last 12 months			
Called Tele-Care 811 % 2020	11.1	11.5	14.5
Average number of calls Number 2020	0.3	0.2	0.3
₤ Experience of care			
Favourable rating of services received (8, 9 or 10 out of 10) % 2020	72.7	72.8	71.2
Hospital emergency department / Ambulanc	e services		
Hospital emergency department			
Most often goes to the ER when sick or in need of care $\% \mid$ 2020	17.2	16.6	10.4
Visited the hospital emergency department in the last 12 months % 2020	43.0	44.6	38.1
Average number of visits to the hospital emergency department in the last 12 months Number 2020	1.0	0.9	0.8
Waited less than 4 hours at the hospital emergency department $\% \mid$ 2020	55.3	64.2	65.5



	Community Campbellton, Atholville, Tide Head Area	Restigouche Area	Province New Brunswick
Favourable rating of services received (8, 9 or 10 out of 10) % 2020	43.4	49.0	52.4
Ambulance services			
Used ambulance services in the last 12 months $\% \mid$ 2020	7.0	9.0	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) $\% \mid$ 2020	S	81.2	90.4
Cost for ambulance services was too high % 2020	44.7	38.4	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	19.5		70.1
A pharmacist helps them the most in understanding how to take their medications % 2020	68.9	71.4	70.1
Among those with a chronic health condition % 2020	69.5	72.3	70.6
Costs			
Did not fill a prescription for medicine, or skipped doses, because of the cost $\% \mid 2020$	6.3	6.0	5.8
ospitals			
Admissions in the last 12 months			
Was admitted to a hospital or health facility % 2020	12.7	14.0	10.5

Mental health

™ Need for care in the last 12 months



	Community Campbellton, Atholville, Tide Head Area	Zone 5 Restigouche Area	Province New Brunswick
Needed to talk to a health professional about their mental health $\% \mid 2020$	17.0	16.5	18.2
But did not see someone % 2020	31.0	25.2	32.6
? Reasons for not seeing a mental health professional			
Services not available in area % 2020	S	S	13.7
Wait time for services was too long $\% \mid 2020$	S	S	23.8
Was too busy % 2020	S	S	25.4
Services not available at a convenient time % 2020	S	S	16.3
Could not afford the cost or insurance did not cover enough % 2020	S	S	17.7
Did not know how or where to get help % 2020	S	S	19.8
Was concerned about what others would think % 2020	S	S	15.3
Other reasons % 2020	S	S	28.6
→ Visits in the last 12 months			
Saw or talked to a health professional about their mental health $\% \mid 2020$	14.7	15.0	16.1
₽ Experience of care			
Favourable rating of services received (8, 9 or 10 out of 10) % 2020	72.4	72.5	70.0
Specialists and diagnostic tests in the last	12 months		
Specialists			
Has seen a specialist in the last 12 months $\% \mid 2020$	39.9	50.1	40.6
For the first time % 2020	21.1	23.0	17.9
Waited less than 1 month for a first visit % 2020	37.9	35.1	40.7
Favourable rating of services received (8, 9 or 10 out of 10) % 2020	82.1	85.5	83.7



	Community Campbellton, Atholville, Tide Restig Head Area	Zone 5 gouche Area	Province New Brunswick
ᢒ Diagnostic tests in a non-emergency situation			
Has required a diagnostic test % 2020	29.3	30.0	21.4
Waited less than 1 month for a diagnostic test % 2020	58.0	59.0	52.3
Dental care			
Saw a dental professional in the last 12 months % 2020	64.0	66.5	69.7
A Barriers			
No dental insurance % 2020	40.1	42.3	29.9
Skipped dental care/checkups because of the cost in the last 12 months $\% \mid$ 2020	18.5	16.4	20.6
Home care services			
Received home care services, with the cost being covered by the government $\% \mid 2020$	6.7	6.1	4.4
Received home care services, with the cost not covered by the government $\% \mid 2020$	2.9	3.4	3.9
Needed home care services in the last 12 months, but did not receive any $\% \mid 2020$	5.5	4.9	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 <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