

PRIMARY HEALTH SURVEY

Experience with health services







Zone 6
Bathurst and
Acadian
Peninsula Area



Province New Brunswick

amily doctor			
Has a family doctor % 2020	93.4	90.7	80
And a nurse is regularly involved in their health care % 2020	26.0	31.4	24
And can see other health professionals at family doctor's office $\%$ \mid 2020	16.9	22.2	1
Most often goes to their family doctor when sick or in need of care % 2020	62.5	61.0	5
Availability			
Office is easy to reach during regular practice hours, very or somewhat $\% \mid 2020$	77.1	75.1	7.
There is an after-hours arrangement to see another primary care provider when office is closed % 2020	15.1	19.9	1
There are extended office hours (after 5 pm or on weekends) % 2020	6.2	13.1	1
Makes home visits % 2020	2.4	4.1	
Visits in the last 12 months			
Saw their family doctor % 2020	82.0	87.4	8
Average number of visits Number 2020	2.6	2.9	
Wait time for an appointment			
Same day or next day % 2020	25.0	21.0	2



	Community Caraquet, Paquetville, Bertrand Area	Zone 6 Bathurst and Acadian Peninsula Area	Province New Brunswick
Within 5 days % 2020	43.1	47.7	50.8
Experience and communication: Family doctor			
Gives them enough time to discuss, always $\% \mid$ 2020	69.5	64.1	66.9
Limits the number of problems that can be discussed in a visit $\% \mid$ 2020	9.4	13.2	24.2
Explains things in a way that they can understand, always % 2020	69.9	72.6	75.7
Involves them in decisions about their health care, always % 2020	62.9	64.1	71.8
Helps them coordinate the care from other providers, always $\% \mid$ 2020	61.9	67.8	68.7
Seemed informed about the care they needed after their hospital stay $\%\mid$ 2017	84.4	92.7	90.3
Favourable rating of services received (8, 9 or 10 out of 10) % 2020	89.1	85.5	81.5
urse practitioner			
Has a nurse practitioner % 2020	6.2	13.2	12.0
Has a nurse practitioner as their primary care provider % 2020	1.9	3.3	4.4
And a nurse is regularly involved in their health care $\% \mid 2020$	S	28.1	19.7
And can see other health professionals at nurse practitioner's office $\% \mid 2020$	S	47.8	40.1
Availability			
Office is easy to reach during regular practice hours, very or somewhat $\%\mid$ 2020	S	78.8	72.7
There is an after-hours arrangement to see another primary care provider when office is closed % 2020	S	22.9	12.5
There are extended office hours (after 5 pm or on weekends) $\%\mid$ 2020	S	20.9	16.6
Makes home visits % 2020	S	S	4.3



	Community Caraquet, Paquetville, Bertrand Area	Zone 6 Bathurst and Acadian Peninsula Area	Province New Brunswick
Visits in the last 12 months			
Saw their nurse practitioner % 2020	S	95.9	92.9
Average number of visits Number 2020	S	4.2	3.4
• Wait time for an appointment			
Same day or next day % 2020	S	27.5	18.7
Within 5 days % 2020	S	69.6	51.7
Experience and communication: Nurse practitioner			
Gives them enough time to discuss, always % 2020	S	82.7	73.1
Limits the number of problems that can be discussed in a visit $\% \mid$ 2020	S	S	13.9
Explains things in a way that they can understand, always % 2020	S	88.2	82.1
Involves them in decisions about their health care, always $\%\mid$ 2020	S	81.1	79.7
Helps them coordinate the care from other providers, always $\% \mid 2020$	S	78.5	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	89.1	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	16.0	14.5	20.5
- Visits in the last 12 months			
Visited an after-hours or walk-in clinic % 2020	28.1	31.0	35.1
Average number of visits Number 2020	0.6	0.7	0.8

Experience of care



nd Province an New Brunswick	Zone 6 Bathurst and Acadian Peninsula Area	Community Caraquet, Paquetville, Bertrand Area	
.9 63.6	75.9	81.7	Favourable rating of services received (8, 9 or 10 out of 10) % 2020
			Community health centre
			- Uisits in the last 12 months
.9 13.1	11.9	12.0	Visited a community health centre % 2020
.4 0.4	0.4	0.4	Average number of visits Number 2020
			£ Experience of care
.0 75.2	81.0	88.6	Favourable rating of services received (8, 9 or 10 out of 10) % 2020
			Tele-Care 811
			Calls in the last 12 months
.9 14.5	8.9	9.2	Called Tele-Care 811 % 2020
.2 0.3	0.2	0.2	Average number of calls Number 2020
			£ Experience of care
.4 71.2	79.4	75.7	Favourable rating of services received (8, 9 or 10 out of 10) % 2020
		e services	Hospital emergency department / Ambulance
			♣ Hospital emergency department
.3 10.4	9.3	12.3	Most often goes to the ER when sick or in need of care $\% \mid 2020$
.0 38.1	44.0	38.2	Visited the hospital emergency department in the last 12 months $\% \mid 2020$
.8 0.8	0.8	0.9	Average number of visits to the hospital emergency department in the last 12 months Number 2020
.8 65.5	63.8	66.1	Waited less than 4 hours at the hospital emergency department % 2020
0		12.3 38.2 0.9	Hospital emergency department Most often goes to the ER when sick or in need of care % 2020 Visited the hospital emergency department in the last 12 months % 2020 Average number of visits to the hospital emergency department in the last 12 months Number 2020 Waited less than 4 hours at the hospital emergency department %



	Community Caraquet, Paquetville, Bertrand Area	Zone 6 Bathurst and Acadian Peninsula Area	Province New Brunswick
Favourable rating of services received (8, 9 or 10 out of 10) $\% \mid$ 2020	63.8	59.8	52.4
Ambulance services			
Used ambulance services in the last 12 months $\% \mid 2020$	5.6	6.5	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	91.0	90.4
Cost for ambulance services was too high % 2020	33.9	32.4	22.7
Citizens who take prescription medications Takes 6 or more different prescription medications on a regular basis % 2020 A pharmacist helps them the most in understanding how to take their	10.4	13.6	11.4
A pharmacist helps them the most in understanding how to take their medications % 2020	75.6	70.2	70.1
Among those with a chronic health condition % 2020	74.5	70.8	70.6
Costs			
Did not fill a prescription for medicine, or skipped doses, because of the cost $\% \mid$ 2020	2.4	5.3	5.8
lospitals			
Admissions in the last 12 months			
Was admitted to a hospital or health facility % 2020	12.8	11.5	10.5

Mental health

™ Need for care in the last 12 months



	Community Caraquet, Paquetville, Bertrand Area	Zone 6 Bathurst and Acadian Peninsula Area	Province New Brunswick
Needed to talk to a health professional about their mental health $\% \mid 2020$	10.2	15.0	18.2
But did not see someone % 2020	25.8	38.4	32.6
Reasons for not seeing a mental health professional			
Services not available in area % 2020	S	13.2	13.7
Wait time for services was too long % 2020	S	9.0	23.8
Was too busy % 2020	S	37.6	25.4
Services not available at a convenient time % 2020	S	18.1	16.3
Could not afford the cost or insurance did not cover enough % 2020	S	15.4	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	15.8	15.3
Other reasons % 2020	S	35.7	28.6
☑ Visits in the last 12 months			
Saw or talked to a health professional about their mental health $\% \mid 2020$	8.2	11.5	16.1
Experience of care			
Favourable rating of services received (8, 9 or 10 out of 10) $\% \mid$ 2020	75.8	81.7	70.0
Specialists and diagnostic tests in the last 1	2 months		
Specialists			
Has seen a specialist in the last 12 months $\% \mid$ 2020	40.9	41.6	40.6
For the first time % 2020	18.2	18.6	17.9
Waited less than 1 month for a first visit % 2020	40.6	44.5	40.7
Favourable rating of services received (8, 9 or 10 out of 10) % 2020	88.8	86.0	83.7



	Community Caraquet, Paquetville, Bertrand Area	Zone 6 Bathurst and Acadian Peninsula Area	Province New Brunswick
Has required a diagnostic test % 2020	19.9	21.8	21.4
Waited less than 1 month for a diagnostic test % 2020	53.7	46.6	52.3
Dental care			
Saw a dental professional in the last 12 months % 2020	60.5	62.9	69.7
<u>A</u> Barriers			
No dental insurance % 2020	52.3	46.2	29.9
Skipped dental care/checkups because of the cost in the last 12 months % 2020	19.7	20.1	20.6
Home care services			
Received home care services, with the cost being covered by the government $\% \mid 2020$	4.4	4.4	4.4
Received home care services, with the cost not covered by the government % 2020	2.0	2.1	3.9
Needed home care services in the last 12 months, but did not receive any $\% \mid 2020$	2.7	2.5	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