

PRIMARY HEALTH SURVEY

Experience with health services







Zone 6
Bathurst and
Acadian
Peninsula Area



Province New Brunswick

Has a family doctor % 2020	89.2	90.7	86
And a nurse is regularly involved in their health care % 2020	20.8	31.4	2
And can see other health professionals at family doctor's office $\%$ \mid 2020	27.0	22.2	1
Most often goes to their family doctor when sick or in need of care $\%\ \ 2020$	57.0	61.0	5
Availability			
Office is easy to reach during regular practice hours, very or somewhat $\% \mid 2020$	79.4	75.1	7
There is an after-hours arrangement to see another primary care provider when office is closed % 2020	15.4	19.9	1
There are extended office hours (after 5 pm or on weekends) % 2020	9.2	13.1	1
Makes home visits % 2020	1.8	4.1	
Visits in the last 12 months			
Saw their family doctor % 2020	89.9	87.4	8
Average number of visits Number 2020	3.1	2.9	
Wait time for an appointment			
Same day or next day % 2020	17.5	21.0	2



Experience and communication: Family doctorGives them enough time to discuss, always % 2020 56.8 64.1 66.9Limits the number of problems that can be discussed in a visit % 2020 8.4 13.2 24.2Explains things in a way that they can understand, always % 2020 75.3 72.6 75.7Involves them in decisions about their health care, always % 2020 62.6 64.1 71.8Helps them coordinate the care from other providers, always % 2020 62.6 64.1 71.8Helps them coordinate the care from other providers, always % 2020 68.8 67.8 68.7Seemed informed about the care they needed after their hospital stay % 2020 89.3 85.5 81.5 Explains things in a way that they can understand, always % 2020 68.8 67.8 68.7 Explains things in a way that they can understand, always % 2020 62.6 64.1 71.8 Explains things in a way that they can understand, always % 2020 62.6 64.1 71.8 Explains things in a way that they can understand, always % 2020 62.6 64.1 71.8 Explains things in a way that they can understand, always % 2020 89.3 85.5 68.7 Explains things in a way that they can understand, always % 2020 89.3 85.5 81.5 Explains things in a way that they can understand, always % 2020 89.3 85.5 81.5 Explains things in a way that they can understand, always % 2020 89.3 85.5 81.5 Explains things in a way that they can understand, always % 2020 89.3 85.5 81.5 Explains things in a way that they can understand, always % 2020 89.3 85.5 Explains things in a way that they can understand, always % 2020 89.3 85.5 Explains things in a way that they can understand, always % 2020 89.3 85.5 Explains things in a way that they can understand, always % 2020 89.3 Explains things in a way that they can understand, always % 2020 89.3 Explains things in a way that they can understand, always % 2020 89.3 Explains things in a way that they can understand, always % 2020 89.3 Explains things in a way that they can understand, always % 2020 89.3 Explains things in a way that they can understand, al		Community Shippagan, Lamèque, Inkerman Area	Zone 6 Bathurst and Acadian Peninsula Area	Province New Brunswick
Gives them enough time to discuss, always % 2020 56.8 64.1 66.9Limits the number of problems that can be discussed in a visit % 8.4 13.2 24.2 2020Explains things in a way that they can understand, always % 2020 75.3 72.6 75.7Involves them in decisions about their health care, always % 2020 62.6 64.1 71.8Helps them coordinate the care from other providers, always % 2020 62.6 64.1 71.8Seemed informed about the care they needed after their hospital stay % 2020 89.3 85.5 81.5 81.5	Within 5 days % 2020	50.1	47.7	50.8
Limits the number of problems that can be discussed in a visit % 2020 Explains things in a way that they can understand, always % 2020 Explains things in a way that they can understand, always % 2020 Involves them in decisions about their health care, always % 2020 62.6 64.1 71.8 Helps them coordinate the care from other providers, always % 2020 68.8 67.8 68.7 Seemed informed about the care they needed after their hospital stay % 2020 89.3 85.5 81.5 Exercise practitioner Has a nurse practitioner % 2020 19.7 13.2 12.0 Has a nurse practitioner as their primary care provider % 2020 7.3 3.3 4.4 And a nurse is regularly involved in their health care % 2020 S 28.1 19.7 Availability Office is easy to reach during regular practice hours, very or somewhat % 2020 S 28.9 78.8 72.7 There is an after-hours arrangement to see another primary care provider when office is closed % 2020 S 20.9 16.6	Experience and communication: Family doctor			
Explains things in a way that they can understand, always % 2020 75.3 72.6 75.7Involves them in decisions about their health care, always % 2020 62.6 64.1 71.8Helps them coordinate the care from other providers, always % 2020 62.6 64.1 71.8Helps them coordinate the care from other providers, always % 88.8 67.8 68.7 2020 88.8 67.8 68.7 88.8 67.8 88.2 91.9 88.2 Favourable rating of services received (8, 9 or 10 out of 10) % 2020 89.3 85.5 81.5 81.5 81.5 81.5 81.5 81.5 81.5	Gives them enough time to discuss, always $\%\mid$ 2020	56.8	64.1	66.9
Involves them in decisions about their health care, always % 2020 62.6 64.1 71.8Helps them coordinate the care from other providers, always % 68.8 67.8 68.7Seemed informed about the care they needed after their hospital stay % 2020 89.3 85.5 81.5 Example 1		8.4	13.2	24.2
Helps them coordinate the care from other providers, always % 68.8 67.8 68.7 2020 Seemed informed about the care they needed after their hospital stay % 2020 Favourable rating of services received (8, 9 or 10 out of 10) % 2020 89.3 85.5 81.5 Urse practitioner Has a nurse practitioner % 2020 19.7 13.2 12.0 Has a nurse practitioner as their primary care provider % 2020 7.3 3.3 4.4 And a nurse is regularly involved in their health care % 2020 S 28.1 19.7 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 20.9 16.6	Explains things in a way that they can understand, always $\%\mid$ 2020	75.3	72.6	75.7
Seemed informed about the care they needed after their hospital stay % 2020 Favourable rating of services received (8, 9 or 10 out of 10) % 2020 89.3 85.5 81.5 Urse practitioner Has a nurse practitioner % 2020 19.7 13.2 12.0 Has a nurse practitioner as their primary care provider % 2020 7.3 3.3 4.4 And a nurse is regularly involved in their health care % 2020 S 28.1 19.7 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 20.9 16.6	Involves them in decisions about their health care, always $\%\mid$ 2020	62.6	64.1	71.8
Favourable rating of services received (8, 9 or 10 out of 10) % 2020 89.3 85.5 81.5 WISSE practitioner Has a nurse practitioner % 2020 Has a nurse practitioner as their primary care provider % 2020 7.3 3.3 4.4 And a nurse is regularly involved in their health care % 2020 S 28.1 19.7 And can see other health professionals at nurse practitioner's office % 2020 S 47.8 40.1 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 20.9 16.6		68.8	67.8	68.7
Has a nurse practitioner % 2020		S	91.9	88.2
Has a nurse practitioner % 2020 Has a nurse practitioner as their primary care provider % 2020 7.3 3.3 4.4 And a nurse is regularly involved in their health care % 2020 S 28.1 19.7 And can see other health professionals at nurse practitioner's office % 2020 S 47.8 40.1 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 20.9 16.6	Favourable rating of services received (8, 9 or 10 out of 10) % 2020	89.3	85.5	81.5
Has a nurse practitioner % 2020 Has a nurse practitioner as their primary care provider % 2020 7.3 3.3 4.4 And a nurse is regularly involved in their health care % 2020 S 28.1 19.7 And can see other health professionals at nurse practitioner's office % 2020 S 47.8 40.1 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 20.9 16.6				
Has a nurse practitioner as their primary care provider % 2020 7.3 3.3 4.4And a nurse is regularly involved in their health care % 2020 S 28.1 19.7And can see other health professionals at nurse practitioner's office % 2020 S 47.8 40.1 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 28.1 19.7 28.1 29.1 20.1 20.1 20.2 20.3 3.3 3.3 4.4 4.4 20.1 20.1 20.1 20.1 20.1 20.1 20.1 20.1	urse practitioner			
And a nurse is regularly involved in their health care % 2020 S 28.1 19.7 And can see other health professionals at nurse practitioner's office % 2020 S 47.8 40.1 Availability	Has a nurse practitioner % 2020	19.7	13.2	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 20.9 16.6	Has a nurse practitioner as their primary care provider % 2020	7.3	3.3	4.4
Office % 2020 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 20.9 16.6	And a nurse is regularly involved in their health care $\%\mid$ 2020	S	28.1	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 20.9 16.6		S	47.8	40.1
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 22.9 12.5	Availability			
provider when office is closed % 2020 There are extended office hours (after 5 pm or on weekends) % 2020 S 22.9 12.5		S	78.8	72.7
, , ,		S	22.9	12.5
Makes home visits % 2020 S S 4.3	There are extended office hours (after 5 pm or on weekends) % 2020	S	20.9	16.6
	Makes home visits % 2020	S	S	4.3



	Community Shippagan, Lamèque, Inkerman 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	S	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 $\% \mid 2020$	13.7	14.5	20.5
₹ Visits in the last 12 months			
Visited an after-hours or walk-in clinic % 2020	28.5	31.0	35.1
Average number of visits Number 2020	0.7	0.7	0.8

€ Experience of care



	Community Shippagan, Lamèque, Inkerman Area	Zone 6 Bathurst and Acadian Peninsula Area	Province New Brunswick
Favourable rating of services received (8, 9 or 10 out of 10) % 2020	81.9	75.9	63.6
Community health centre			
→ Visits in the last 12 months			
Visited a community health centre % 2020	26.2	11.9	13.1
Average number of visits Number 2020	0.8	0.4	0.4
Experience of care			
Favourable rating of services received (8, 9 or 10 out of 10) % 2020	78.8	81.0	75.2
Tele-Care 811			
Calls in the last 12 months			
Called Tele-Care 811 % 2020	5.8	8.9	14.5
Average number of calls Number 2020	0.1	0.2	0.3
£ Experience of care			
Favourable rating of services received (8, 9 or 10 out of 10) % 2020	S	79.4	71.2
Hospital emergency department / Ambulanc	e services		
A Hospital emergency department			
Most often goes to the ER when sick or in need of care $\%\mid$ 2020	14.8	9.3	10.4
Visited the hospital emergency department in the last 12 months $\% \mid$ 2020	50.8	44.0	38.1
Average number of visits to the hospital emergency department in the last 12 months Number 2020	0.7	0.8	0.8
Waited less than 4 hours at the hospital emergency department % 2020	61.9	63.8	65.5



	Community Shippagan, Lamèque, Inkerman Area	Zone 6 Bathurst and Acadian Peninsula Area	Province New Brunswick
Favourable rating of services received (8, 9 or 10 out of 10) % 2020	61.2	59.8	52.4
Ambulance services			
Used ambulance services in the last 12 months % 2020	4.0	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	36.1	32.4	22.7
harmacists and medications			
Citizens who take prescription medications Takes 6 or more different prescription medications on a regular basis () 2020	[%] 14.0	13.6	11.4
Citizens who take prescription medications Takes 6 or more different prescription medications on a regular basis	70.2	13.6 70.2	
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	14.0		70.1
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 medications % 2020	70.2	70.2	70.1
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 medications % 2020 Among those with a chronic health condition % 2020	70.2	70.2	70.1
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 medications % 2020 Among those with a chronic health condition % 2020 Costs Did not fill a prescription for medicine, or skipped doses, because of the	70.2	70.2 70.8	70.1 70.6 5.8
Citizens who take prescription medications Takes 6 or more different prescription medications on a regular basis of 2020 A pharmacist helps them the most in understanding how to take their medications % 2020 Among those with a chronic health condition % 2020 Costs Did not fill a prescription for medicine, or skipped doses, because of the cost % 2020	70.2	70.2 70.8	70.1 70.6

Mental health

™ Need for care in the last 12 months



Neededed to talk to a health professional about their mental health % 12.4 15.0 18.2 But did not see someone % 2020 24.6 38.4 32.6 ③ Reasons for not seeing a mental health professional Services not available in area % 2020 \$ 13.2 13.7 Wait time for services was too long % 2020 \$ 9.0 23.8 Was too busy % 2020 \$ 37.6 25.4 Services not available at a convenient time % 2020 \$ 18.1 16.3 Could not afford the cost or insurance did not cover enough % 2020 \$ 15.4 17.7 Did not know how or where to get help % 2020 \$ 15.8 15.3 Other reasons % 2020 \$ 35.7 28.6 ⑤ Visits in the last 12 months \$ 35.7 28.6 ⑥ Experience of care Favourable rating of services received (8.9 or 10 out of 10) % 2020 77.4 81.7 70.0 Specialists and diagnostic tests in the last 12 months ⑤ Specialists Has seen a specialist in the last 12 months % 2020 36.7 41.6 40.6 For the first time % 2020 16.3 18.6 17.9 Waited less than 1 month for a first visit % 2020 <th></th> <th>Community Shippagan, Lamèque, Inkerman Area</th> <th>Zone 6 Bathurst and Acadian Peninsula Area</th> <th>Province New Brunswick</th>		Community Shippagan, Lamèque, Inkerman Area	Zone 6 Bathurst and Acadian Peninsula Area	Province New Brunswick
② Reasons for not seeing a mental health professional Services not available in area % 2020 \$ 13.2 13.7 Wait time for services was too long % 2020 \$ 9.0 23.8 Was too busy % 2020 \$ 37.6 25.4 Services not available at a convenient time % 2020 \$ 18.1 16.3 Could not afford the cost or insurance did not cover enough % 2020 \$ 15.4 17.7 Did not know how or where to get help % 2020 \$ 9.0 \$ 19.8 Was concerned about what others would think % 2020 \$ 15.8 15.3 Other reasons % 2020 \$ 35.7 28.6 I Visits in the last 12 months Saw or talked to a health professional about their mental health % 11.5 11.5 11.5 16.1 Experience of care Favourable rating of services received (8, 9 or 10 out of 10) % 2020 77.4 81.7 70.0 Specialists Has seen a specialist in the last 12 months % 2020 36.7 41.6 40.6 For the first time % 2020 16.3 18.6 17.9 Waited less than 1 month for a first visit % 2020 39.0 44.5 40.7		12.4	15.0	18.2
Services not available in area % 2020 \$ 13.2 13.7 Walt time for services was too long % 2020 \$ 9.0 23.8 Was too busy % 2020 \$ 37.6 25.4 Services not available at a convenient time % 2020 \$ 18.1 16.3 Could not afford the cost or insurance did not cover enough % 2020 \$ 15.4 17.7 Did not know how or where to get help % 2020 \$ 9.0 \$ 19.8 Was concerned about what others would think % 2020 \$ 15.8 15.3 Other reasons % 2020 \$ 35.7 28.6 If Visits in the last 12 months \$ 35.7 28.6 Experience of care Favourable rating of services received (8, 9 or 10 out of 10) % 2020 77.4 81.7 70.0 Specialists and diagnostic tests in the last 12 months \$ 2020 36.7 41.6 40.6 For the first time % 2020 16.3 18.6 17.9 Waited less than 1 month for a first visit % 2020 39.0 44.5 40.7	But did not see someone % 2020	24.6	38.4	32.6
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 Was or talked to a health professional about their mental health % 11.5 11.5 16.1 Seperience of care Favourable rating of services received (8, 9 or 10 out of 10) % 2020 77.4 81.7 70.0 Specialists Has seen a specialist in the last 12 months % 2020 36.7 41.6 40.6 For the first time % 2020 16.3 18.6 17.9 Waited less than 1 month for a first visit % 2020 39.0 44.5 40.7	Reasons for not seeing a mental health professional			
Was too busy % 2020 \$ 37.6 25.4 Services not available at a convenient time % 2020 \$ 18.1 16.3 Could not afford the cost or insurance did not cover enough % 2020 \$ 15.4 17.7 Did not know how or where to get help % 2020 \$ 9.8 \$ 19.8 Was concerned about what others would think % 2020 \$ 15.8 15.3 Other reasons % 2020 \$ 35.7 28.6 I Visits in the last 12 months Saw or talked to a health professional about their mental health % 2020 11.5 11.5 16.1 I Experience of care Favourable rating of services received (8, 9 or 10 out of 10) % 2020 77.4 81.7 70.0 Specialists Has seen a specialist in the last 12 months % 2020 36.7 41.6 40.6 For the first time % 2020 16.3 18.6 17.9 Waited less than 1 month for a first visit % 2020 39.0 44.5 40.7	Services not available in area % 2020	S	13.2	13.7
Services not available at a convenient time % 2020 S 18.1 16.3	Wait time for services was too long % 2020	S	9.0	23.8
Services not available at a convenient time % 2020		S	37.6	25.4
Did not know how or where to get help % 2020 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 % 11.5 11.5 16.1 Experience of care Favourable rating of services received (8, 9 or 10 out of 10) % 2020 77.4 81.7 70.0 Specialists and diagnostic tests in the last 12 months Specialists Has seen a specialist in the last 12 months % 2020 36.7 41.6 40.6 For the first time % 2020 16.3 18.6 17.9 Waited less than 1 month for a first visit % 2020 39.0 44.5 40.7		S	18.1	16.3
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 % 2020 11.5 11.5 16.1 ♣ Experience of care Favourable rating of services received (8, 9 or 10 out of 10) % 2020 77.4 81.7 70.0 Specialists and diagnostic tests in the last 12 months ♣ Specialists Has seen a specialist in the last 12 months % 2020 36.7 41.6 40.6 For the first time % 2020 16.3 18.6 17.9 Waited less than 1 month for a first visit % 2020 39.0 44.5 40.7	Could not afford the cost or insurance did not cover enough % 2020	S	15.4	17.7
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 % 11.5 11.5 16.1 Experience of care Favourable rating of services received (8, 9 or 10 out of 10) % 2020 77.4 81.7 70.0 Specialists and diagnostic tests in the last 12 months Specialists Has seen a specialist in the last 12 months % 2020 36.7 41.6 40.6 For the first time % 2020 16.3 18.6 17.9 Waited less than 1 month for a first visit % 2020 39.0 44.5 40.7	Did not know how or where to get help % 2020	S	S	19.8
♣ Visits in the last 12 months Saw or talked to a health professional about their mental health % 11.5 11.5 16.1 ♣ Experience of care Favourable rating of services received (8, 9 or 10 out of 10) % 2020 77.4 81.7 70.0 Specialists and diagnostic tests in the last 12 months ♣ Specialists Has seen a specialist in the last 12 months % 2020 36.7 41.6 40.6 For the first time % 2020 16.3 18.6 17.9 Waited less than 1 month for a first visit % 2020 39.0 44.5 40.7	Was concerned about what others would think % 2020	S	15.8	15.3
Saw or talked to a health professional about their mental health % 11.5 11.5 16.1 Experience of care Favourable rating of services received (8, 9 or 10 out of 10) % 2020 77.4 81.7 70.0 Specialists and diagnostic tests in the last 12 months Specialists Has seen a specialist in the last 12 months % 2020 36.7 41.6 40.6 For the first time % 2020 16.3 18.6 17.9 Waited less than 1 month for a first visit % 2020 39.0 44.5 40.7	Other reasons % 2020	S	35.7	28.6
Experience of care Favourable rating of services received (8, 9 or 10 out of 10) % 2020 77.4 81.7 70.0 Specialists and diagnostic tests in the last 12 months Specialists Has seen a specialist in the last 12 months % 2020 36.7 41.6 40.6 For the first time % 2020 16.3 18.6 17.9 Waited less than 1 month for a first visit % 2020 39.0 44.5 40.7	Visits in the last 12 months			
Favourable rating of services received (8, 9 or 10 out of 10) % 2020 77.4 81.7 70.0 Specialists and diagnostic tests in the last 12 months Specialists Has seen a specialist in the last 12 months % 2020 36.7 41.6 40.6 For the first time % 2020 16.3 18.6 17.9 Waited less than 1 month for a first visit % 2020 39.0 44.5 40.7		11.5	11.5	16.1
Specialists and diagnostic tests in the last 12 months Specialists Has seen a specialist in the last 12 months % 2020 36.7 41.6 40.6 For the first time % 2020 16.3 18.6 17.9 Waited less than 1 month for a first visit % 2020 39.0 44.5 40.7	Experience of care			
Specialists Has seen a specialist in the last 12 months % 2020 36.7 41.6 40.6 For the first time % 2020 16.3 18.6 17.9 Waited less than 1 month for a first visit % 2020 39.0 44.5 40.7	Favourable rating of services received (8, 9 or 10 out of 10) $\% \mid$ 2020	77.4	81.7	70.0
Has seen a specialist in the last 12 months % 2020 36.7 41.6 40.6For the first time % 2020 16.3 18.6 17.9 Waited less than 1 month for a first visit % 2020 39.0 44.5 40.7	Specialists and diagnostic tests in the last 1	2 months		
For the first time % 2020 16.3 18.6 17.9 Waited less than 1 month for a first visit % 2020 39.0 44.5 40.7	Specialists			
Waited less than 1 month for a first visit % 2020 39.0 44.5 40.7	Has seen a specialist in the last 12 months $\% \mid$ 2020	36.7	41.6	40.6
	For the first time % 2020	16.3	18.6	17.9
Favourable rating of services received (8, 9 or 10 out of 10) % 2020 85.4 86.0 83.7	Waited less than 1 month for a first visit % 2020	39.0	44.5	40.7
	Favourable rating of services received (8, 9 or 10 out of 10) % 2020	85.4	86.0	83.7



	Shippagan, Lamèque, Inkerman Area	Acadian	Province New Brunswick
ᢒ Diagnostic tests in a non-emergency situation			
Has required a diagnostic test % 2020	19.7	21.8	21.4
Waited less than 1 month for a diagnostic test % 2020	40.5	46.6	52.3
Dental care			
Saw a dental professional in the last 12 months % 2020	55.1	62.9	69.7
<u>A</u> Barriers			
No dental insurance % 2020	49.1	46.2	29.9
Skipped dental care/checkups because of the cost in the last 12 months % 2020	22.1	20.1	20.6
Home care services			
Received home care services, with the cost being covered by the government $\% \mid$ 2020	3.7	4.4	4.4
Received home care services, with the cost not covered by the government % 2020	1.6	2.1	3.9
Needed home care services in the last 12 months, but did not receive any $\% \mid$ 2020	2.1	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