PRIMARY HEALTH SURVEY

# Experience with health services



**Zone 2**
Fundy Shore and Saint John Area



**Province**
New Brunswick

## Family doctor

| | | |
|---|---|---|
| Has a family doctor % \| 2020 | **85.4** | **86.0** |
| ...And a nurse is regularly involved in their health care % \| 2020 | **26.1** | **24.9** |
| ...And can see other health professionals at family doctor's office % \| 2020 | **13.5** | **16.0** |
| Most often goes to their family doctor when sick or in need of care % \| 2020 | **66.0** | **57.0** |

### Availability

| | | |
|---|---|---|
| Office is easy to reach during regular practice hours, very or somewhat % \| 2020 | **74.2** | **72.7** |
| There is an after-hours arrangement to see another primary care provider when office is closed % \| 2020 | **14.9** | **16.9** |
| There are extended office hours (after 5 pm or on weekends) % \| 2020 | **18.6** | **16.9** |
| Makes home visits % \| 2020 | **4.1** | **4.2** |

### Visits in the last 12 months

| | | |
|---|---|---|
| Saw their family doctor % \| 2020 | **89.3** | **87.2** |
| Average number of visits Number \| 2020 | **3.1** | **3.1** |

### Wait time for an appointment

| | | |
|---|---|---|
| Same day or next day % \| 2020 | **25.9** | **22.1** |
| Within 5 days % \| 2020 | **55.2** | **50.8** |

### Experience and communication: Family doctor…

| | Zone 2<br>Fundy Shore and Saint John Area | Province<br>New Brunswick |
|---|---|---|
| ...Gives them enough time to discuss, always % \| 2020 | **69.4** | **66.9** |
| ...Limits the number of problems that can be discussed in a visit % \| 2020 | **27.7** | **24.2** |
| ...Explains things in a way that they can understand, always % \| 2020 | **76.2** | **75.7** |
| ...Involves them in decisions about their health care, always % \| 2020 | **77.5** | **71.8** |
| ...Helps them coordinate the care from other providers, always % \| 2020 | **70.2** | **68.7** |
| ...Seemed informed about the care they needed after their hospital stay % \| 2020 | **92.2** | **88.2** |
| Favourable rating of services received (8, 9 or 10 out of 10) % \| 2020 | **82.5** | **81.5** |

## Nurse practitioner

| | | |
|---|---|---|
| Has a nurse practitioner % \| 2020 | **10.9** | **12.0** |
| Has a nurse practitioner as their primary care provider % \| 2020 | **5.3** | **4.4** |
| ...And a nurse is regularly involved in their health care % \| 2020 | **14.4** | **19.7** |
| ...And can see other health professionals at nurse practitioner's office % \| 2020 | **41.8** | **40.1** |

### Availability

| | | |
|---|---|---|
| Office is easy to reach during regular practice hours, very or somewhat % \| 2020 | **64.6** | **72.7** |
| There is an after-hours arrangement to see another primary care provider when office is closed % \| 2020 | **11.7** | **12.5** |
| There are extended office hours (after 5 pm or on weekends) % \| 2020 | **11.7** | **16.6** |
| Makes home visits % \| 2020 | **9.4** | **4.3** |

### Visits in the last 12 months

| | | |
|---|---|---|
| Saw their nurse practitioner % \| 2020 | **98.2** | **92.9** |
| Average number of visits Number \| 2020 | **3.3** | **3.4** |

### Wait time for an appointment

| | | |
|---|---|---|
| Same day or next day % \| 2020 | **11.4** | **18.7** |

| | Zone 2 Fundy Shore and Saint John Area | Province New Brunswick |
|---|---|---|
| Within 5 days % \| 2020 | **42.7** | **51.7** |
| **Experience and communication: Nurse practitioner…** | | |
| …Gives them enough time to discuss, always % \| 2020 | **75.3** | **73.1** |
| …Limits the number of problems that can be discussed in a visit % \| 2020 | **16.0** | **13.9** |
| …Explains things in a way that they can understand, always % \| 2020 | **83.8** | **82.1** |
| …Involves them in decisions about their health care, always % \| 2020 | **85.9** | **79.7** |
| …Helps them coordinate the care from other providers, always % \| 2020 | **72.3** | **77.3** |
| …Seemed informed about the care they needed after their hospital stay % \| 2020 | S | **88.7** |
| Favourable rating of services received (8, 9 or 10 out of 10) % \| 2020 | **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 % \| 2020 | **12.1** | **20.5** |
| **Visits in the last 12 months** | | |
| Visited an after-hours or walk-in clinic % \| 2020 | **29.1** | **35.1** |
| Average number of visits Number \| 2020 | **0.6** | **0.8** |
| **Experience of care** | | |
| Favourable rating of services received (8, 9 or 10 out of 10) % \| 2020 | **65.8** | **63.6** |

## Community health centre

| | | |
|---|---|---|
| **Visits in the last 12 months** | | |
| Visited a community health centre % \| 2020 | **11.3** | **13.1** |
| Average number of visits Number \| 2020 | **0.4** | **0.4** |
| **Experience of care** | | |
| Favourable rating of services received (8, 9 or 10 out of 10) % \| 2020 | **77.2** | **75.2** |

| | Zone 2<br>Fundy Shore and Saint John Area | Province<br>New Brunswick |
|---|---|---|

# Tele-Care 811

## Calls in the last 12 months

| | | |
|---|---|---|
| Called Tele-Care 811 % \| 2020 | 15.6 | 14.5 |
| Average number of calls Number \| 2020 | 0.3 | 0.3 |

## Experience of care

| | | |
|---|---|---|
| Favourable rating of services received (8, 9 or 10 out of 10) % \| 2020 | 65.9 | 71.2 |

# Hospital emergency department / Ambulance services

## Hospital emergency department

| | | |
|---|---|---|
| Most often goes to the ER when sick or in need of care % \| 2020 | 10.7 | 10.4 |
| Visited the hospital emergency department in the last 12 months % \| 2020 | 39.0 | 38.1 |
| Average number of visits to the hospital emergency department in the last 12 months Number \| 2020 | 0.7 | 0.8 |
| Waited less than 4 hours at the hospital emergency department % \| 2020 | 71.2 | 65.5 |
| Favourable rating of services received (8, 9 or 10 out of 10) % \| 2020 | 55.5 | 52.4 |

## Ambulance services

| | | |
|---|---|---|
| Used ambulance services in the last 12 months % \| 2020 | 7.3 | 6.8 |
| Average number of calls for ambulance services in the last 12 months Number \| 2020 | 0.1 | 0.1 |
| Favourable rating of services received (8, 9 or 10 out of 10) % \| 2020 | 94.8 | 90.4 |
| Cost for ambulance services was too high % \| 2020 | 19.0 | 22.7 |

# Pharmacists and medications

## Citizens who take prescription medications

| | Zone 2<br>Fundy Shore and Saint John Area | Province<br>New Brunswick |
|---|---|---|
| Takes 6 or more different prescription medications on a regular basis % \| 2020 | **11.0** | **11.4** |
| A pharmacist helps them the most in understanding how to take their medications % \| 2020 | **68.7** | **70.1** |
| ... Among those with a chronic health condition % \| 2020 | **70.1** | **70.6** |

### Costs

| | | |
|---|---|---|
| Did not fill a prescription for medicine, or skipped doses, because of the cost % \| 2020 | **5.8** | **5.8** |

## Hospitals

### Admissions in the last 12 months

| | | |
|---|---|---|
| Was admitted to a hospital or health facility % \| 2020 | **9.6** | **10.5** |

## Mental health

### Need for care in the last 12 months

| | | |
|---|---|---|
| Needed to talk to a health professional about their mental health % \| 2020 | **17.6** | **18.2** |
| ....But did not see someone % \| 2020 | **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 | **18.9** | **23.8** |
| Was too busy % \| 2020 | **32.8** | **25.4** |
| Services not available at a convenient time % \| 2020 | **18.7** | **16.3** |
| Could not afford the cost or insurance did not cover enough % \| 2020 | **18.7** | **17.7** |
| Did not know how or where to get help % \| 2020 | **22.3** | **19.8** |
| Was concerned about what others would think % \| 2020 | **17.4** | **15.3** |
| Other reasons % \| 2020 | **28.3** | **28.6** |

| | Zone 2<br>Fundy Shore and Saint John Area | Province<br>New Brunswick |
|---|---|---|
| **Visits in the last 12 months** | | |
| Saw or talked to a health professional about their mental health % \| 2020 | **15.8** | **16.1** |
| **Experience of care** | | |
| Favourable rating of services received (8, 9 or 10 out of 10) % \| 2020 | **67.9** | **70.0** |

## Specialists and diagnostic tests in the last 12 months

| | | |
|---|---|---|
| **Specialists** | | |
| Has seen a specialist in the last 12 months % \| 2020 | **40.6** | **40.6** |
| ...For the first time % \| 2020 | **17.9** | **17.9** |
| Waited less than 1 month for a first visit % \| 2020 | **41.3** | **40.7** |
| Favourable rating of services received (8, 9 or 10 out of 10) % \| 2020 | **84.4** | **83.7** |
| **Diagnostic tests in a non-emergency situation** | | |
| Has required a diagnostic test % \| 2020 | **19.3** | **21.4** |
| Waited less than 1 month for a diagnostic test % \| 2020 | **54.1** | **52.3** |

## Dental care

| | | |
|---|---|---|
| Saw a dental professional in the last 12 months % \| 2020 | **70.9** | **69.7** |
| **Barriers** | | |
| No dental insurance % \| 2020 | **27.8** | **29.9** |
| Skipped dental care/checkups because of the cost in the last 12 months % \| 2020 | **18.9** | **20.6** |

## Home care services

| | | |
|---|---|---|
| Received home care services, with the cost being covered by the government % \| 2020 | **4.3** | **4.4** |
| Received home care services, with the cost not covered by the government % \| 2020 | **4.2** | **3.9** |

| | Zone 2<br>Fundy Shore and Saint John Area | Province<br>New Brunswick |
|---|---|---|
| Needed home care services in the last 12 months, but did not receive any % \| 2020 | **2.9** | **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 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.

**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