

Citizens [having been to an after-hours clinic or a walk-in clinic] and give a favourable rating of 8, 9 or 10 for services received at an after-hours clinic or a walk-in clinic in the last 12 months [scale 0-10]

Unit : %

	Year 2020	Year 2017	Year 2014	Year 2011
Province				
New Brunswick	63.6	69.8	73.5	67.3
Health zones				
Zone 1 - Moncton and South-East Area	63.0	75.3	77.0	68.9
Zone 2 - Fundy Shore and Saint John Area	65.8	66.5	73.3	70.9
Zone 3 - Fredericton and River Valley Area	58.0	57.7	65.2	59.9
Zone 4 - Madawaska and North-West Area	62.6	72.4	78.9	72.9
Zone 5 - Restigouche Area	68.8	70.2	72.0	54.0
Zone 6 - Bathurst and Acadian Peninsula Area	75.9	78.9	73.3	73.2
Zone 7 - Miramichi Area	57.1	61.2	74.8	63.2
Communities				
Bathurst, Beresford, Petit-Rocher Area	69.9	78.0	66.5	69.0
Bouctouche, Richibucto, Saint-Antoine Area	75.6	80.8	76.3	77.6
Campbellton, Atholville, Tide Head Area	72.5	75.6	S	S
Caraquet, Paquetville, Bertrand Area	81.7	84.0	65.7	67.0
Dalhousie, Balmoral, Belledune Area	65.2	65.6	71.8	54.9
Dieppe and Memramcook	64.8	75.9	77.2	73.5
Douglas, Saint Marys, Doaktown Area	42.1	66.2	74.7	56.7
Edmundston, Rivière-Verte, Lac Baker Area	65.2	71.8	79.5	75.2
Florenceville-Bristol, Woodstock, Wakefield Area	56.1	56.4	75.6	55.2
Fredericton	55.3	50.7	64.1	56.1

	Year 2020	Year 2017	Year 2014	Year 2011
Grand Bay-Westfield, Westfield, Greenwich Area	66.5	69.5	86.1	85.3
Grand Falls, Saint-Léonard, Drummond Area	52.7	S	S	S
Hillsborough, Riverside-Albert, Alma Area	64.2	67.0	S	71.2
Kedgwick, Saint-Quentin and Grimmer	65.6	S	S	S
Minto, Chipman, Cambridge-Narrows Area	67.8	72.4	69.7	69.0
Miramichi, Rogersville, Blackville Area	53.8	57.9	74.3	61.5
Moncton	59.1	74.3	79.4	66.6
Nackawic, McAdam, Canterbury Area	48.0	65.6	70.5	69.7
Neguac, Alnwick, Esgenoopetitj Area	78.0	S	S	79.3
New Maryland, Kingsclear, Lincoln Area	64.0	65.3	58.4	63.0
Oromocto, Gagetown, Fredericton Junction Area	63.2	47.9	49.6	S
Perth-Andover, Plaster Rock, Tobique Area	72.1	75.3	61.1	83.1
Quispamsis, Rothesay, Hampton Area	63.8	66.9	73.8	71.7
Riverview and Coverdale	63.7	72.2	72.0	70.7
Sackville, Dorchester, Port Elgin Area	54.4	S	S	S
Saint John, Simonds and Musquash	65.5	67.6	71.6	70.8
Salisbury and Petitcodiac	61.6	84.3	66.8	67.4
Shediac, Beaubassin East and Cap-Pelé	66.1	78.8	79.6	66.6
Shippagan, Lamèque, Inkerman Area	81.9	76.5	91.2	81.6
St. George, Grand Manan, Blacks Harbour Area	75.7	55.6	76.5	66.2
St. Stephen, Saint Andrews, Campobello Island Area	60.0	S	S	S
Sussex, Norton, Sussex Corner Area	68.1	57.9	71.9	57.3
Tracadie and Saint-Isidore	81.0	77.6	84.2	80.9

Age

	Year 2020	Year 2017	Year 2014	Year 2011
18-64	60.9	67.7	71.6	65.9
65 and over	77.2	80.2	87.3	78.8
Sex at birth				
Female	64.6	69.9	74.9	68.8
Male	63.0	69.5	71.4	65.2
Sexual identity				
Minority sexual identity	50.5	n/a	n/a	n/a
Heterosexual	64.3	n/a	n/a	n/a
Language				
Preferred language of service: English	60.0	66.8	71.4	65.7
Preferred language of service: French	74.3	78.3	77.9	72.1
Indigenous identity				
Indigenous	66.1	69.8	73.8	73.2
Non-Indigenous	63.5	69.7	73.4	67.2
Immigrant				
Immigrants	56.1	60.4	n/a	n/a
Non-immigrants	64.8	70.2	n/a	n/a
Education level				
High school or less	66.4	70.3	72.3	68.0
Postsecondary	62.6	69.4	74.0	67.0
Household income				
Less than \$25,000	62.6	67.6	70.8	68.5
\$25,000 to less than \$60,000	65.3	69.1	73.3	66.1

	Year 2020	Year 2017	Year 2014	Year 2011
\$60,000 or more	64.8	71.1	75.0	68.4

Persons with a disability

Without disability	64.3	70.1	73.7	n/a
With disability	62.3	68.8	72.6	n/a

About

This indicator is the percentage of citizens [having been to an after-hours clinic or a walk-in clinic] and give a favourable rating of 8, 9 or 10 for services received at an after-hours clinic or a walk-in clinic in the last 12 months [scale 0-10].

Source

Primary Health Survey and Primary Care Survey

Calculations

This indicator is based on respondents who have been to an after-hours clinic or a walk-in clinic in the last 12 months . This indicator is calculated by dividing the number of respondents who answered "8, 9 or 10" by the number of respondents who answered "0 to 10" to the question: Overall, using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate the health care service you received in the past 12 months from the after-hours clinic or a walk-in clinic for non-emergency health care needs?

Notes

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, 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. Despite these analyses, users are advised to use the PHS 2020 data with caution, especially when creating estimates for small sub-populations or when comparing it to other PHS editions.

Unit

%

Interpretation

Higher is better

NBHC code

PH_SATCA_1

Caption

n/a = Not applicable / not available

S = Data suppressed due to confidentiality requirements and/or small sample size