

## [DISCONTINUED] Citizens visiting a community health centre and give a favourable rating of 8, 9 or 10 for services received at a community health centre in the last 12 months [scale 0-10]

Unit : %

	Year 2020	Year 2017	Year 2014	Year 2011
<b>Province</b>				
New Brunswick	75.2	80.9	77.4	74.6
<b>Health zones</b>				
Zone 1 - Moncton and South-East Area	71.8	88.0	84.0	70.8
Zone 2 - Fundy Shore and Saint John Area	77.2	80.6	79.3	72.8
Zone 3 - Fredericton and River Valley Area	75.2	77.6	72.2	80.9
Zone 4 - Madawaska and North-West Area	70.3	81.5	90.8	S
Zone 5 - Restigouche Area	71.0	73.8	79.8	70.0
Zone 6 - Bathurst and Acadian Peninsula Area	81.0	79.4	69.7	79.8
Zone 7 - Miramichi Area	80.6	85.1	S	68.7
<b>Communities</b>				
Bathurst, Beresford, Petit-Rocher Area	79.4	84.0	72.8	88.7
Bouctouche, Richibucto, Saint-Antoine Area	68.5	92.3	84.5	73.1
Campbellton, Atholville, Tide Head Area	67.7	S	S	S
Caraquet, Paquetville, Bertrand Area	88.6	S	S	S
Dalhousie, Balmoral, Belledune Area	73.2	76.0	S	66.2
Dieppe and Memramcook	69.0	S	S	S
Douglas, Saint Marys, Doaktown Area	88.2	80.8	S	79.1
Edmundston, Rivière-Verte, Lac Baker Area	79.4	S	S	S
Florenceville-Bristol, Woodstock, Wakefield Area	66.5	S	S	S
Fredericton	74.3	78.4	S	S

	Year 2020	Year 2017	Year 2014	Year 2011
Grand Bay-Westfield, Westfield, Greenwich Area	S	S	S	S
Grand Falls, Saint-Léonard, Drummond Area	56.3	S	S	S
Hillsborough, Riverside-Albert, Alma Area	89.4	S	85.5	73.5
Kedgwick, Saint-Quentin and Grimmer	S	S	S	S
Minto, Chipman, Cambridge-Narrows Area	76.7	84.5	75.9	84.5
Miramichi, Rogersville, Blackville Area	80.2	84.9	S	76.9
Moncton	71.8	S	85.8	S
Nackawic, McAdam, Canterbury Area	79.6	S	90.7	78.8
Neguac, Alnwick, Esgenoopetitj Area	S	S	S	S
New Maryland, Kingsclear, Lincoln Area	81.2	82.1	97.6	92.5
Oromocto, Gagetown, Fredericton Junction Area	S	S	47.9	S
Perth-Andover, Plaster Rock, Tobique Area	60.4	62.2	62.6	84.1
Quispamsis, Rothesay, Hampton Area	83.4	S	S	S
Riverview and Coverdale	71.9	S	S	S
Sackville, Dorchester, Port Elgin Area	82.9	S	S	S
Saint John, Simonds and Musquash	83.7	79.5	84.9	68.9
Salisbury and Petitcodiac	S	S	81.6	S
Shediac, Beaubassin East and Cap-Pelé	66.2	78.7	90.4	61.7
Shippagan, Lamèque, Inkerman Area	78.8	70.7	61.8	75.6
St. George, Grand Manan, Blacks Harbour Area	56.3	81.1	82.1	75.4
St. Stephen, Saint Andrews, Campobello Island Area	79.5	S	S	S
Sussex, Norton, Sussex Corner Area	78.3	75.7	61.2	58.2
Tracadie and Saint-Isidore	80.1	S	S	S

## Age

	Year 2020	Year 2017	Year 2014	Year 2011
18-64	73.1	79.3	74.9	72.1
65 and over	82.2	86.0	87.7	84.5
<b>Sex at birth</b>				
Female	77.2	81.3	80.0	77.9
Male	74.1	80.5	74.8	71.0
<b>Sexual identity</b>				
Minority sexual identity	66.5	n/a	n/a	n/a
Heterosexual	75.9	n/a	n/a	n/a
<b>Language</b>				
Preferred language of service: English	75.3	80.7	76.9	73.9
Preferred language of service: French	75.5	80.8	77.4	76.0
<b>Indigenous identity</b>				
Indigenous	61.1	81.6	65.2	60.5
Non-Indigenous	75.7	80.8	78.1	75.7
<b>Immigrant</b>				
Immigrants	71.9	74.6	n/a	n/a
Non-immigrants	76.4	81.1	n/a	n/a
<b>Education level</b>				
High school or less	72.5	79.3	71.3	72.5
Postsecondary	77.7	81.9	82.3	76.4
<b>Household income</b>				
Less than \$25,000	72.9	81.3	67.7	73.8
\$25,000 to less than \$60,000	73.3	75.4	76.2	74.0

	Year 2020	Year 2017	Year 2014	Year 2011
\$60,000 or more	<b>81.0</b>	<b>86.2</b>	<b>86.1</b>	<b>76.6</b>

### **Persons with a disability**

Without disability	<b>76.1</b>	<b>80.7</b>	<b>78.9</b>	n/a
With disability	<b>74.1</b>	<b>81.1</b>	<b>74.2</b>	n/a

## About

This indicator is the percentage of citizens [visiting a community health centre] and give a favourable rating of 8, 9 or 10 for services received at a community health centre 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 visited a community health centre 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 a community health centre.

## Notes

Due to changes in content and methodology, this indicator has been discontinued. 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

%

### NBHC code

PH\_SATHB\_1

### Caption

n/a = Not applicable / not available

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