

Citizens [who have used ambulance services] and give a favourable rating of 8, 9 or 10 for ambulance services in the last 12 months [scale 0-10]

Unit: %

	Year 2020	Year 2017	Year 2014	Year 2011
Province				
New Brunswick	90.4	90.0	89.5	86.4
Health zones				
Zone 1 - Moncton and South-East Area	89.2	89.6	89.9	88.5
Zone 2 - Fundy Shore and Saint John Area	94.8	91.3	89.8	85.5
Zone 3 - Fredericton and River Valley Area	87.1	87.0	88.8	87.5
Zone 4 - Madawaska and North-West Area	93.1	95.4	90.8	80.2
Zone 5 - Restigouche Area	81.2	86.9	90.2	91.4
Zone 6 - Bathurst and Acadian Peninsula Area	91.0	86.7	88.6	82.4
Zone 7 - Miramichi Area	92.3	97.4	89.4	89.0
Communities				
Bathurst, Beresford, Petit-Rocher Area	94.2	78.4	S	75.8
Bouctouche, Richibucto, Saint-Antoine Area	92.5	88.3	S	S
Campbellton, Atholville, Tide Head Area	S	S	S	S
Caraquet, Paquetville, Bertrand Area	S	S	S	S
Dalhousie, Balmoral, Belledune Area	85.1	S	S	94.5
Dieppe and Memramcook	95.5	S	S	S
Douglas, Saint Marys, Doaktown Area	S	S	S	S
Edmundston, Rivière-Verte, Lac Baker Area	95.0	98.6	84.8	80.3
Florenceville-Bristol, Woodstock, Wakefield Area	75.2	S	88.4	95.0
Fredericton	91.2	88.3	88.4	81.1
Grand Bay-Westfield, Westfield, Greenwich Area	S	S	S	S



Grand Falls, Saint-Léonard, Drummond Area 84.4 93.0 S S Hillsborough, Riverside-Albert, Alma Area S S S S Kedgwick, Saint-Quentin and Grimmer S S S S Minto, Chipman, Cambridge-Narrows Area S S 86.8 S Mirto, Chipman, Cambridge-Narrows Area S 97.8 S 89.3 Minto, Chipman, Cambridge-Narrows Area S 97.8 S 89.3 Mirto, Chipman, Cambridge-Narrows Area S 97.8 S 89.3 Minto, Chipman, Cambridge-Narrows Area S 97.8 S 89.3 Minto, Chipman, Cambridge-Narrows Area S 97.8 S 89.3 Minto, Chipman, Cambridge-Narrows Area S 97.8 S 89.3 Moncton 91.3 90.8 91.6 85.8 89.3 Nackawic, McAdam, Canterbury Area 88.6 S 92.4 S Neguac, Alnwick, Esgenoopetitj Area 87.5 S S S New Mary		Year 2020	Year 2017	Year 2014	Year 2011
Kedgwick, Saint-Quentin and Grimmer S S S Minto, Chipman, Cambridge-Narrows Area S S 86.8 S Miramichi, Rogersville, Blackville Area S 97.8 S 89.3 Moncton 91.3 90.8 91.6 85.8 Nackawic, McAdam, Canterbury Area 88.6 S 92.4 S Neguac, Alnwick, Esgenoopetitj Area S S S S New Maryland, Kingsclear, Lincoln Area 87.5 S S S Oromocto, Gagetown, Fredericton Junction Area 77.9 S 85.8 S Perth-Andover, Plaster Rock, Tobique Area S S S S Quispamsis, Rothesay, Hampton Area 95.7 95.4 90.7 81.9 Riverview and Coverdale 72.0 S S S Sackville, Dorchester, Port Elgin Area 90.1 S S S Saint John, Simonds and Musquash 95.5 89.1 88.7 83.5 Schediac, Beaubassin East and Cap-Pelé S	Grand Falls, Saint-Léonard, Drummond Area	84.4	93.0	S	S
Minto, Chipman, Cambridge-Narrows Area S S 86.8 S Miramichi, Rogersville, Blackville Area S 97.8 S 89.3 Moncton 91.3 90.8 91.6 85.8 Nackawic, McAdam, Canterbury Area 88.6 S 92.4 S Neguac, Alnwick, Esgenoopetitj Area S S S S New Maryland, Kingsclear, Lincoln Area 87.5 S S S Oromocto, Gagetown, Fredericton Junction Area 77.9 S 85.8 S Perth-Andover, Plaster Rock, Tobique Area S S S S Quispamsis, Rothesay, Hampton Area 95.7 95.4 90.7 81.9 Riverview and Coverdale 72.0 S S S Sackville, Dorchester, Port Elgin Area 90.1 S S S Saint John, Simonds and Musquash 95.5 89.1 88.7 83.5 Shediac, Beaubassin East and Cap-Pelé S 85.6 81.1 S Shippagan, Lamèque, Inkerman Area	Hillsborough, Riverside-Albert, Alma Area	S	S	S	S
Miramichi, Rogersville, Blackville Area S 97.8 S 89.3 Moncton 91.3 90.8 91.6 85.8 Nackawic, McAdam, Canterbury Area 88.6 S 92.4 S Neguac, Alnwick, Esgenoopetitj Area S S S S New Maryland, Kingsclear, Lincoln Area 87.5 S S S Oromocto, Gagetown, Fredericton Junction Area 77.9 S 85.8 S Perth-Andover, Plaster Rock, Tobique Area S S S S Quispamsis, Rothesay, Hampton Area 95.7 95.4 90.7 81.9 Riverview and Coverdale 72.0 S S S Sackville, Dorchester, Port Elgin Area 90.1 S S S Saint John, Simonds and Musquash 95.5 89.1 88.7 83.5 Salisbury and Petitcodiac S S S S Shediac, Beaubassin East and Cap-Pelé S 85.6 81.1 S Shippagan, Lamèque, Inkerman Area S	Kedgwick, Saint-Quentin and Grimmer	S	S	S	S
Moncton 91.3 90.8 91.6 85.8 Nackawic, McAdam, Canterbury Area 88.6 S 92.4 S Neguac, Alnwick, Esgenoopetitj Area S S S S New Maryland, Kingsclear, Lincoln Area 87.5 S S S Oromocto, Gagetown, Fredericton Junction Area 77.9 S 85.8 S Perth-Andover, Plaster Rock, Tobique Area S S S S Quispamsis, Rothesay, Hampton Area 95.7 95.4 90.7 81.9 Riverview and Coverdale 72.0 S S S Sackville, Dorchester, Port Elgin Area 90.1 S S S Saint John, Simonds and Musquash 95.5 89.1 88.7 83.5 Salisbury and Petitcodiac S S S S Shediac, Beaubassin East and Cap-Pelé S 85.6 81.1 S Shippagan, Lamèque, Inkerman Area S S S S St. George, Grand Manan, Blacks Harbour Area S	Minto, Chipman, Cambridge-Narrows Area	S	S	86.8	S
Nackawic, McAdam, Canterbury Area 88.6 S 92.4 S Neguac, Alnwick, Esgenoopetitj Area S S S S New Maryland, Kingsclear, Lincoln Area 87.5 S S S Oromocto, Gagetown, Fredericton Junction Area 77.9 S 85.8 S Perth-Andover, Plaster Rock, Tobique Area S S S S Quispamsis, Rothesay, Hampton Area 95.7 95.4 90.7 81.9 Riverview and Coverdale 72.0 S S S Sackville, Dorchester, Port Elgin Area 90.1 S S S Saint John, Simonds and Musquash 95.5 89.1 88.7 83.5 Salisbury and Petitcodiac S S S S Shediac, Beaubassin East and Cap-Pelé S 85.6 81.1 S Shippagan, Lamèque, Inkerman Area S S S S St. George, Grand Manan, Blacks Harbour Area S S S S St. Stephen, Saint Andrews, Campobello Island	Miramichi, Rogersville, Blackville Area	S	97.8	S	89.3
Neguac, Alnwick, Esgenoopetitj Area S S S New Maryland, Kingsclear, Lincoln Area 87.5 S S Oromocto, Gagetown, Fredericton Junction Area 77.9 S 85.8 S Perth-Andover, Plaster Rock, Tobique Area S S S S Quispamsis, Rothesay, Hampton Area 95.7 95.4 90.7 81.9 Riverview and Coverdale 72.0 S S S Sackville, Dorchester, Port Elgin Area 90.1 S S S Saint John, Simonds and Musquash 95.5 89.1 88.7 83.5 Salisbury and Petitcodiac S S S S Shediac, Beaubassin East and Cap-Pelé S 85.6 81.1 S Shippagan, Lamèque, Inkerman Area S S S S St. George, Grand Manan, Blacks Harbour Area S S S S St. Stephen, Saint Andrews, Campobello Island Area 96.5 S S S Sussex, Norton, Sussex Corner Area 90.0	Moncton	91.3	90.8	91.6	85.8
New Maryland, Kingsclear, Lincoln Area 87.5 S S Oromocto, Gagetown, Fredericton Junction Area 77.9 \$85.8 S Perth-Andover, Plaster Rock, Tobique Area S S S Quispamsis, Rothesay, Hampton Area 95.7 95.4 90.7 81.9 Riverview and Coverdale 72.0 S S S Sackville, Dorchester, Port Elgin Area 90.1 S S S Saint John, Simonds and Musquash 95.5 89.1 88.7 83.5 Salisbury and Petitcodiac S S S S Shediac, Beaubassin East and Cap-Pelé S 85.6 81.1 S Shippagan, Lamèque, Inkerman Area S S S S St. George, Grand Manan, Blacks Harbour Area S S S S St. Stephen, Saint Andrews, Campobello Island Area 96.5 S S S Sussex, Norton, Sussex Corner Area 90.0 83.6 S S Age	Nackawic, McAdam, Canterbury Area	88.6	S	92.4	S
Oromocto, Gagetown, Fredericton Junction Area 77.9 S 85.8 S Perth-Andover, Plaster Rock, Tobique Area S S S S Quispamsis, Rothesay, Hampton Area 95.7 95.4 90.7 81.9 Riverview and Coverdale 72.0 S S S Sackville, Dorchester, Port Elgin Area 90.1 S S S Saint John, Simonds and Musquash 95.5 89.1 88.7 83.5 Salisbury and Petitcodiac S S S S Shediac, Beaubassin East and Cap-Pelé S 85.6 81.1 S Shippagan, Lamèque, Inkerman Area S S S S St. George, Grand Manan, Blacks Harbour Area S S 91.7 87.8 St. Stephen, Saint Andrews, Campobello Island Area 96.5 S S S Sussex, Norton, Sussex Corner Area 90.0 83.6 S 90.1 Tracadie and Saint-Isidore S S S S	Neguac, Alnwick, Esgenoopetitj Area	S	S	S	S
Perth-Andover, Plaster Rock, Tobique Area S S S S S Quispamsis, Rothesay, Hampton Area 95.7 95.4 90.7 81.9 Riverview and Coverdale 72.0 S S S S S S S S S S S S S S S S S S S	New Maryland, Kingsclear, Lincoln Area	87.5	S	S	S
Quispamsis, Rothesay, Hampton Area 95.7 95.4 90.7 81.9 Riverview and Coverdale 72.0 S S S Sackville, Dorchester, Port Elgin Area 90.1 S S S Saint John, Simonds and Musquash 95.5 89.1 88.7 83.5 Salisbury and Petitcodiac S S S S Shediac, Beaubassin East and Cap-Pelé S 85.6 81.1 S Shippagan, Lamèque, Inkerman Area S S S S St. George, Grand Manan, Blacks Harbour Area S S 91.7 87.8 St. Stephen, Saint Andrews, Campobello Island Area 96.5 S S S Sussex, Norton, Sussex Corner Area 90.0 83.6 S 90.1 Tracadie and Saint-Isidore S S S S	Oromocto, Gagetown, Fredericton Junction Area	77.9	S	85.8	S
Riverview and Coverdale 72.0 S S Sackville, Dorchester, Port Elgin Area 90.1 S S S Saint John, Simonds and Musquash 95.5 89.1 88.7 83.5 Salisbury and Petitcodiac S S S S Shediac, Beaubassin East and Cap-Pelé S 85.6 81.1 S Shippagan, Lamèque, Inkerman Area S S S S St. George, Grand Manan, Blacks Harbour Area S S 91.7 87.8 St. Stephen, Saint Andrews, Campobello Island Area 96.5 S S S Sussex, Norton, Sussex Corner Area 90.0 83.6 S 90.1 Tracadie and Saint-Isidore S S S S	Perth-Andover, Plaster Rock, Tobique Area	S	S	S	S
Sackville, Dorchester, Port Elgin Area 90.1 S S S Saint John, Simonds and Musquash 95.5 89.1 88.7 83.5 Salisbury and Petitcodiac S S S S Shediac, Beaubassin East and Cap-Pelé S 85.6 81.1 S Shippagan, Lamèque, Inkerman Area S S S S St. George, Grand Manan, Blacks Harbour Area S S S 91.7 87.8 St. Stephen, Saint Andrews, Campobello Island Area 96.5 S S Sussex, Norton, Sussex Corner Area 90.0 83.6 S 90.1 Tracadie and Saint-Isidore S S S S	Quispamsis, Rothesay, Hampton Area	95.7	95.4	90.7	81.9
Saint John, Simonds and Musquash 95.5 89.1 88.7 83.5 Salisbury and Petitcodiac S S S S S S S S S S S S S S S S S S S	Riverview and Coverdale	72.0	S	S	S
Salisbury and Petitcodiac S S S S Shediac, Beaubassin East and Cap-Pelé S 85.6 81.1 S Shippagan, Lamèque, Inkerman Area S S S S St. George, Grand Manan, Blacks Harbour Area S S 91.7 87.8 St. Stephen, Saint Andrews, Campobello Island Area 96.5 S S S Sussex, Norton, Sussex Corner Area 90.0 83.6 S 90.1 Tracadie and Saint-Isidore S S S S	Sackville, Dorchester, Port Elgin Area	90.1	S	S	S
Shediac, Beaubassin East and Cap-Pelé S 85.6 81.1 S Shippagan, Lamèque, Inkerman Area S S S S St. George, Grand Manan, Blacks Harbour Area S S 91.7 87.8 St. Stephen, Saint Andrews, Campobello Island Area 96.5 S S S Sussex, Norton, Sussex Corner Area 90.0 83.6 S 90.1 Tracadie and Saint-Isidore S S S S	Saint John, Simonds and Musquash	95.5	89.1	88.7	83.5
Shippagan, Lamèque, Inkerman Area S S S S St. George, Grand Manan, Blacks Harbour Area S S 91.7 87.8 St. Stephen, Saint Andrews, Campobello Island Area 96.5 S S S Sussex, Norton, Sussex Corner Area 90.0 83.6 S 90.1 Tracadie and Saint-Isidore S S S S	Salisbury and Petitcodiac	S	S	S	S
St. George, Grand Manan, Blacks Harbour Area S S 91.7 87.8 St. Stephen, Saint Andrews, Campobello Island Area 96.5 S S S Sussex, Norton, Sussex Corner Area 90.0 83.6 S 90.1 Tracadie and Saint-Isidore S S S S Age	Shediac, Beaubassin East and Cap-Pelé	S	85.6	81.1	S
St. Stephen, Saint Andrews, Campobello Island Area 96.5 S S Sussex, Norton, Sussex Corner Area 90.0 83.6 S 90.1 Tracadie and Saint-Isidore S S S S Age	Shippagan, Lamèque, Inkerman Area	S	S	S	S
Sussex, Norton, Sussex Corner Area 90.0 83.6 S 90.1 Tracadie and Saint-Isidore S S S Age	St. George, Grand Manan, Blacks Harbour Area	S	S	91.7	87.8
Tracadie and Saint-Isidore S S S Age	St. Stephen, Saint Andrews, Campobello Island Area	96.5	S	S	S
Age	Sussex, Norton, Sussex Corner Area	90.0	83.6	S	90.1
	Tracadie and Saint-Isidore	S	S	S	S
10.64	Age				
10-04 88.2 90.1 88.6 84.3	18-64	88.2	90.1	88.6	84.3



	Year	Year	Year	Year
	2020	2017	2014	2011
65 and over	93.7	89.8	91.3	91.3
Sex at birth				
Female	91.0	90.2	90.4	90.5
Male	89.8	89.7	88.7	82.0
Sexual identity				
Minority sexual identity	90.5	n/a	n/a	n/a
Heterosexual	90.5	n/a	n/a	n/a
Language				
Preferred language of service: English	89.7	89.6	89.7	86.6
Preferred language of service: French	93.2	90.2	86.3	85.4
Indigenous identity				
Indigenous	75.4	96.7	86.2	75.6
Non-Indigenous	91.3	89.1	89.9	86.9
Immigrant				
Immigrants	93.7	95.5	n/a	n/a
Non-immigrants	90.2	89.6	n/a	n/a
Education level				
High school or less	89.5	90.7	90.9	85.7
Postsecondary	91.4	89.0	88.2	87.1
Household income				
Less than \$25,000	88.8	88.3	83.6	88.1
\$25,000 to less than \$60,000	91.2	90.5	92.0	90.0
\$60,000 or more	92.3	91.5	93.7	77.1



	Year 2020	Year 2017	Year 2014	Year 2011
Persons with a disability				
Without disability	94.2	91.0	92.6	n/a
With disability	87.3	88.7	87.1	n/a



About

This indicator is the percentage of citizens [who have used ambulance services] and give a favourable rating of 8, 9 or 10 for ambulance services 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 used ambulance services 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 ambulance services?

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 subpopulations or when comparing it to other PHS editions.

Unit Interpretation NBHC code
% Higher is better PH_SATMA_1

Caption

n/a = Not applicable / not available

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