

2022 Primary Care Survey Questionnaire

- **BLOCK 1:** INTRODUCTION
- **BLOCK 2:** LANGUAGE PREFERENCE FOR THE SURVEY AND DEMOGRAPHIC INFO NEEDED FOR QUOTAS AND WEIGHTING
- **BLOCK 3:** SELF-RATED HEALTH AND OVERALL EXPERIENCE WITH HEALTH CARE SERVICES
- **BLOCK 4:** PERMANENT ATTACHMENT TO A PRIMARY CARE PROVIDER (PCP), ACCESS TO A PRIMARY CARE GROUP PRACTICE, AND ACCESS TO A PRIMARY HEALTH TEAM
 - **SECTION 4A:** PERMANENT ATTACHMENT TO A PRIMARY CARE PROVIDER (PCP)
 - **SECTION 4B:** PRIMARY CARE PROVIDER (PCP) IS PART OF A GROUP PRACTICE
 - **SECTION 4C:** HAS ACCESS TO A PRIMARY HEALTH TEAM AT THE SAME PHYSICAL LOCATION AS PRIMARY CARE PROVIDER (PCP)
- **BLOCK 5:** EXPERIENCE WITH PRIMARY CARE PROVIDER (PCP)
 - **SECTION 5A:** TIMELY ACCESS
 - **SECTION 5B:** APPROPRIATENESS OF CARE / INTERACTIONS THAT OCCUR DURING CONSULTATION WITH PRIMARY CARE PROVIDER (PCP)
- **BLOCK 6:** CITIZENS WHO DO NOT HAVE A PERMANENT PRIMARY CARE PROVIDER (PCP)
- **BLOCK 7:** DIFFICULTIES IN RECEIVING HEALTH CARE SERVICES
- **BLOCK 8:** VIRTUAL CARE
- **BLOCK 9:** MENTAL HEALTH AND ADDICTIONS
- **BLOCK 10:** CHRONIC HEALTH CONDITIONS
- **BLOCK 11:** DEMOGRAPHICS

BLOCK 1: INTRODUCTION

Can I speak to the person aged 18+ who will be celebrating their birthday next?

This survey can be done online, we can send you the link by email or text. May I proceed with you now?

This survey will take about 20 minutes to complete depending on your answers.

IF NEEDED, FOR PHONE SURVEY: “We can stop the interview at any time and set up another time to call back and complete the rest of the survey”.

IF YES TO PROCEED BY PHONE: This call may be monitored or recorded for quality purposes.

BLOCK 2: LANGUAGE PREFERENCE FOR SURVEY AND DEMOGRAPHIC INFO NEEDED FOR QUOTAS AND WEIGHTING

Q1. Would you prefer to answer in English or in French?

- 1) English
- 2) French

The NBHC collects data from citizens in several communities of the province so that we can report publicly on the health care experiences of New Brunswickers at a community level. To make sure your responses are assigned to the appropriate community, we will need your postal code. Your postal code will be grouped with others when the survey results will be reported – it will not be used to identify you personally.

Q2. To begin, could you please provide your New Brunswick postal code?

IF 6-DIGIT POSTAL CODE MATCHES LIST, THEN GO TO Q4
IF 6-DIGIT POSTAL CODE DOES NOT MATCH LIST, THEN CONTINUE

- 777) [VOL] Do not know
- 999) [VOL] I live outside New Brunswick

CONTINUE
End Survey

Q3. **[IF 6-DIGIT POSTAL CODE DOES NOT MATCH LIST OR Q2=1,999: RESPONDENTS WHO DID NOT PROVIDE THEIR POSTAL CODE]:** What is the name of the city, town or village you live in?

999) **[VOL]** Prefer not to answer

IF Q3=999 THEN THANK AND END SURVEY: The objective of this survey is to measure and report on health services at the community level, we will have to end the survey, thank you for your time.

For all questions in this survey, if you don't know the answer or feel that it does not apply to you, you can say "I don't know". If there is a question that you are not comfortable answering, you can say "I prefer not to answer".

The following questions are about sex at birth and gender.

Q4. In this survey, sex refers to sex assigned at birth. What sex were you assigned at birth, on your original birth certificate? **[READ ALL]**

IF NECESSARY: Sex is typically assigned at birth by a doctor, based on a person's reproductive system and other physical characteristics. We are asking you for this information because we want to look at the health care needs of all individuals regardless of their characteristics and circumstances, such as gender, age, race, language, disability or sexual orientation. This will always be reported as a group of survey respondents and will not be used to identify you personally.

- 1) Male
- 2) Female
- 3) Or please specify: _____
- 777) **[VOL]** Do not know
- 999) **[VOL]** Prefer not to answer

Q5. What is your gender? **[READ ALL]**

IF NECESSARY: *Gender refers to an individual's personal and social identity as a man, woman or non-binary person (a person who is not exclusively a man or a woman).* Gender refers to current gender which may be different from sex assigned at birth and may be different from what is indicated on legal documents. We are asking you for this information because we want to look at the health care needs of all individuals regardless of their characteristics and circumstances, such as gender, age, race, language, disability or sexual orientation. This will always be reported as a group of survey respondents and will not be used to identify you personally.

- 1) Man
- 2) Woman
- 3) Or please specify: _____
- 777) **[VOL]** Do not know
- 999) **[VOL]** Prefer not to answer

Q6. What is your age? _____

IF NECESSARY: We are asking you for this information because we want to look at the health care needs of all individuals regardless of their characteristics and circumstances, such as gender, age, race, language, disability or sexual orientation. This will always be reported as an age category and will not be used to identify you personally.

777) **[VOL]** Do not know

Go to Q7

999) **[VOL]** Prefer not to answer

Go to Q7

IF Q6 > = 18

GO TO Q8

IF Q6 = 17

THANK AND END SURVEY, RESPONDENT IS UNDER 18

Q7. **[IF Q6=777,999]** In which age category are you? **[READ ALL]**

1) 17 or younger

THANK AND END SURVEY, RESPONDENT IS UNDER 18

2) 18 to 24

3) 25 to 34

4) 35 to 44

5) 45 to 54

6) 55 to 64

7) 65 to 74

8) 75 or older

777) **[VOL]** Do not know

999) **[VOL]** Prefer not to answer

BLOCK 3: SELF-RATED HEALTH AND OVERALL EXPERIENCE WITH HEALTH CARE SERVICES

Q8. In general, would you say your health is ... **[READ ALL]**

- 1) Poor
- 2) Fair
- 3) Good
- 4) Very Good
- 5) Excellent
- 777) **[VOL]** Do not know
- 999) **[VOL]** Prefer not to answer

Q9. In general, would you say your mental or emotional health is **[READ ALL]**

- 1) Poor
- 2) Fair
- 3) Good
- 4) Very Good
- 5) Excellent
- 777) **[VOL]** Do not know
- 999) **[VOL]** Prefer not to answer

Q10. In general, what is your level of satisfaction with health care services you have received in New Brunswick in the last 12 months? **[READ ALL]**

- 1) Very dissatisfied
- 2) Somewhat dissatisfied
- 3) Neither satisfied nor dissatisfied
- 4) Somewhat satisfied
- 5) Very satisfied
- 666) I did not use health care services in the last 12 months
- 777) **[VOL]** Do not know
- 999) **[VOL]** Prefer not to answer

BLOCK 4: PERMANENT ATTACHMENT TO A PRIMARY CARE PROVIDER (PCP), ACCESS TO A PRIMARY CARE GROUP PRACTICE, AND ACCESS TO A PRIMARY HEALTH TEAM

Now I'd like to ask about your primary care. It is often the first point of entry to the health care system.

SECTION 4A: PERMANENT ATTACHMENT TO A PRIMARY CARE PROVIDER (PCP).

Q11. Do you have a personal family doctor? A personal family doctor manages your medical file. This does not include specialists or doctors you would see at an after-hours clinic or a walk-in clinic. **[DO NOT READ]**

IF NECESSARY: A personal family doctor is someone you would see if you need a check-up, want advice about a health problem, or get sick. This does not include a temporary doctor who you may have consulted while waiting for a permanent family doctor, for example when using NB Health Link (NB Health Link is a new program being tested in the several regions in New Brunswick as part of the Government of New Brunswick Health plan. Under this new program, patients can be seen temporarily by a team of doctors until they can be permanently matched with a family doctor or nurse practitioner). **[DO NOT READ]**

1) Yes

2) No

777) **[VOL]** Do not know

999) **[VOL]** Prefer not to answer

GO TO Q13

CONTINUE

CONTINUE

CONTINUE

Q12. **[IF Q11=2,777,999: DOES NOT HAVE A FAMILY DOCTOR]** Do you have a personal nurse practitioner? A personal nurse practitioner manages your medical file. This does not include specialty clinics or nurse practitioners you would see at an after-hours clinic or a walk-in clinic. This does not include a nurse practitioner at a private clinic. **[DO NOT READ]**

IF NECESSARY: A nurse practitioner is someone you would see if you need a check-up, want advice about a health problem, or get sick. Nurse practitioners can diagnose and treat common illnesses, they have the authority to order diagnostic tests, prescribe medications, and they can refer you to other medical services. This does not include a temporary nurse practitioner who you may have consulted while waiting for a permanent nurse practitioner, for example when using NB Health Link (NB Health Link is a new program being tested in the several regions in New Brunswick as part of the Government of New Brunswick Health plan. Under this new program, patients can be seen temporarily by a team of doctors until they can be permanently matched with a family doctor or nurse practitioner).

1) Yes

2) No

777) **[VOL]** Do not know

999) **[VOL]** Prefer not to answer

IF Q11=1 THEN GO TO Q13

IF Q11=2 AND Q12=2 THEN GO TO BLOCK 6

IF Q11 =777,999 AND Q12=2 THEN GO TO BLOCK 6

IF Q11=2 AND Q12=777,999 THEN GO TO BLOCK 6

IF Q11=777,999 AND Q12=777,999 THEN GO TO BLOCK 7

Q13. **[Q11=1 OR Q12=1: HAS A PCP]** Is your [if Q11=1: family doctor, if Q12=1: nurse practitioner] located in the city or town where you live?

- | | |
|--|--------------------------|
| 1) Yes | Go to question 15 |
| 2) No | Continue |
| 777) [VOL] Do not know | Go to question 15 |
| 999) [VOL] Prefer not to answer | Go to question 15 |

Q14. What is the name of the community, town or village where your [if Q11=1: family doctor, if Q12=1: nurse practitioner] is located?

- _____
- 777) **[VOL]** Do not know
999) **[VOL]** Prefer not to answer

SECTION 4B: PRIMARY CARE PROVIDER (PCP) IS PART OF A GROUP PRACTICE.

Q15. **[IF Q11=1 OR Q12=1: HAS A PCP]** Is your [if Q11=1: family doctor, if Q12=1: nurse practitioner] part of a group practice? This means that other doctors and/or nurse practitioners have access to your full medical file and history, and they can see you when your [if Q11=1: family doctor, if Q12=1: nurse practitioner] is not available. **[READ ALL]**

- 1) Yes
- 2) No
- 3) I don't know
- 999) **[VOL]** Prefer not to answer

SECTION 4C: HAS ACCESS TO A PRIMARY HEALTH TEAM AT THE SAME PHYSICAL LOCATION AS PRIMARY CARE PROVIDER (PCP).

Q16. **[IF Q11=1 OR Q12=1: HAS A PCP]** Can you consult professionals other than doctors or nurse practitioners at the same place as your [if Q11=1: family doctor, if Q12=1: nurse practitioner] for your health problems? **[DO NOT READ]**

IF NECESSARY: Sometimes family doctors and nurse practitioners work with professionals from different disciplines in a formal arrangement to care for patients. These primary health teams usually work at the same location, and they can include family doctors, nurses or nurse practitioners, and at least one other professional such as a pharmacist, social worker, dietitian or physiotherapist.

- 1) Yes
- 2) No
- 3) I don't know
- 999) **[VOL]** Prefer not to answer

BLOCK 5: EXPERIENCE WITH PRIMARY CARE PROVIDER (PCP)

The next questions will be about consultations you may have had with your [if Q11=1: family doctor, if Q12=1: nurse practitioner] in the last 12 months, based on your own personal health care. For these questions, do not include consultations for other family members, such as a spouse, partner, child, parent, or other family member.

Q17. [IF Q11=1 OR Q12=1: HAS A PCP] In the last 12 months, did you consult with your [if Q11=1: family doctor, if Q12=1: nurse practitioner] either in-person or virtually? A virtual care consultation includes telephone, video, email, or text messaging. **[DO NOT READ]**

IF NECESSARY: A virtual care consultation does not include “making an appointment” or “confirming an appointment”.

- | | |
|--|----------------------|
| 1) Yes | CONTINUE |
| 2) No | GO TO BLOCK 7 |
| 777) [VOL] Do not know | GO TO BLOCK 7 |
| 999) [VOL] Prefer not to answer | GO TO BLOCK 7 |

Q18. [IF [Q11=1 OR Q12=1] AND Q17=1: RESPONDENTS WHO CONSULTED THEIR PCP IN THE LAST 12 MONTHS] Now think of the last time you consulted with your [if Q11=1: family doctor, if Q12=1: nurse practitioner], either in-person or virtually, was this consultation ... **[READ ALL]**

- | | |
|---|------------------|
| 1) In-person at his/her office | CONTINUE |
| 2) In-person in my home | CONTINUE |
| 3) In-person at an after-hours clinic or walk-in clinic | CONTINUE |
| 4) In-person at the hospital emergency department | GO TO Q20 |
| 5) By telephone (talking) | CONTINUE |
| 6) By video using a computer, tablet or telephone | CONTINUE |
| 7) By email, text messaging or online chat | CONTINUE |
| 777) [VOL] Do not know | CONTINUE |
| 999) [VOL] Prefer not to answer | CONTINUE |

Q19. [IF [Q11=1 OR Q12=1] AND Q17=1 AND Q18=1,2,3,5,6,7: RESPONDENTS WHO CONSULTED THEIR PCP IN THE LAST 12 MONTHS AND LAST TIME WAS NOT IN ER] Thinking of the last time you consulted with your [if Q11=1: family doctor, if Q12=1: nurse practitioner], either in-person or virtually, was this for ... **[READ ALL]**

Please check all that apply

- 1) Prescription renewal
- 2) A regular check-up that was scheduled in advance
- 3) A health concern or problem that needed medical care
- 777) **[VOL]** Do not know
- 999) **[VOL]** Prefer not to answer

Q20. [IF [Q11=1 OR Q12=1] AND Q17=1: RESPONDENTS WHO CONSULTED THEIR PCP IN THE LAST 12 MONTHS] Thinking of the last time you consulted with your [if Q11=1: family doctor, if Q12=1: nurse practitioner], either in-person or virtually, which language was used during this consultation? **[READ ALL]**

- 1) English
- 2) French
- 3) Other, please specify: _____
- 777) **[VOL]** Do not know
- 999) **[VOL]** Prefer not to answer

CONTINUE
GO TO Q22
GO TO Q23
GO TO Q23
GO TO Q23

Q21. [IF [Q11=1 OR Q12=1] AND Q17=1 AND Q20=1: RESPONDENTS WHO CONSULTED THEIR PCP IN THE LAST 12 MONTHS AND CONSULTATION WAS IN ENGLISH] Is English the language you prefer for consultations with your [if Q11=1: family doctor, if Q12=1: nurse practitioner]? **[READ ALL]**

- 1) Yes, I prefer English
- 2) No, I prefer French
- 3) No, I prefer a language other than English or French
- 4) I don't have a preference between English and French
- 777) **[VOL]** Do not know
- 999) **[VOL]** Prefer not to answer

GO TO Q23

Q22. [IF [Q11=1 OR Q12=1] AND Q17=1 AND Q20=2: RESPONDENTS WHO CONSULTED THEIR PCP IN THE LAST 12 MONTHS AND CONSULTATION WAS IN FRENCH] Is French the language you prefer for consultations with your [if Q11=1: family doctor, if Q12=1: nurse practitioner]?

- 1) Yes, I prefer French
- 2) No, I prefer English
- 3) No, I prefer a language other than French or English
- 4) I don't have a preference between French and English
- 777) **[VOL]** Do not know
- 999) **[VOL]** Prefer not to answer

Q23. [IF [Q11=1 OR Q12=1] AND Q17=1: RESPONDENTS WHO CONSULTED THEIR PCP IN THE LAST 12 MONTHS] Thinking of the last time you consulted with your [if Q11=1: family doctor, if Q12=1: nurse practitioner], either in-person or virtually, what was your level of satisfaction with the health care services you received during this consultation? **[READ ALL]**

- 1) Very dissatisfied
- 2) Somewhat dissatisfied
- 3) Neither satisfied nor dissatisfied
- 4) Somewhat satisfied
- 5) Very satisfied
- 777) **[VOL]** Do not know
- 999) **[VOL]** Prefer not to answer

SECTION 5A: TIMELY ACCESS

Q24. [IF [Q11=1 OR Q12=1] AND Q17=1 AND Q19=3, 2&3 or 1, 2 &3: RESPONDENTS WHO CONSULTED THEIR PCP IN THE LAST 12 MONTHS AND LAST TIME WAS NOT FOR A REGULAR CHECK-UP]

Thinking of the last time you consulted with your [if Q11=1: family doctor, if Q12=1: nurse practitioner], either in-person or virtually, how long did it take from when you first tried to make the appointment to when you actually consulted with him/her? **[READ ALL]**

- 1) Same day
- 2) 1 day
- 3) 2 days
- 4) 3 to 5 days
- 5) 6 to 7 days
- 6) 8 to 14 days (up to 2 weeks)
- 7) 15 to 21 days (up to 3 weeks)
- 8) 22 to 28 days (up to 4 weeks)
- 9) More than 4 weeks / More than a month
- 777) **[VOL]** Do not know
- 999) **[VOL]** Prefer not to answer

The next questions will be about your overall experience with your [if Q11=1: family doctor, if Q12=1: nurse practitioner] in the last 12 months.

IF NECESSARY: If you consulted with more than one family doctor or nurse practitioner in the last 12 months, please think of your current primary care provider.

Q25. [IF [Q11=1 OR Q12=1] AND Q17=1: RESPONDENTS WHO CONSULTED THEIR PCP IN THE LAST 12 MONTHS]

Now thinking of the last 12 months, when you needed medical care, how long did it take, on average, from when you first tried to make an appointment with your [if Q11=1: family doctor, if Q12=1: nurse practitioner] to when you actually consulted with him/her? **[READ ALL]**

- 1) Same day
- 2) 1 day
- 3) 2 days
- 4) 3 to 5 days
- 5) 6 to 7 days
- 6) 8 to 14 days (up to 2 weeks)
- 7) 15 to 21 days (up to 3 weeks)
- 8) 22 to 28 days (up to 4 weeks)
- 9) More than 4 weeks / More than a month
- 777) **[VOL]** Do not know
- 999) **[VOL]** Prefer not to answer

Q26. [IF [Q11=1 OR Q12=1] AND Q17=1: RESPONDENTS WHO CONSULTED THEIR PCP IN THE LAST 12 MONTHS] Thinking of the last 12 months, did you use any of the following services because your [if Q11=1: family doctor, if Q12=1: nurse practitioner] was not available when you needed medical care? **[READ ALL]**

- | | |
|---|------------------------|
| Q26a) Hospital emergency department | 1) yes 2) no 777) 999) |
| Q26b) After-hours clinic or walk-in clinic | 1) yes 2) no 777) 999) |
| Q26c) Virtual clinic such as eVisitNB | 1) yes 2) no 777) 999) |
| Q26d) Tele-care 811 (Please pronounce “eight-one-one” | 1) yes 2) no 777) 999) |
| Q26e) Consultation with a pharmacist | 1) yes 2) no 777) 999) |
| Q26f) Other services, please specify: _____ | 1) yes 2) no 777) 999) |

Q27. [IF [Q11=1 OR Q12=1] AND Q17=1: RESPONDENTS WHO CONSULTED THEIR PCP IN THE LAST 12 MONTHS] Does your [if Q11=1: family doctor, if Q12=1: nurse practitioner] offer consultations after 5pm on a weekday? **[READ ALL]**

IF NECESSARY: Consultations that are available at least one day and for a few hours, including virtual care consultations.

- 1) Yes, consultations with my [if Q11=1: family doctor, if Q12=1: nurse practitioner]
 - 2) Yes, consultations with another doctor or nurse who works with my [if Q11=1: family doctor, if Q12=1: nurse practitioner]
 - 3) No
 - 4) I don't know
- 999) **[VOL]** Prefer not to answer

Q28. [IF [Q11=1 OR Q12=1] AND Q17=1: RESPONDENTS WHO CONSULTED THEIR PCP IN THE LAST 12 MONTHS] Does your [if Q11=1: family doctor, if Q12=1: nurse practitioner] offer consultations on Saturday or Sunday? **[READ ALL]**

IF NECESSARY: Consultations that are available at least one day and for a few hours, including virtual care consultations.

- 1) Yes, consultations with my [if Q11=1: family doctor, if Q12=1: nurse practitioner]
 - 2) Yes, consultations with another doctor or nurse who works with my [if Q11=1: family doctor, if Q12=1: nurse practitioner]
 - 3) No
 - 4) I don't know
- 999) **[VOL]** Prefer not to answer

SECTION 5B: APPROPRIATENESS OF CARE / INTERACTIONS THAT OCCUR DURING CONSULTATION WITH PRIMARY CARE PROVIDER (PCP)

Q29. **[IF [Q11=1 OR Q12=1] AND Q17=1: RESPONDENTS WHO CONSULTED THEIR PCP IN THE LAST 12 MONTHS]** Thinking of the last 12 months, how often did your [if Q11=1: family doctor, if Q12=1: nurse practitioner] spend enough time with you? **[READ ALL]**

- 1) Never
- 2) Rarely
- 3) Sometimes
- 4) Usually
- 5) Always
- 777) **[VOL]** Do not know
- 999) **[VOL]** Prefer not to answer

Q30. **[IF [Q11=1 OR Q12=1] AND Q17=1: RESPONDENTS WHO CONSULTED THEIR PCP IN THE LAST 12 MONTHS]** Thinking of the last 12 months, have you been informed or seen a note that suggests limiting the number of problems you can discuss with your [if Q11=1: family doctor, if Q12=1: nurse practitioner]? **[READ ALL]**

- 1) No, I have never experienced that
- 2) Yes, to one problem per visit
- 3) Yes, to 2 problems per visit
- 4) Yes, to 3 problems per visit
- 777) **[VOL]** Do not know
- 999) **[VOL]** Prefer not to answer

Q31. **[IF [Q11=1 OR Q12=1] AND Q17=1: RESPONDENTS WHO CONSULTED THEIR PCP IN THE LAST 12 MONTHS]** Thinking of the last 12 months, in general, do you feel that you received the support you needed from your [if Q11=1: family doctor, if Q12=1: nurse practitioner] to help you manage your health? **[READ ALL]**

- 1) Yes, definitely
- 2) Yes, to some extent
- 3) No
- 777) **[VOL]** Do not know
- 999) **[VOL]** Prefer not to answer

Q32. [IF [Q11=1 OR Q12=1] AND Q17=1: RESPONDENTS WHO CONSULTED THEIR PCP IN THE LAST 12 MONTHS] Thinking of the last 12 months, what was your level of satisfaction with the health care services you received from your [if Q11=1: family doctor, if Q12=1: nurse practitioner]? **[READ ALL]**

- 1) Very dissatisfied
- 2) Somewhat dissatisfied
- 3) Neither satisfied nor dissatisfied
- 4) Somewhat satisfied
- 5) Very satisfied
- 777) **[VOL]** Do not know
- 999) **[VOL]** Prefer not to answer

BLOCK 6: CITIZENS WHO DO NOT HAVE A PERMANENT PRIMARY CARE PROVIDER (PCP)

Q33. **[IF Q11=2,777,999 AND Q12=2,777,999: RESPONDENTS WHO DO NOT HAVE A PCP]** Are you registered with NB Health Link that gives you access to consultations with a temporary family doctor or nurse practitioner? **[DO NOT READ]**

If Necessary: NB Health Link is a new program being tested in some regions in New Brunswick as part of the Government of New Brunswick Provincial Health Plan. Under this new program, patients can be seen temporarily by a team of doctors until they can be permanently matched with a family doctor or nurse practitioner.

If you are currently on the Patient Connect NB list, you will be called once the NB Health Link program is available in your area. If you would like to confirm that you are on the Patient Connect NB list or add your name to the list because you do not currently have a family doctor or nurse practitioner, you can call 811 (eight-one-one) or visit the website: Patient Connect NB - Online Registrations (snb.ca).

- | | |
|--|------------------|
| 1) Yes | GO TO Q35 |
| 2) No | CONTINUE |
| 777) [VOL] Do not know | CONTINUE |
| 999) [VOL] Prefer not to answer | CONTINUE |

Q34. **[IF Q11=2,777,999 AND Q12=2,777,999 AND Q33=2,777,999: RESPONDENTS WHO DO NOT HAVE A PCP AND ARE NOT REGISTERED WITH NB HEALTH LINK]** Are you currently on a wait list to be registered with a permanent family doctor or nurse practitioner? **[DO NOT READ]**

If Necessary: If you would like to add your name to the Patient Connect NB list because you do not currently have a family doctor or nurse practitioner, you can call 811 (eight-one-one) or visit the website: Patient Connect NB - Online Registrations (snb.ca).

- | | |
|--|------------------|
| 1) Yes | CONTINUE |
| 2) No | GO TO Q36 |
| 777) [VOL] Do not know | GO TO Q37 |
| 999) [VOL] Prefer not to answer | GO TO Q37 |

Q35. **[IF Q11=2,777,999 AND Q12=2,777,999 AND [Q33=1 OR Q34=1]]: RESPONDENTS WHO DO NOT HAVE A PCP AND ARE CURRENTLY WAITING TO BE ATTACHED TO A PCP]** Which of the following best describes your situation? **[READ ALL]**

- 1) I had a family doctor or nurse practitioner who left, retired or passed away
 - 2) I moved to New Brunswick from another province or country
 - 3) I moved to a different community in New Brunswick
 - 4) I did not need a family doctor or nurse practitioner until now
 - 5) My previous family doctor or nurse practitioner let me go
 - 6) Other, please specify: _____
- 999) **[VOL]** Prefer not to answer

GO TO Q37

Q36. [IF Q11=2,777,999 AND Q12=2,777,999 AND Q33=2,777,999 AND Q34=2: RESPONDENTS WHO DO NOT HAVE A PCP AND ARE NOT CURRENTLY WAITING TO BE ATTACHED TO A PCP] Can you tell us which of the following reasons best describes why you are not currently on a wait list to be registered with a permanent family doctor or nurse practitioner? **[READ ALL]**

- 1) I did not know that there was a list
- 2) I'm in good health, I don't need a family doctor or nurse practitioner
- 3) I prefer to use other services, such as after-hours clinics, walk-in clinics, Tele-Care 811 (Please pronounce "eight-one-one"), or eVisitNB
- 4) I just moved to New Brunswick and I'm waiting for my Medicare card
- 5) Other, please specify: _____
- 999) **[VOL]** Prefer not to answer

Q37. [IF Q11=2,777,999 AND Q12=2,777,999: RESPONDENTS WHO DO NOT HAVE A PCP] In the last 12 months, thinking of the last time you needed medical care, did you use any of the following services? **[READ ALL]**

- Q37a) Hospital emergency department 1) Yes 2) No 777) 999)
- Q37b) After-hours clinic or a walk-in clinic 1) Yes 2) No 777) 999)
- Q37c) Consultation using NB Health Link 1) Yes 2) No 777) 999)

If Necessary: NB Health Link is a new program being tested in some regions in New Brunswick as part of the Government of New Brunswick Provincial Health Plan. Under this new program, patients can be seen temporarily by a team of doctors until they can be permanently matched with a family doctor or nurse practitioner.

If you are currently on the Patient Connect NB list, you will be called once the NB Health Link program is available in your area. If you would like to confirm that you are on the Patient Connect NB list or add your name to the list because you do not currently have a family doctor or nurse practitioner, you can call 811 (eight-one-one) or visit the website: Patient Connect NB - Online Registrations (snb.ca).

- Q37d) Virtual clinic using eVisitNB 1) Yes 2) No 777) 999)
- Q37e) Tele-Care 811 1) Yes 2) No 777) 999)
- Q37f) Consultation with a pharmacist 1) Yes 2) No 777) 999)
- Q37g) Other, please specify: _____ 1) Yes 2) No 777) 999)

Q38a. [IF Q11=2,777,999 AND Q12=2,777,999 AND Q37a=1: RESPONDENTS WHO DO NOT HAVE A PCP AND NEEDED MEDICAL CARE IN THE LAST 12 MONTHS AND VISITED A HOSPITAL EMERGENCY DEPARTMENT] Did the services you received at the hospital emergency department meet your needs? **[READ ALL]**

- 1) No
- 2) Yes, partially
- 3) Yes, completely
- 777) **[VOL]** Do not know
- 999) **[VOL]** Prefer not to answer

Q38b. [IF Q11=2,777,999 AND Q12=2,777,999 AND Q37b=1: RESPONDENTS WHO DO NOT HAVE A PCP AND NEEDED MEDICAL CARE IN THE LAST 12 MONTHS AND VISITED AN AFTER-HOURS CLINIC]

OR WALK-IN CLINIC] Did the services you received at the after-hours clinic or walk-in clinic meet your needs? **[READ ALL]**

- 1) No
- 2) Yes, partially
- 3) Yes, completely
- 777) **[VOL]** Do not know
- 999) **[VOL]** Prefer not to answer

Q38c. [IF Q11=2,777,999 AND Q12=2,777,999 AND Q37c=1: RESPONDENTS WHO DO NOT HAVE A PCP AND NEEDED MEDICAL CARE IN THE LAST 12 MONTHS AND USED NB HEALTH LINK] When you used NB Health Link, did the services you received from this consultation meet your needs? **[READ ALL]**

- 1) No
- 2) Yes, partially
- 3) Yes, completely
- 777) **[VOL]** Do not know
- 999) **[VOL]** Prefer not to answer

Q38d. [IF Q11=2,777,999 AND Q12=2,777,999 AND Q37d=1: RESPONDENTS WHO DO NOT HAVE A PCP AND NEEDED MEDICAL CARE IN THE LAST 12 MONTHS AND USED eVISITNB] When you used eVisitNB, did the services you received from this consultation meet your needs? **[READ ALL]**

- 1) No
- 2) Yes, partially
- 3) Yes, completely
- 777) **[VOL]** Do not know
- 999) **[VOL]** Prefer not to answer

Q38e. [IF Q11=2,777,999 AND Q12=2,777,999 AND Q37e=1: RESPONDENTS WHO DO NOT HAVE A PCP AND NEEDED MEDICAL CARE IN THE LAST 12 MONTHS AND USED TELE-CARE 811] Did the services you received from Tele-Care 811 (Please pronounce “eight-one-one”) meet your needs? **[READ ALL]**

- 1) No
- 2) Yes, partially
- 3) Yes, completely
- 777) **[VOL]** Do not know
- 999) **[VOL]** Prefer not to answer

Q38f. [IF Q11=2,777,999 AND Q12=2,777,999 AND Q37f=1: RESPONDENTS WHO DO NOT HAVE A PCP AND NEEDED MEDICAL CARE IN THE LAST 12 MONTHS AND CONSULTED A PHARMACIST] Did the services you received from the pharmacist meet your needs? **[READ ALL]**

- 1) No
- 2) Yes, partially
- 3) Yes, completely
- 777) **[VOL]** Do not know
- 999) **[VOL]** Prefer not to answer

Q38g. **[IF Q11=2,777,999 AND Q12=2,777,999 AND Q37g=1: RESPONDENTS WHO DO NOT HAVE A PCP AND NEEDED MEDICAL CARE IN THE LAST 12 MONTHS AND USED AN OTHER TYPE OF SERVICE]**

Did the other services you received meet your needs? **[READ ALL]**

- 1) No
- 2) Yes, partially
- 3) Yes, completely
- 777) **[VOL]** Do not know
- 999) **[VOL]** Prefer not to answer

BLOCK 7: DIFFICULTIES IN RECEIVING HEALTH CARE SERVICES

Q39. Now think of any difficulties you may have experienced in getting the health care services you needed in the last 12 months. In the last 12 months, did you ... **[READ ALL, RANDOMIZE]**

- | | |
|--|-----------------------|
| a) Need health care services, but it was not available in your area at the time you needed it | 1) Yes 2) No 777) 999 |
| b) Have transportation problems | 1) Yes 2) No 777) 999 |
| c) Find that you were unable to leave the house because of a health problem | 1) Yes 2) No 777) 999 |
| d) Have difficulty finding your way around the health care system | 1) Yes 2) No 777) 999 |
| e) Have to travel over 100 km (or 60 miles) to use a health service | 1) Yes 2) No 777) 999 |
| f) Have difficulty accessing a computer, tablet, or smartphone for virtual care consultations, for example not owning one, or don't know how to use it | 1) Yes 2) No 777) 999 |
| g) Have difficulty accessing high-speed internet for virtual care consultations | 1) Yes 2) No 777) 999 |

BLOCK 8: VIRTUAL CARE

We will now ask you some questions about the last time you had a virtual consultation for your own personal medical care. A virtual consultation refers to health care that was not provided in-person. A virtual consultation includes health care services, advice or information that was provided by talking on the telephone, by video using a computer, tablet or telephone, or by email, text messaging, or online chat.

Q40. In the last 12 months, did you have a virtual consultation for your own personal medical care? This includes any type of health professional, and this also includes Tele-Care 811 (Please pronounce “eight-one-one”). **[DO NOT READ]**

- 1) Yes
- 2) No
- 777) **[VOL]** Do not know
- 999) **[VOL]** Prefer not to answer

CONTINUE
GO TO BLOCK 9
GO TO BLOCK 9
GO TO BLOCK 9

Q41. **[IF Q40=1: RESPONDENTS WHO HAD A VIRTUAL CARE CONSULTATION IN THE LAST 12 MONTHS]**

Thinking of the last time you had a virtual consultation with a health professional, who did you consult? **[READ ALL]**

- 1) My personal family doctor
- 2) My personal nurse practitioner
- 3) A doctor or nurse practitioner using NB Health Link

If Necessary: NB Health Link is a new program being tested in some regions in New Brunswick as part of the Government of New Brunswick Provincial Health Plan. Under this new program, patients can be seen temporarily by a team of doctors until they can be permanently matched with a family doctor or nurse practitioner.

If you are currently on the Patient Connect NB list, you will be called once the NB Health Link program is available in your area. If you would like to confirm that you are on the Patient Connect NB list or add your name to the list because you do not currently have a family doctor or nurse practitioner, you can call 811 or visit the website: Patient Connect NB - Online Registrations (snb.ca).

- 4) A doctor or nurse practitioner using eVisitNB
- 5) A mental health professional
- 6) A specialist
- 7) A doctor or nurse at a specialty clinic
- 8) Tele-Care 811 (Please pronounce “eight-one-one”)
- 9) Or other health professional, please specify: _____
- 777) **[VOL]** Do not know
- 999) **[VOL]** Prefer not to answer

Q42. **[IF Q40=1: RESPONDENTS WHO HAD A VIRTUAL CARE CONSULTATION IN THE LAST 12 MONTHS]**

Thinking of the last time you had a virtual consultation, how did you connect with this health professional? **[READ ALL]**

- 1) Talking on the telephone
- 2) By video using a computer, tablet or telephone

- 3) By email
- 4) By text messaging
- 5) Online chat
- 6) Other, please specify: _____
- 777) **[VOL]** Do not know
- 999) **[VOL]** Prefer not to answer

[IF Q40=1: RESPONDENTS WHO HAD A VIRTUAL CARE CONSULTATION IN THE LAST 12 MONTHS]

Thinking of the last time you had a virtual consultation, please tell us how much you agree or disagree with the following statements:

Q43. [IF Q40=1: RESPONDENTS WHO HAD A VIRTUAL CARE CONSULTATION IN THE LAST 12 MONTHS] I was able to connect with this health professional when I needed to. [READ ALL]

- 1) Strongly disagree
- 2) Disagree
- 3) Neither agree nor disagree
- 4) Agree
- 5) Strongly agree
- 777) **[VOL]** Do not know
- 999) **[VOL]** Prefer not to answer

Q44. [IF Q40=1: RESPONDENTS WHO HAD A VIRTUAL CARE CONSULTATION IN THE LAST 12 MONTHS] I was able to communicate my health concerns or problems virtually as well as I would have in-person. [READ ALL]

- 1) Strongly disagree
- 2) Disagree
- 3) Neither agree nor disagree
- 4) Agree
- 5) Strongly agree
- 777) **[VOL]** Do not know
- 999) **[VOL]** Prefer not to answer

Q45. [IF Q40=1: RESPONDENTS WHO HAD A VIRTUAL CARE CONSULTATION IN THE LAST 12 MONTHS] My health concerns or problems were addressed successfully. [READ ALL]

- 1) Strongly disagree
- 2) Disagree
- 3) Neither agree nor disagree
- 4) Agree
- 5) Strongly agree
- 777) **[VOL]** Do not know
- 999) **[VOL]** Prefer not to answer

Q46. [IF Q40=1: RESPONDENTS WHO HAD A VIRTUAL CARE CONSULTATION IN THE LAST 12 MONTHS]

Thinking of the last time you had a virtual consultation, what was your level of satisfaction with the health care services you received from this health professional? **[READ ALL]**

- 1) Very dissatisfied
- 2) Somewhat dissatisfied
- 3) Neither satisfied nor dissatisfied
- 4) Somewhat satisfied
- 5) Very satisfied
- 777) **[VOL]** Do not know
- 999) **[VOL]** Prefer not to answer

BLOCK 9: MENTAL HEALTH AND ADDICTIONS

The next questions will be about your mental health.

- Q47. In the last 12 months, was there ever a time when you felt that you needed to see or talk to a doctor, nurse, or other health professional about your mental or emotional health or your use of alcohol or drugs? **[DO NOT READ]**

IF NECESSARY: This includes things in your life that worry you or cause stress.

- 1) Yes
- 2) No
- 777) **[VOL]** Do not know
- 999) **[VOL]** Prefer not to answer

- Q48. In the last 12 months, did you see or talk to a doctor, nurse, or other health professional about your mental or emotional health or your use of alcohol or drugs? **[DO NOT READ]**

IF NECESSARY: This includes things in your life that worry you or cause stress.

- 1) Yes **CONTINUE**
- 2) No **GO TO Q50**
- 777) **[VOL]** Do not know **GO TO Q51**
- 999) **[VOL]** Prefer not to answer **GO TO Q51**

- Q49. **[IF Q48=1: RESPONDENTS WHO CONSULTED A HEALTH PROFESSIONAL IN THE LAST 12 MONTHS ABOUT THEIR MENTAL HEALTH]** Thinking of the most recent consultation, what was your level of satisfaction with the services you received from this health professional? **[READ ALL]**

- 1) Very dissatisfied
- 2) Somewhat dissatisfied
- 3) Neither satisfied nor dissatisfied
- 4) Somewhat satisfied
- 5) Very satisfied
- 777) **[VOL]** Do not know
- 999) **[VOL]** Prefer not to answer

GO TO Q51

Q50. [IF Q47=1 AND Q48=2: RESPONDENTS WHO FELT THEY NEEDED TO SEE SOMEONE FOR THEIR MENTAL HEALTH IN THE LAST 12 MONTHS BUT DID NOT SEE SOMEONE]: In the last 12 months, why didn't you see or talk to a doctor, nurse or other health professional about your mental or emotional health, or about the use of alcohol or drugs? **[READ ALL]**

- | | |
|--|------------------------|
| Q50a) Services were not available in my area | 1) Yes 2) No 777) 999) |
| Q50b) Waiting time for the services was too long | 1) Yes 2) No 777) 999) |
| Q50c) I was too busy | 1) Yes 2) No 777) 999) |
| Q50d) Services were not available at a convenient time for me, for example services are only available on weekdays | 1) Yes 2) No 777) 999) |
| Q50e) I could not afford the cost, or insurance did not cover enough | 1) Yes 2) No 777) 999) |
| Q50f) I didn't know how or where to get this kind of help | 1) Yes 2) No 777) 999) |
| Q50g) I was concerned about what others would think | 1) Yes 2) No 777) 999) |
| Q50h) I thought the problem would go away on its own | 1) Yes 2) No 777) 999) |
| Q50i) Other reason, please specify: _____ | 1) Yes 2) No 777) 999) |

BLOCK 10: CHRONIC HEALTH CONDITIONS

Now we will move to questions about your general health.

Q51. Has any health professional ever diagnosed you with or treated you for any of the following chronic health conditions? **[READ ALL, RANDOMIZE LIST]**

IF NECESSARY: A chronic health condition is a health condition that is persistent and usually lasts more than 12 months.

Chronic health condition	Yes	No	DK	REF
Q51a) Arthritis	1	2	777	999
Q51b) Asthma	1	2	777	999
Q51c) Chronic pain	1	2	777	999
Q51d) Emphysema or COPD (chronic obstructive pulmonary disease)	1	2	777	999
Q51e) Cancer	1	2	777	999
Q51f) Diabetes	1	2	777	999
Q51g) Depression	1	2	777	999
Q51h) A mood disorder other than depression, such as bipolar disorder, mania, manic depression, or dysthymia	1	2	777	999
Q51i) Heart disease	1	2	777	999
Q51j) Stroke	1	2	777	999
Q51k) High blood pressure or hypertension	1	2	777	999
Q51l) Gastric Reflux (GERD)	1	2	777	999
Q51m) High cholesterol	1	2	777	999
Q51n) Anxiety	1	2	777	999

Q52. **[IF AT LEAST ONE OF Q51A TO Q51N IS YES: RESPONDENTS WHO HAVE BEEN DIAGNOSED WITH A CHRONIC HEALTH CONDITION]** How confident are you that you can manage your health condition? By manage your health condition, we mean knowing what to do to control symptoms, prevent flare-ups, or monitor your condition. **[READ ALL]**

- 1) Not at all confident
- 2) Not very confident
- 3) Confident
- 4) Very confident
- 777) **[VOL]** Do not know
- 999) **[VOL]** Prefer not to answer

BLOCK 11: DEMOGRAPHICS

Now as we end, just a few questions about you that will help us analyze the results of this survey. Remember all your answers are confidential; this information will not be used to identify you personally.

Q53. What is the highest grade or level of school that you have completed? **[READ ALL]**

- 1) 8th grade or less
- 2) Some high school, but did not graduate
- 3) High school or GED
- 4) College, trade, or technical school diploma/certificate
- 5) Undergraduate degree
- 6) Post university/graduate level education
- 777) **[VOL]** Do not know
- 999) **[VOL]** Prefer not to answer

Q54. Were you born in Canada? **[DO NOT READ]**

- 1) Yes
- 2) No
- 777) **[VOL]** Do not know
- 999) **[VOL]** Prefer not to answer

Q55. We will not ask you to give us your salary or income; however, to help with better planning for health services that meet citizens' needs, could you tell us in which of the following three categories was your total household income before taxes in 2021? **[READ ALL]**

- 1) Less than \$25,000
- 2) \$25,000 to less than \$60,000
- 3) \$60,000 or more
- 777) **[VOL]** Do not know
- 999) **[VOL]** Prefer not to answer

Q56. Persons with disabilities include those who have a long-term physical, mental, intellectual or sensory impairments which may hinder their full participation in society on an equal basis with others. Are you limited in the kinds or amount of activity you can do at home, work or otherwise because of a physical or mental condition, or a health problem? **[READ ALL]**

- 1) Yes, often
- 2) Yes, sometimes
- 3) No
- 777) **[VOL]** Do not know
- 999) **[VOL]** Prefer not to answer

Q57. Do you self-identify as Indigenous? Indigenous includes Mi'kmaw (*pronounced Mig-Mah*), Wəlastəkewiyik (*pronounced Wool-las-two-gweeg*), Wolastoqew (*pronounced wool-las-two-gwow*), Maliseet (*pronounced Mal-ah-seat*), Peskotomuhkati (*pronounced pass-ah-mah-quad-dee*), First Nation, Inuk (*pronounced In-nuke*), and Métis (*pronounced may-tee*). **[DO NOT READ]**

NOTE TO INTERVIEWER:

- Mi'kmaw (s) - meeg-mah (mig-mah) (mig is pronounced like rig, mah is pronounce like maw)
- Mi'kmaq (pl) – mee-gah-mah-kh (h sounds like the h in husk) then the “k” sound
- Wolastoqew (s) - wool-las-two-gwow
- Wolastoqewiyik(pl) - wool-las-two-gweeg (emphasis on las, gweeg is pronounced like gw-wig)
- Wolastoqiyik (pl) - wool-las-two-gwi-ig
- Maliseet (mal-lah-seat)
- Peskotomuhkati/Passamaquoddy (pass-ah-mah-quad-dee)
- Inuit (s) in-new-it
- Inuk (pl) - in-nuke
- Innu (in-new)

1) Yes

2) No

777) **[VOL]** Do not know

999) **[VOL]** Prefer not to answer

CONTINUE

GO TO Q60

GO TO Q60

GO TO Q60

Q58. **[IF Q57=1: INDIGENOUS]** With which Indigenous group do you identify? **[READ ALL]**

Q58a) Mi'kmaq (*pronounced Mig-Mah*)

1) Yes 2) No 777) 999)

Q58b) Wəlastəkewiyik (*pronounced Wool-las-two-gweeg*), Wolastoqiyik (*wool-las-two-gwi-ig*) or Maliseet (*pronounced Mal-ah-seat*)

1) Yes 2) No 777) 999)

Q58c) Peskotomuhkati (*pronounced pass-ah-mah-quad-dee*) or Passamaquoddy (*pronounced pass-ah-mah-quad-dee*)

1) Yes 2) No 777) 999)

Q58d) Inuit (*Pronounced in-new-it*)

1) Yes 2) No 777) 999)

Q58e) Métis (*pronounced may-tee*)

1) Yes 2) No 777) 999)

Q58f) Another First Nation in Canada, please specify: _____

1) Yes 2) No 777) 999)

Q59. **[IF Q57=1 AND [Q58a=1 OR Q58b=1 OR Q58c=1]]: INDIGENOUS WHO ARE MI'KMAW, MALISEET OR PESKOTOMUHKATI** Do you live in your First Nation community (on-reserve)? **[DO NOT READ]**

1) Yes

2) No

999) **[VOL]** Prefer not to answer

Q60. Which of the following best describes you? **[READ ALL]**

IF NECESSARY: We are asking you for this information because we want to look at the health care needs of all individuals regardless of their characteristics and circumstances, such as gender, age, race, language, disability or sexual orientation. This will always be reported as a group of survey respondents and will not be used to identify you personally.

- 1) Heterosexual (straight)
- 2) Gay or lesbian
- 3) Bisexual or pansexual
- 4) Asexual, that is someone who doesn't experience sexual attraction
- 5) **[IF Q58=1: INDIGENOUS]** Two-spirit
IF NECESSARY: Two-spirit is a term used by some Indigenous people to describe their sexual, gender and/or spiritual identity that goes beyond Western notions and language. As an umbrella term it may encompass same-sex attraction and a wide variety of gender variance.
- 6) I am not sure of my sexual identity
- 7) None of these choices describe me, I identify as: _____
- 8) I do not understand this question
- 999) **[VOL]** Prefer not to answer

Q61. In our society, sometimes people are described by their race or racial background. These are not based in science, but our race may influence the way we are treated by individuals and institutions, and this may affect our health. Which category best describes you? You may choose more than one. **[READ ALL]**

- Q61a) Black (**IF NECESSARY:** For example African, African Canadian, Afro-Caribbean descent)
- Q61b) East Asian (**IF NECESSARY:** For example Chinese, Japanese, Korean, Taiwanese descent)
- Q61c) Indigenous (**IF NECESSARY:** First Nations, Mi'kmaq, Wolastoqewiyik, Maliseet, Passamaquoddy, Inuit, or Métis decent)
- Q61d) Latin American (**IF NECESSARY:** For example Hispanic or Latin American descent)
- Q61e) Middle Eastern (**IF NECESSARY:** For example Arab, Persian, West Asian descent (such as Afghan, Egyptian, Iranian, Kurdish, Lebanese, or Turkish))
- Q61f) South Asian (**IF NECESSARY:** For example South Asian descent (such as Bangladeshi, Indian, Indo-Caribbean, Pakistani, or Sri Lankan))
- Q61g) Southeast Asian (**IF NECESSARY:** For example Cambodian, Filipino, Indonesian, Thai, Vietnamese, or other Southeast Asian descent)
- Q61h) White (**IF NECESSARY:** European descent)
- Q61i) Another race category, please specify: _____

We have now reached the end of the survey.

On behalf of the New Brunswick Health Council, thank you for taking the time to complete this survey.