

Grand Bay-Westfield, Westfield, Greenwich Area

Bayswater, Browns Flat, Carters Point, Clifton Royal, Grand Bay-Westfield, Hampstead, Kars, Long Reach, Lower Greenwich, Nerepis, Public Landing, Summerville, Welsford, Wickham, Wirral



Demographic Profile ¹		n = 271 2014 (%)	n = 13,614 NB (%)
Age Group	18-34	21.7	24.3
	35-54	38.2	36.7
	55-64	20.5	18.7
	65+	19.6	20.3
Gender	Male	49.4	48.0
	Female	50.6	52.0
Education Level	High school or less	35.0	38.7
	College/Technical diploma	34.0	31.4
	University degree	31.0	29.9
Aboriginal	Yes	1.6	3.0
Preferred Language of Service	English	99.0	74.6
	French	1.0	25.4
Household Income	Less than \$25,000	17.9	19.9
	\$25,000 - \$59,999	27.8	35.5
	\$60,000 or more	54.3	44.6
Employment Status	Employed	57.1	54.6
	Unemployed/Seasonal	5.0	7.3
	Retired	25.9	24.7
	Other	12.1	13.5

Population (18 and over) based on 2011 Census: 8,105

Confidence interval calculated at a 95% level of confidence.

Sample size shown represents total number of respondents.
Exact number of respondents varies per survey indicator.

Health Services Barriers	n = 233 2011 (%)	n = 271 2014 (%)	n = 13,614 NB (%)
Health services not available in your area when needed	11.0 ^E (7.0 – 15.0)	14.9 (10.7 – 19.1)	17.4 (16.7 – 18.0)
Transportation problems	F	5.4 ^E (2.7 – 8.1)	7.1 (6.6 – 7.5)
Language problems with health care provider	4.6 ^E (2.0 – 7.3)	F	4.2 (3.9 – 4.6)
Cost for medication too high	45.7 (39.3 – 52.1)	31.5 (26.0 – 37.0)	35.2 (34.3 – 36.0)
Cost for treatments or procedures too high	18.0 (13.0 – 23.1)	15.9 (11.5 – 20.3)	19.9 (19.2 – 20.6)
Cost for ambulance services too high	28.0 (21.3 – 34.6)	17.3 (12.3 – 22.3)	21.7 (20.9 – 22.4)
Unable to leave the house because of health problems	18.6 (13.7 – 23.5)	12.0 (8.2 – 15.8)	12.5 (11.9 – 13.0)
Have trouble finding their way around the health care system	11.0 ^E (7.0 – 15.0)	14.2 (10.1 – 18.3)	9.3 (8.8 – 9.8)
Difficulty understanding written information about medical condition or prescription (% always or usually)	10.9 ^E (6.9 – 14.9)	5.3 ^E (2.6 – 8.0)	9.4 (8.9 – 9.9)
How often was a medical condition or prescription explained to you in a way that you could understand? (% always or usually)	90.0 (86.1 – 93.9)	93.4 (90.4 – 96.4)	91.0 (90.6 – 91.5)
Things that contribute a lot to feelings of stress			
Health of family members	Not Available	39.5 (33.8 – 45.2)	38.1 (37.3 – 38.9)
Time pressures / not enough time	Not Available	36.7 (31.0 – 42.4)	40.9 (40.1 – 41.7)
Your financial situation (ex: not enough money, or debt)	Not Available	33.8 (28.2 – 39.3)	33.5 (32.7 – 34.2)

¹Based on survey respondents, weighted by age and gender

^E Use with caution (coefficient of variation between 16.6% and 33.3%)

^F Too unreliable to be published (coefficient of variation greater than 33.3%)

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↑ = Higher than 2011 results
↓ = Lower than 2011 results

	n = 233	n = 271	n = 13,614
Health Profile	2011 (%)	2014 (%)	NB (%)
Self-rated Health (% very good or excellent)	57.3 (51.0 – 63.6)	52.7 (46.9 – 58.6)	50.5 (49.6 – 51.3)
Self-rated mental or emotional health (% very good or excellent)	Not Available	65.4 (59.9 – 71.0)	65.4 (64.6 – 66.2)
“My health largely depends on how well I take care of myself” (% strongly agree)	57.3 (51.0 – 63.6)	61.8 (56.0 – 67.5)	55.2 (54.4 – 56.0)
Number of prescription medications taken on a regular basis ³ (% 6 or more)	12.7 ^E (7.5 – 17.9)	8.8 ^E (4.9 – 12.8)	15.2 (14.5 – 15.9)
Discuss regularly with a health professional on improving health or preventing illness (% always or usually)	36.5 (30.2 – 42.8)	29.1 (23.7 – 34.5)	25.4 (24.7 – 26.1)
How long have you been seeing the same family doctor? (% 5 years or more)	80.5 (75.4 – 85.6)	73.4 (68.1 – 78.7)	73.0 (72.2 – 73.7)
Are you limited in doing activities because of a physical or mental condition, or a health problem? (% yes)	Not Available	19.6 (14.9 – 24.2)	22.1 (21.4 – 22.8)
Memory Loss			
Someone in household has a memory problem	Not Available	11.7 ^E (7.9 – 15.5)	9.9 (9.4 – 10.4)
...that interferes with day to day function	Not Available	5.7 ^E (3.0 – 8.4)	3.9 (3.6 – 4.2)
Health Behaviours			
Eating fruits and vegetables (% 5 portions or more a day)	Not Available	43.6 (37.7 – 49.4)	50.4 (49.5 – 51.2)
Moderate or vigorous physical activity (% at least 2 ½ hours a week)	Not Available	52.5 (46.7 – 58.3)	49.0 (48.1 – 49.8)
Current smoker (% daily or occasional)	Not Available	15.8 (11.6 – 20.1)	19.2 (18.5 – 19.8)
Unhealthy weight (% obese)	Not Available	27.7 (22.3 – 33.0)	30.8 (30.0 – 31.6)

	n = 233	n = 271	n = 271	n = 13,614
Chronic Health Conditions ¹	2011 (%)	2014 (%)	2014 ² (#)	NB (%)
One or more chronic health conditions ³	56.0 (49.7 – 62.3)	60.1 (54.4 – 65.9)	4,873	61.6 (60.8 – 62.4)
High blood pressure	22.8 (17.4 – 28.1)	25.3 (20.2 – 30.4)	2,054	27.0 (26.2 – 27.7)
Arthritis	18.5 (13.6 – 23.4)	18.0 (13.5 – 22.5)	1,462	17.4 (16.8 – 18.0)
Gastric Reflux (GERD)	14.2 (9.7 – 18.6)	17.3 (12.8 – 21.7)	1,399	16.4 (15.8 – 17.0)
Depression	7.9 ^E (4.4 – 11.3)	↑ 16.9 (12.5 – 21.3)	1,370	14.9 (14.3 – 15.5)
Chronic pain	17.5 (12.7 – 22.4)	13.3 (9.3 – 17.2)	1,075	14.0 (13.5 – 14.6)
Cancer	8.6 ^E (5.0 – 12.1)	10.1 ^E (6.6 – 13.7)	821	8.3 (7.8 – 8.7)
Diabetes	9.9 ^E (6.1 – 13.7)	9.3 ^E (5.9 – 12.7)	754	10.7 (10.1 – 11.2)
Heart disease	7.4 ^E (4.1 – 10.7)	7.0 ^E (4.0 – 10.0)	565	8.3 (7.9 – 8.8)
Asthma	8.2 ^E (4.7 – 11.7)	4.4 ^E (2.0 – 6.8)	357	11.8 (11.3 – 12.4)
Mood disorder other than depression	F	F	200	3.0 (2.7 – 3.2)
Emphysema or COPD	F	F	195	3.0 (2.7 – 3.3)
Stroke	F	F	116	2.5 (2.2 – 2.8)

Confidence interval calculated at a 95% level of confidence.

Symbols ↑ and ↓ indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

¹ Self-reported based on survey respondents

² Estimated number of citizens who have the selected chronic health condition

³ Among the twelve chronic health conditions listed in table located at the right of this page.

^E Use with caution (coefficient of variation between 16.6% and 33.3%)

^F Too unreliable to be published (coefficient of variation greater than 33.3%)

Grand Bay-Westfield, Westfield, Greenwich Area

B = Better than 2011 results
W = Worse than 2011 results

n=233 n=271 1 to 33 n=13,614

Primary Health Indicator		2011 ¹	2014	Rank ²	NB		
Accessibility							
The ability of patients/clients to obtain care/service at the right place and the right time, based on respective needs, in the official language of their choice							
Personal Family Doctor	A-1	Has a personal family doctor (% yes)	92.0 (88.5 – 95.5)	95.2 (92.7 - 97.7)	9	92.1 (91.7 - 92.5)	
	A-2	Calling family doctor's office during regular practice hours (% very easy or somewhat easy)	83.6 (78.7 – 88.4)	76.0 (70.8 - 81.2)	23	78.3 (77.6 - 79.0)	
	A-3	Family doctor has extended office hours (after 5pm or on weekends) (% yes)	Not available	14.3 (10.1 - 18.5)	18	16.2 (15.6 - 16.8)	
	A-4	Family doctor has an after-hour arrangement when office is closed (% yes)	24.5 (18.9 – 30.1)	17.6 (13.0 - 22.2)	12	18.2 (17.5 - 18.9)	
	A-5	How quickly appointment can be made with family doctor	(% on same day or next day)	47.8 (41.1 – 54.4)	37.8 (31.7 - 43.9)	4	30.1 (29.3 - 30.9)
			(% within 5 days)	74.9 (69.1 – 80.6)	70.3 (64.6 - 76.0)	5	60.3 (59.4 - 61.2)
	A-6	Nurse working with family doctor who is regularly involved in health care (% yes)	40.4 (34.0 – 46.8)	36.8 (31.0 - 42.6)	4	27.5 (26.7 - 28.3)	
	A-7	Has access to a primary health team ³ (% yes)	36.4 (30.3 – 42.5)	37.6 (31.9 - 43.3)	3	28.5 (27.8 - 29.2)	
	A-8	Wait time at the hospital emergency department (% less than 4 hours)	71.4 (60.2 – 82.6)	84.8 (76.9 - 92.7)	8	73.9 (72.7 - 75.1)	
A-9	How often citizens received the health care service they needed in the official language of their choice (% who always received service in language of preference)	English ⁴	98.0 (96.1 – 99.9)	98.9 (97.6 - 100.0)	-	95.2 (94.8 - 95.6)	
		French ⁴	F	F	-	72.6 (71.0 - 74.2)	

¹ Community results were not reported in 2011

² Indicator rank across 33 communities, from best (1) to worst (33)

³ Primary health team: Has access to a family doctor and has access to either a nurse practitioner or a nurse or other health professionals at their family doctor's office

⁴ Preferred language of service as indicated by respondent in the survey

^F Too unreliable to be published (coefficient of variation greater than 33.3%)

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n=233

n=271

1 to 33

n=13,614

Primary Health Indicator		2011 ¹	2014	Rank ²	NB
Appropriateness					
Care/service provided is relevant to the patients'/clients' needs and based on established standards					
Q-1	Adults 65 and over who received their flu shot in the last year (% yes)	Not available	74.6 (66.6 - 82.6)	8	70.6 (69.2 - 72.0)
Q-2	Adults with one or more of four select chronic health conditions ⁵ who had measurements for blood pressure in the past 12 months (% yes)	97.7 (94.7 - 100.7)	92.1 (87.2 - 97.0)	17	91.3 (90.6 - 92.0)
Q-3	Adults with one or more of four select chronic health conditions ⁵ who had measurements for cholesterol in the past 12 months (% yes)	81.0 (73.1 - 89.0)	68.8 (60.4 - 77.2)	29	76.3 (75.2 - 77.4)
Q-4	Adults with one or more of four select chronic health conditions ⁵ who had measurements for blood sugar in the past 12 months (% yes)	75.5 (66.8 - 84.2)	68.3 (59.8 - 76.8)	29	73.9 (72.8 - 75.0)
Q-5	Adults with one or more of four select chronic health conditions ⁵ who had measurements for body weight in the past 12 months (% yes)	67.0 (57.5 - 76.5)	55.9 (46.9 - 64.9)	23	59.3 (58.0 - 60.6)
Q-6	How often family doctor helps citizens coordinate the care from other health care providers and places (% always)	77.7 (71.0 - 84.4)	67.4 (59.5 - 75.3)	25	70.7 (69.7 - 71.7)
Effectiveness					
Care/service, intervention or action achieves the desired results					
Q-7	Citizens with a chronic health condition ⁷ who have confidence in controlling and managing their health condition (% very confident)	52.2 (44.4 - 60.0)	52.4 (45.4 - 59.4)	1	42.2 (41.2 - 43.2)
Safety					
Potential risks of an intervention or the environment are avoided or minimized					
Q-8	Citizens with a chronic health condition ⁷ who know what each of their prescribed medications do (% strongly agree)	57.0 (48.6 - 65.4)	61.7 (54.5 - 68.9)	2	47.7 (46.6 - 48.8)
Q-9	Was harmed due to a medical error or mistake as a result of health care services received in the last 12 months (excluding hospital stay) (% yes)	F	F	-	2.7⁶ (2.4 - 3.0)

¹ Community results were not reported in 2011

² Indicator rank across 33 communities, from best (1) to worst (33)

⁵ Self-reported by respondent: Diabetes, heart disease, stroke or high blood pressure

⁶ For this type of indicator, a "better" result is achieved when the indicator has a "lower" value

⁷ Self-reported by respondent: Arthritis, asthma, cancer, chronic pain, depression, diabetes, emphysema or COPD, gastric reflux (GERD), heart disease, high blood pressure or hypertension, mood disorder other than depression, or stroke

^F Too unreliable to be published (coefficient of variation greater than 33.3%)

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n=233 n=271 1 to 33 n=13,614

Primary Health Indicator		2011 ¹	2014	Rank ²	NB
Efficiency					
Achieving the desired results with the most cost-effective use of resources					
Q-10	Model of care used most often when sick or in need of care from a health professional (% hospital emergency department)	10.5 ^{E,6} (6.6 – 14.4)	6.3 ^{E,6} (3.4 - 9.2)	9	11.5 ⁶ (11.0 - 12.0)
Q-11	Has used Tele-Care or other telephone information lines in the last 12 months (% yes)	8.4 ^E (4.9 – 11.9)	5.9 ^E (3.1 - 8.7)	21	7.4 (7.0 - 7.8)
Use of services					
Using primary health services in the last 12 months					
U-1	Visited a personal family doctor (% yes)	79.0 (73.8 – 84.2)	81.1 (76.5 - 85.7)	18	80.3 (79.6 - 81.0)
U-2	Visited a hospital emergency department (% yes)	32.7 (26.7 – 38.7)	28.6 (23.3 - 33.9)	32	41.3 (40.5 - 42.1)
U-3	Visited a specialist (% yes)	Not available	51.1 (45.2 - 57.0)	28	56.4 (55.6 - 57.2)
U-4	Visited an after-hours clinic or a walk-in clinic (% yes)	17.5 (12.7 – 22.3)	19.4 (14.8 - 24.0)	19	24.3 (23.6 - 25.0)
U-5	Visited an alternative practitioner (% yes)	Not available	17.9 (13.4 - 22.4)	31	25.2 (24.5 - 25.9)
U-6	Visited a community health centre (% yes)	5.3 ^E (2.4 – 8.2)	F	-	6.9 (6.5 - 7.3)
U-7	Used ambulance services (% yes)	6.4 ^E (3.3 – 9.5)	3.7 ^E (1.5 - 5.9)	31	5.7 (5.3 - 6.1)
U-8	Visited a nurse practitioner (% yes)	F	F	-	7.7 (7.3 - 8.1)
U-9	Visited a health professional at a private clinic (% yes)	Not available	23.3 (18.4 - 28.2)	17	23.7 (23.0 - 24.4)

¹ Community results were not reported in 2011

² Indicator rank across 33 communities. Under “efficiency” the rank is from best (1) to worst (33). Under “use of services” the rank is from highest (1) to lowest (33).

⁶ For this type of indicator, a “better” result is achieved when the indicator has a “lower” value

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Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

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n=233

n=271

1 to 33

n=13,614

Primary Health Indicator		2011 ¹	2014	Rank ²	NB
Communication/Relationship with personal family doctor					
C-1	How often family doctor explains things in a way that is easy to understand (% always)	82.1 (76.5 – 87.7)	85.0 (80.4 - 89.6)	5	80.2 (79.5 - 80.9)
C-2	How often family doctor involves citizens in decisions about their health care (% always)	74.5 (68.4 – 80.6)	79.3 (73.9 - 84.7)	1	68.2 (67.3 - 69.1)
C-3	How often family doctor gives citizens enough time to discuss feelings, fears and concerns about their health (% always)	74.3 (68.1 – 80.5)	77.0 (71.2 - 82.8)	2	71.9 (71.0 - 72.8)
Satisfaction (Overall rating of primary health services. When rating is described as “% 8, 9 or 10”, this is based on a scale of zero to 10.)					
S-1	Overall health care services received in New Brunswick (% 8, 9 or 10)	62.2 (56.0 – 68.4)	69.7 (64.2 - 75.2)	12	67.9 (67.1 - 68.7)
S-2	Services from personal family doctor (% 8, 9 or 10)	87.2 (82.6 – 91.7)	86.3 (81.8 - 90.8)	7	83.9 (83.2 - 84.6)
S-3	Services at the hospital emergency department (% 8, 9 or 10)	49.9 (37.8 – 62.0)	53.2 (42.2 - 64.2)	17	53.4 (52.1 - 54.7)
S-4	Services from specialist (% 8, 9 or 10)	Not available	77.3 (70.9 - 83.7)	29	82.0 (81.2 - 82.8)
S-5	Services at an after-hours clinic or walk-in clinic (% 8, 9 or 10)	85.3 (72.7 – 98.0)	86.1 (75.4 - 96.8)	2	73.3 (71.6 - 75.0)
S-6	Services from alternative practitioner (% 8, 9 or 10)	Not available	91.0 (82.5 - 99.5)	4	87.3 (86.2 - 88.4)
S-7	Services at a community health centre (% 8, 9 or 10)	71.8 ^E (45.2 – 98.4)	74.3 ^E (47.2 - 100.0)	23	76.2 (73.6 - 78.8)
S-8	Ambulance services (% 8, 9 or 10)	97.1 (88.6 – 100.0)	82.8 (64.9 - 100.0)	23	87.5 (85.3 - 89.7)
S-9	Services from nurse practitioner (% 8, 9 or 10)	Suppressed ⁸	Suppressed ⁸	-	85.8 (83.7 - 87.9)
S-10	Services at a private clinic (% 8, 9 or 10)	Not available	83.4 (74.1 - 92.7)	18	82.9 (81.6 - 84.2)
S-11	Evaluation of Tele-Care services (% very or somewhat helpful)	87.3 (72.3 – 100.0)	90.7 (76.5 - 100.0)	16	89.3 (87.2 - 91.4)
S-12	Evaluation of care received for mental or emotional health (among citizens who have talked to a health professional) (% very or somewhat helpful)	91.0 (80.0 – 100.0)	88.0 (79.4 - 96.6)	24	90.8 (89.6 - 92.0)
S-13	Wait time from booking appointment to seeing specialist (among citizens who have seen a specialist) (% very or somewhat satisfied)	Not available	74.7 (67.9 - 81.5)	33	80.5 (79.6 - 81.4)

¹ Community results were not reported in 2011

² Indicator rank across 33 communities, from best (1) to worst (33)

⁸ Results suppressed due to limited number of nurse practitioners

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