



The New Brunswick Primary Health Care Survey

Questions and Answers

1. What was the Primary Health Care Survey?

Citizens should be given the opportunity to express their opinions about the health care services they receive in New Brunswick. In this telephone survey, New Brunswickers were asked about their experiences with personal family doctors, emergency departments, specialists, after hours clinics, community health centres, nurse practitioners, ambulance services and alternative medicine practitioners. They were also asked about their use and access to primary health care.

2. What was the purpose of this survey?

This province-wide survey evaluated the quality of primary health care provided to New Brunswickers. The overall results of this survey were shared in a public report, and helped identify what is being done well and what could be done better.

3. What is primary health care?

Primary health care is usually the first point of contact with the healthcare system. Primary health care providers are essential for effective preventative medicine, health maintenance and management of chronic conditions, and may include family doctors, nurses, nurse practitioners, dietitians, physiotherapists, social workers, and other health professionals.

4. Who was conducting the Primary Health Care Survey?

The New Brunswick Health Council (NBHC) has been established as an independent organization that measures, monitors and evaluates New Brunswick's health system performance through a citizen-centered dual mandate of performance measurement and citizen engagement. The phone calls were made by MarketQuest-Omnifacts, an independent research company, on behalf of the NBHC.



5. Why was it important to have a survey about primary health care?

Primary health care services affect the lives of all New Brunswick citizens in many different ways. Based on the 2010 New Brunswick Health System Report Card (www.nbhc.ca/care_experience.cfm), the Primary Health sector received a “D” grade as a measure of performance. This province-wide survey was a unique opportunity for New Brunswickers in all communities to share their views and help drive improvements in primary health care services.

6. Why was it important for citizens to respond to this survey?

There have been Canadian primary health care surveys in the past that included New Brunswick, which has allowed us to make high-level comparisons with the other provinces. However, until now there had not been enough provincial data to look at health care needs at the community level.

This survey was the most comprehensive primary health care survey in New Brunswick’s history because it provided information at the community level that can be used for strategic planning for how health services evolve. This enabled the NBHC to properly look at the six dimensions of quality: accessibility, appropriateness, effectiveness, efficiency, equity and safety factors, in all regions of the province.

7. Who could have been selected to take part in this survey?

The Primary Health Care survey included citizens 18 years of age and older from every community in New Brunswick. Participation was voluntary. Not all citizens were selected to participate; those who were have been selected at random (like flipping a coin) and were invited to complete a telephone survey.

8. When could I have received a phone call to participate in this survey?

Not all citizens were asked to participate in this survey. The survey started in February 2011 and continued for about three months.



9. What kind of questions did the survey ask?

The survey asked New Brunswickers:

- Their views about the New Brunswick health care system
- How healthy they are
- If they have chronic conditions (such as asthma, diabetes, and heart disease)
- If they have a family doctor
- Where they go when they need care from a health professional
- Experiences with health services received from their family doctor, specialist, nurse practitioner, or alternative practitioner
- Experiences with health services received at community health centres, after hours clinics, walk-in clinics, hospital emergency departments, and ambulance services
- If they have a regular healthcare provider, how quickly they can get an appointment when they are sick or need medical attention
- Information about their age, income level, education, employment, postal code, and language spoken most often at home
- Preferred language when receiving health care services and how often they receive the service they need in the language of their choice
- Difficulties they may have experienced in getting primary health care
- If they are willing to provide the New Brunswick Health Council with their Medicare number for research purposes only

10. How long did it take to complete the survey?

This survey was a unique opportunity for you to share your views about the health care services you have received in New Brunswick. This survey took 20 minutes or more to complete depending on the number of primary health care services you have received.

11. How was my personal information protected?

Your answers were kept strictly confidential and were only added to others when survey results were reported. All the necessary steps were taken to ensure that the information collected from the Primary Health Care Survey is protected and secure. This survey adhered to the privacy laws of New Brunswick under the Personal Health Information Privacy and Access Act (PHIPAA - www.gnb.ca/0051/acts). Your doctors, nurses and other healthcare providers do not know how you responded.



12. How were my survey answers used?

Answers to this survey provided a strong voice for the citizens of New Brunswick. Based on the survey results, the New Brunswick Health Council can provide baseline information for each community and monitor improvements over time.

13. I wanted to complete a survey – what if I didn't receive one?

Unfortunately, only a sample of randomly chosen citizens received the survey (like flipping a coin). In order to have the most accurate results, we needed to use this survey method. The New Brunswick Health Council is committed to actively engaging citizens in quality improvement. Even if you did not have a chance to participate in this survey, there will be other opportunities for you to make a difference in the health care system.

14. Could health care staff also participate in this survey?

Yes, it was an opportunity for everyone to have their say as a citizen of New Brunswick. We were looking for answers from the perspective of the primary health care service recipient.

15. Who do I call if I have any questions or concerns?

If you have any questions or would like to have more information about this survey please call the toll-free number 1-877-225-2521 or visit the New Brunswick Health Council web site at www.nbhc.ca.