



Florenceville-Bristol, Woodstock, Wakefield Area

Aberdeen, Bath, Bedell, Beechwood, Belleville, Bloomfield (Carleton County), Brighton, Bristol, Carlow, Centreville, Cloverdale, Florenceville-Bristol, Glassville, Grafton, Greenfield, Hartland, Holmesville, Jacksonville, Johnville, Juniper, Kent, Lower Woodstock, Newbridge, Newburg, Northampton, Peel, Pembroke, Richmond, Simonds, Somerville, Summerfield (Carleton County), Upper Kent, Victoria Corner, Wakefield, Waterville (Carleton County), Wicklow, Wilmot, Woodstock

n = 782

n = 13,614

Demographic Profile ¹		2014 (%)	NB (%)
Age Group	18-34	23.1	24.3
	35-54	38.0	36.7
	55-64	19.0	18.7
	65+	19.9	20.3
Gender	Male	47.8	48.0
	Female	52.2	52.0
Education Level	High school or less	40.9	38.7
	College/Technical diploma	37.4	31.4
	University degree	21.8	29.9
Aboriginal	Yes	2.0	3.0
Preferred Language of Service	English	98.9	74.6
	French	1.1	25.4
Household Income	Less than \$25,000	18.0	19.9
	\$25,000 - \$59,999	44.0	35.5
	\$60,000 or more	38.1	44.6
Employment Status	Employed	56.3	54.6
	Unemployed/Seasonal	5.1	7.3
	Retired	21.4	24.7
	Other	17.2	13.5

Population (18 and over) based on 2011 Census: 21,295

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.

n = 612

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Health Services Barriers	2011 (%)	2014 (%)	NB (%)
Health services not available in your area when needed	29.8 (26.3 – 33.4)	23.3 (20.4 – 26.2)	17.4 (16.7 – 18.0)
Transportation problems	9.5 (7.2 – 11.8)	8.6 (6.7 – 10.6)	7.1 (6.6 – 7.5)
Language problems with health care provider	5.9 (4.1 – 7.8)	4.3 ^E (2.9 – 5.7)	4.2 (3.9 – 4.6)
Cost for medication too high	40.3 (36.5 – 44.2)	28.5 (25.4 – 31.6)	35.2 (34.3 – 36.0)
Cost for treatments or procedures too high	15.5 (12.6 – 18.4)	13.6 (11.2 – 16.0)	19.9 (19.2 – 20.6)
Cost for ambulance services too high	25.7 (21.6 – 29.7)	15.9 (13.1 – 18.6)	21.7 (20.9 – 22.4)
Unable to leave the house because of health problems	16.9 (14.0 – 19.8)	12.6 (10.3 – 14.9)	12.5 (11.9 – 13.0)
Have trouble finding their way around the health care system	13.1 (10.4 – 15.7)	10.9 (8.8 – 13.1)	9.3 (8.8 – 9.8)
Difficulty understanding written information about medical condition or prescription (% always or usually)	11.5 (8.9 – 14.1)	9.8 (7.7 – 11.9)	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)	89.7 (87.3 – 92.1)	87.2 (84.9 – 89.6)	91.0 (90.6 – 91.5)
Things that contribute a lot to feelings of stress			
Time pressures / not enough time	Not Available	40.9 (37.5 – 44.3)	40.9 (40.1 – 41.7)
Your financial situation (ex: not enough money, or debt)	Not Available	36.0 (32.7 – 39.3)	33.5 (32.7 – 34.2)
Health of family members	Not Available	35.7 (32.4 – 39.0)	38.1 (37.3 – 38.9)

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 = 612	n = 782	n = 13,614
Health Profile	2011 (%)	2014 (%)	NB (%)
Self-rated Health (% very good or excellent)	57.3 (53.4 – 61.2)	50.3 (46.9 – 53.8)	50.5 (49.6 – 51.3)
Self-rated mental or emotional health (% very good or excellent)	Not Available	64.2 (60.9 – 67.5)	65.4 (64.6 – 66.2)
“My health largely depends on how well I take care of myself” (% strongly agree)	46.6 (42.6 – 50.6)	50.3 (46.8 – 53.7)	55.2 (54.4 – 56.0)
Number of prescription medications taken on a regular basis ³ (% 6 or more)	12.6 (9.4 – 15.8)	17.5 (14.2 – 20.7)	15.2 (14.5 – 15.9)
Discuss regularly with a health professional on improving health or preventing illness (% always or usually)	31.8 (27.9 – 35.7)	25.0 (22.0 – 28.0)	25.4 (24.7 – 26.1)
How long have you been seeing the same family doctor? (% 5 years or more)	85.8 (83.1 – 88.6)	82.9 (80.2 – 85.6)	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	23.2 (20.3 – 26.1)	22.1 (21.4 – 22.8)
Memory Loss			
Someone in household has a memory problem	Not Available	13.0 (10.6 – 15.3)	9.9 (9.4 – 10.4)
...that interferes with day to day function	Not Available	4.7 (3.2 – 6.1)	3.9 (3.6 – 4.2)
Health Behaviours			
Eating fruits and vegetables (% 5 portions or more a day)	Not Available	51.4 (47.9 – 54.9)	50.4 (49.5 – 51.2)
Moderate or vigorous physical activity (% at least 2 ½ hours a week)	Not Available	45.3 (41.9 – 48.8)	49.0 (48.1 – 49.8)
Current smoker (% daily or occasional)	Not Available	20.1 (17.3 – 22.8)	19.2 (18.5 – 19.8)
Unhealthy weight (% obese)	Not Available	38.8 (35.3 – 42.2)	30.8 (30.0 – 31.6)

	n = 612	n = 782	n = 782	n = 13,614
Chronic Health Conditions ¹	2011 (%)	2014 (%)	2014 ² (#)	NB (%)
One or more chronic health conditions ³	54.6 (50.6 – 58.6)	59.7 (56.3 – 63.1)	12,711	61.6 (60.8 – 62.4)
High blood pressure	23.4 (20.1 – 26.7)	29.2 (26.1 – 32.3)	6,217	27.0 (26.2 – 27.7)
Arthritis	19.1 (16.0 – 22.2)	17.7 (15.0 – 20.3)	3,760	17.4 (16.8 – 18.0)
Chronic pain	15.7 (12.8 – 18.5)	14.5 (12.1 – 16.9)	3,092	14.0 (13.5 – 14.6)
Depression	10.8 (8.4 – 13.3)	14.5 (12.0 – 16.9)	3,079	14.9 (14.3 – 15.5)
Diabetes	10.5 (8.1 – 12.9)	13.9 (11.5 – 16.3)	2,957	10.7 (10.1 – 11.2)
Gastric Reflux (GERD)	14.7 (11.9 – 17.4)	13.7 (11.3 – 16.0)	2,907	16.4 (15.8 – 17.0)
Asthma	9.5 (7.2 – 11.8)	10.6 (8.5 – 12.7)	2,261	11.8 (11.3 – 12.4)
Heart disease	8.1 (6.0 – 10.2)	8.5 (6.6 – 10.5)	1,819	8.3 (7.9 – 8.8)
Cancer	6.0 (4.1 – 7.8)	6.9 (5.2 – 8.7)	1,476	8.3 (7.8 – 8.7)
Emphysema or COPD	2.5 ^E (1.3 – 3.8)	4.0 ^E (2.6 – 5.3)	845	3.0 (2.7 – 3.3)
Mood disorder other than depression	2.3 ^E (1.1 – 3.4)	2.7 ^E (1.6 – 3.9)	581	3.0 (2.7 – 3.2)
Stroke	1.9 ^E (0.8 – 3.0)	2.1 ^E (1.1 – 3.1)	456	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%)

Florenceville-Bristol, Woodstock, Wakefield Area

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

n=612 n=782 1 to 33 n=13,614

Primary Health Indicator		2011	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)	98.1 (97.0 - 99.2)	W 92.6 (90.8 - 94.4)	20	92.1 (91.7 - 92.5)	
	A-2	Calling family doctor's office during regular practice hours (% very easy or somewhat easy)	77.1 (73.7 - 80.5)	73.6 (70.4 - 76.8)	27	78.3 (77.6 - 79.0)	
	A-3	Family doctor has extended office hours (after 5pm or on weekends) (% yes)	Not available	16.4 (13.7 - 19.1)	12	16.2 (15.6 - 16.8)	
	A-4	Family doctor has an after-hour arrangement when office is closed (% yes)	19.2 (16.1 - 22.3)	13.7 (11.2 - 16.2)	19	18.2 (17.5 - 18.9)	
	A-5	How quickly appointment can be made with family doctor	(% on same day or next day)	34.5 (30.7 - 38.3)	35.3 (31.7 - 38.9)	8	30.1 (29.3 - 30.9)
			(% within 5 days)	63.2 (59.3 - 67.1)	62.8 (59.2 - 66.4)	15	60.3 (59.4 - 61.2)
	A-6	Nurse working with family doctor who is regularly involved in health care (% yes)	29.6 (26.0 - 33.2)	31.9 (28.5 - 35.2)	11	27.5 (26.7 - 28.3)	
	A-7	Has access to a primary health team ³ (% yes)	35.9 (32.1 - 39.7)	30.6 (27.4 - 33.8)	14	28.5 (27.8 - 29.2)	
	A-8	Wait time at the hospital emergency department (% less than 4 hours)	89.6 (86.2 - 93.0)	86.5 (83.0 - 90.0)	5	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	98.3 (97.2 - 99.4)	96.4 (95.1 - 97.7)	-	95.2 (94.8 - 95.6)	
		French ⁴	F	F	-	72.6 (71.0 - 74.2)	

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

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Primary Health Indicator		2011	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	74.1 (67.8 - 80.4)	11	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)	92.7 (89.4 - 96.0)	92.8 (90.0 - 95.6)	13	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)	76.4 (70.9 - 82.0)	75.1 (70.3 - 79.9)	21	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)	68.4 (62.3 - 74.5)	70.0 (65.0 - 75.0)	24	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)	61.6 (55.3 - 67.9)	62.7 (57.4 - 68.0)	11	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)	71.7 (67.3 - 76.2)	76.7 (72.5 - 80.9)	4	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 are confident in controlling and managing their health condition (% very confident)	33.4 (28.7 - 38.1)	40.5 (36.3 - 44.7)	20	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)	48.2 (42.9 - 53.5)	45.2 (40.6 - 49.8)	19	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)	3.6^{E,6} (2.1 - 5.1)	F	-	2.7⁶ (2.4 - 3.0)

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

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Primary Health Indicator		2011	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)	16.0 ⁶ (13.1 - 18.9)	17.4 ⁶ (14.8 - 20.0)	21	11.5 ⁶ (11.0 - 12.0)
Q-11	Has used Tele-Care or other telephone information lines in the last 12 months (% yes)	7.5 (5.4 - 9.6)	6.2 (4.5 - 7.9)	20	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)	84.2 (81.3 - 87.1)	77.2 (74.3 - 80.1)	25	80.3 (79.6 - 81.0)
U-2	Visited a hospital emergency department (% yes)	54.9 (51.0 - 58.8)	48.7 (45.2 - 52.2)	12	41.3 (40.5 - 42.1)
U-3	Visited a specialist (% yes)	Not available	50.1 (46.7 - 53.5)	32	56.4 (55.6 - 57.2)
U-4	Visited an after-hours clinic or a walk-in clinic (% yes)	10.5 (8.1 - 12.9)	14.6 (12.2 - 17.0)	24	24.3 (23.6 - 25.0)
U-5	Visited an alternative practitioner (% yes)	Not available	20.2 (17.4 - 23.0)	24	25.2 (24.5 - 25.9)
U-6	Visited a community health centre (% yes)	4.1 ^E (2.5 - 5.7)	2.4 ^E (1.3 - 3.5)	31	6.9 (6.5 - 7.3)
U-7	Used ambulance services (% yes)	7.2 (5.2 - 9.2)	5.1 (3.6 - 6.6)	21	5.7 (5.3 - 6.1)
U-8	Visited a nurse practitioner (% yes)	F	2.5 ^E (1.4 - 3.6)	30	7.7 (7.3 - 8.1)
U-9	Visited a health professional at a private clinic (% yes)	Not available	20.2 (17.4 - 23.0)	25	23.7 (23.0 - 24.4)

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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Primary Health Indicator		2011	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)	76.0 (72.2 - 79.8)	B 84.5 (81.7 - 87.3)	7	80.2 (79.5 - 80.9)
C-2	How often family doctor involves citizens in decisions about their health care (% always)	69.7 (65.7 - 73.6)	73.0 (69.5 - 76.5)	12	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)	70.2 (66.2 - 74.2)	68.8 (64.9 - 72.7)	29	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)	64.1 (60.3 - 67.9)	61.7 (58.3 - 65.1)	27	67.9 (67.1 - 68.7)
S-2	Services from personal family doctor (% 8, 9 or 10)	83.8 (80.7 - 86.9)	86.8 (84.2 - 89.4)	6	83.9 (83.2 - 84.6)
S-3	Services at the hospital emergency department (% 8, 9 or 10)	53.7 (48.2 - 59.2)	56.9 (51.9 - 61.9)	7	53.4 (52.1 - 54.7)
S-4	Services from specialist (% 8, 9 or 10)	Not available	81.4 (77.7 - 85.1)	18	82.0 (81.2 - 82.8)
S-5	Services at an after-hours clinic or walk-in clinic (% 8, 9 or 10)	55.2 (42.8 - 67.6)	B 75.6 (67.6 - 83.6)	12	73.3 (71.6 - 75.0)
S-6	Services from alternative practitioner (% 8, 9 or 10)	Not available	87.3 (82.2 - 92.4)	18	87.3 (86.2 - 88.4)
S-7	Services at a community health centre (% 8, 9 or 10)	F	50.8 ^E (25.5 - 76.1)	31	76.2 (73.6 - 78.8)
S-8	Ambulance services (% 8, 9 or 10)	95.0 (88.2 - 100.0)	88.4 (78.8 - 98.0)	16	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	82.9 (77.3 - 88.5)	19	82.9 (81.6 - 84.2)
S-11	Evaluation of Tele-Care services (% very or somewhat helpful)	84.7 (73.7 - 95.7)	81.4 (70.6 - 92.2)	30	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)	90.1 (84.0 - 96.2)	90.4 (85.6 - 95.2)	20	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	78.5 (74.5 - 82.5)	23	80.5 (79.6 - 81.4)

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

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

⁸ Results suppressed due to limited number of nurse practitioners

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