

Northern Manitoba Primary Care Services - Patient Survey

Please read before completing the survey

Introduction:

Thank you for taking part in the Community Primary Care Services Feedback Survey. We want to learn about your experiences and thoughts on primary care care services in Northern Manitoba communities.

Purpose:

This survey aims to understand how accessible, inclusive and safe the primary care services are in the Northern communities. Your input is important in making sure that healthcare in the region meets the needs of everyone in the community.

The Northern Collaborative Working Team (NCWT) sets the priorities and guides the planning for the North within the Clinical and Preventive Services Plan for Manitoba. The NCWT consists of the following partner organizations:

- Indigenous Services Canada
- Keewatin Tribal Council
- Manitoba Keewatinowi Okimakanak
- Northern Regional Health Authority
- Norway House Cree Nation
- Ongomiizwin – University of Manitoba
- Opaskwayak Health Authority
- Shared Health

This survey is being collected on behalf of the NCWT by the Project Support Team which helps NCWT in driving the planning activities based on their advice. Your insights will help us understand the current state of services and decide what to focus on for future planning.

Duration:

This survey should take about 10 minutes to complete. We appreciate your time and thoughtful answers.

Confidentiality:

Your responses will be kept private and only used to improve primary care services in the community. You can answer based on your own experiences or what you know about your family members' experiences. If any questions make you uncomfortable, feel free to skip them. Please do not put any personally identifying information in your answers.

Definition of Primary Care Services:

Primary care services are the first point of contact individuals have with the health care system. These services usually include general health promotion, disease prevention, treatment of common illnesses, and overall health management.

It's important to know that primary care is not specialized care. Specialized care is when you see doctors who focus on specific conditions, like heart problems, brain issues, or skin conditions. Primary care doesn't include services you get in hospitals, emergency care, or surgeries. It's not meant for complex medical conditions that need advanced equipment or special skills. Instead, primary care is the basic support for staying healthy and getting help from specialists when needed.

If you would like to receive updates about improvements in primary care services in Northern Manitoba and invitations to future community surveys, you can provide your email below.

To share your email (optional), please [click here](#).

Northern Manitoba Primary Care Services - Patient Survey

Access to Primary Care

1. Where do you primarily receive your primary care services? Please select all that apply.

- Nursing Station
- Community Health Centre
- Clinic
- Hospital Outpatient Department
- Virtual (Telehealth, online, or over the phone)
- Home Visits by Healthcare Professionals
- Other (please specify) _____

2. How long does it take you to travel to your primary care provider? (Please provide an estimate in minutes/hours) _____

3. Do you see the same individual for primary care services?

- Yes - Family Physician
- Yes - Nurse Practitioner
- Yes - Other
- No - Same clinic but different providers
- No - Different clinics and different providers
- No - Other

If you selected other, please specify _____

4. How often did you seek primary care services in the last year?

- Regularly (more than 5 times)
- Occasionally (2-5 times)
- Rarely (1-2 times)
- Never
- Only in emergencies

5. How easy or difficult is it to book an appointment with your primary care provider in your community?

- Very easy (same-day appointment)
- Somewhat easy (appointment within 48 hours)
- Neutral
- Somewhat difficult (appointment within 1 week)
- Very difficult (appointment longer than 1 week)

6. If you can't get an appointment with your primary care provider when you need one, where do you go for primary care?

- Nursing Station
- Emergency Department
- Not Applicable
- Other (please specify) _____

7. How often do you have to go somewhere else for primary care because you couldn't get an appointment with your primary care provider?

- Regularly (more than 5 times in the last 6 months)
- Occasionally (2-5 times in the last 6 months)
- Rarely (1-2 times in the last 6 months)
- Never
- Not Applicable

8. What are the main obstacles or barriers that make it hard for you to access primary care? (Select all that apply)

- Lack of transportation
- Time constraints
- Limited appointment availability
- Difficulty scheduling appointments
- Limited facility operating hours
- Language barriers

- Racism or discrimination when seeking care
- Lack of attentive healthcare professionals
- Limited Indigenous healthcare professionals
- Limited healthcare professionals overall
- Cost
- Other (please specify) _____

Northern Manitoba Primary Care Services - Patient Survey

Racism

9. Have you ever experienced or seen someone else experience racism or discrimination while seeking primary care?

- Yes (Please share details if you are comfortable with doing so below)
- No
- Prefer not to answer

If you selected yes above and would like to share details, please do so here:

10. If you answered yes to the above, can you please select what type(s) of racism or discrimination you experienced? Please select all that apply.

- I was not treated unfairly
 - Skin colour
 - Race or ethnic group
 - Sex
 - Gender identity
 - Age
 - A physical disability
 - Health related behaviours (i.e. smoking, substance use)
 - A mental health condition
 - Sexual orientation
 - Religious beliefs
 - Income or your family's income (how much money you have)
 - Appearance
 - Unsure/ don't know
 - Other, please specify if you are comfortable to do so:
-

11. Do you know of any ways to report racist behaviour if you experience or witness it while seeking primary care?

- Yes
- No
- Prefer not to answer
- Not Applicable

12. Have you ever reported racism or discrimination you have witnessed or experienced?

- Yes
- No
- Prefer not to answer
- Not Applicable

13. If you answered yes to the previous question, were you satisfied with how your complaint was resolved?

- Yes, please share details if you are comfortable to do so
- No, please share details if you are comfortable to do so
- Prefer not to answer
- Not Applicable

Please share details here _____

Northern Manitoba Primary Care Services - Patient Survey

Indigenous Traditional Health and Wellness

The next section focuses on Indigenous traditional health and wellness, if this does not apply to you, please advance to the next page.

14. Have you utilized Indigenous traditional health and wellness practices as part of your primary care?

- Yes, regularly
- Yes, occasionally
- No, but I would like to
- No, and I have no interest

15. When requested, were your Indigenous traditional health practices respected and honoured?

- Always
- Often
- Sometimes
- Rarely
- Never
- Not Applicable

16. If you have tried to access Indigenous traditional health and wellness practices, have you faced any obstacles or barriers? If yes, please specify.

- Limited availability of Indigenous Traditional Healers
- Uncertain where to access Indigenous traditional health and wellness practices
- Primary care providers unwilling or unable to assist
- Cost of travel to access Indigenous Traditional Healers
- I have not faced any obstacles or barriers
- I have not tried to access Indigenous traditional health and wellness practices
- Other (please specify) _____

17. Should Indigenous traditional health and wellness practices be included in primary care services?

Yes

No

If yes, please specify _____

Northern Manitoba Primary Care Services - Patient Survey

Safe Care

18. Were there any approaches or phrases used by care providers that made you feel uncomfortable or unsafe?

- Yes
- No
- Prefer not to answer

Please share any details if you are comfortable to do so:

19. Is your Indigenous culture visible in the place where you receive primary care?

	Yes	No	Prefer not to answer	Not Applicable
Welcoming signage in your language				
Visible Indigenous staff				
Space for Indigenous ceremony or family gathering				
Availability of Indigenous translators				
Traditional art				

Northern Manitoba Primary Care Services - Patient Survey

Future of Primary Care

20. What improvements would you most like to see in the primary care services in your community?

21. What are the key health issues you believe should be prioritized in your community?

22. Is there anything else you would like to share about your experiences or needs regarding primary care services?

Northern Manitoba Primary Care Services - Patient Survey

Demographics

23. Age Group:

- Under 18
- 18-30
- 31-45
- 46-60
- 61+

24. Do you identify as a member of an Indigenous community?

- Yes
- No
- Prefer not to say

25. Please indicate your role in the healthcare setting. Are you a:

- Patient
- Family member or caregiver
- Community member
- All of the above

26. What is your primary language?

- English
 - Ininimowin (Cree)
 - Anishinaabemowin (Ojibwe)
 - Anisininiimowin (Oji-Cree)
 - Denesuᑭᓴᓴᓴᓴ (Dene)
 - Dakota
 - Inuktitut
 - French
 - Other (please specify)
-

Closing Note:

Thank you for taking the time to complete this survey. Your feedback is integral to our efforts in providing comprehensive, safe, and accessible healthcare services in our community.

We understand that participating in surveys related to these topics can sometimes be triggering. As part of our commitment to the well-being of our survey respondents, we wanted to share this link to a list of resources including helpline numbers and websites you can visit for safe support:

<https://northernhealthregion.com/wp-content/uploads/2023/11/Indigenous-Health-Resource-Brochure-Nov-2023.pdf>