

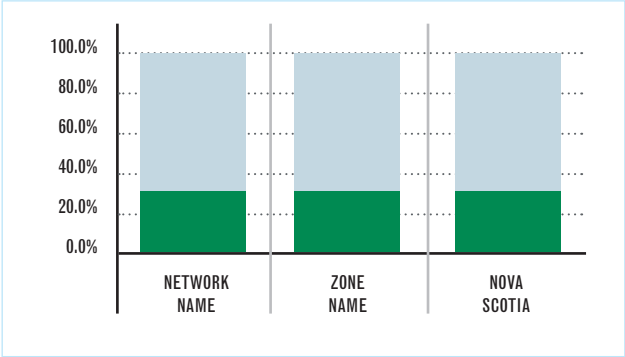
Q: Do you require a meet-and-greet before you accept a new patient?

A: Yes or No

In both surveys, we asked if there was a process for accepting new patients. Providers and staff described the processes, and we heard that many hold meet-and-greet appointments with a patient before accepting them into practice.

In 2014/15, we heard from you:

YES, YOU DO



Yes, you do; No, you don't

FAST FACT:

Office staff were more likely to say a meet-and-greet is required (i.e ~50%)



NAME GOESHERE  
123 First Ave, PO Box 1235  
Halifax NS B3N 1E3 Canada

Month, Day, Year

Dear Dr. Last Name (or First Name Last Name)

Thank you for your participation in the Models and Access Atlas of Primary Care - Nova Scotia (MAAP-NS) study; you or your practice completed a survey in 2014 to help us understand how primary care is being delivered in Nova Scotia. Our study has been hugely successful thanks to providers like you! Our telephone survey of primary care practices in Nova Scotia had an 85% response rate and our fax survey of individual providers had a 60% response rate.

Your participation allowed us to develop a detailed picture of primary care in this province including accessibility, what models of care providers are working in, and what services are available to Nova Scotians. We thought you might like to see how your practice compares to others in the province. This is the first communication in a series of Practice Profiles that will show your responses alongside averages from your network, zone, and the province. In the short term, we hope this information will help you reflect on your practice; in the long term, our goal is to influence policy and practice to improve patient access and care and support providers in their work.

Funding to create these Practice Profiles was provided by Canadian Institutes of Health Research (CIHR) plus some additional funds from Nova Scotia Health Authority. **We have not shared individual level information about you or your practice with anyone outside of the MAAP Study team. No one from NSHA or DHW has or will see your data. This document is just for you!**

This is also a wonderful opportunity for us to learn from you. We want to capture this data as accurately as possible. Please take a moment to give us your feedback. We plan to collect MAAP data again over time and we want to make the best use of your time while ensuring that we are collecting the most appropriate and accurate data. Attached you will find the first summary of our survey findings with a few follow-up questions. A panel of providers provided feedback on these to ensure relevance. Receiving the future Practice Profiles is not dependent on answering any of the questions in the feedback form. We would be delighted for you to complete it and send it back to us by fax at 902.473.4760.

If you have further thoughts, or, if you do not want to receive any future Practice Profiles, please contact me, Emily Gard Marshall, the Principal Investigator for MAAP by email [Emily.Marshall@dal.ca](mailto:Emily.Marshall@dal.ca) or by phone 902.473.4155.

With gratitude,

Emily Gard Marshall, PhD  
Associate Professor | Primary Care Research Unit | Dalhousie Family Medicine

FACULTY OF MEDICINE | Department of Family Medicine, Primary Care Research Unit  
Abbie J. Lane Building, 8th Floor | 5909 Vetrans' Memorial Lane | Halifax NS B3H 2E2 Canada  
Tel: 902.473.4747 | Toll Free: 1.866.729.4400 | Fax: 902.473.4760 | [emily.marshall@dal.ca](mailto:emily.marshall@dal.ca) | [family.medicine.dal.ca](http://family.medicine.dal.ca)

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[family.medicine.dal.ca](http://family.medicine.dal.ca)

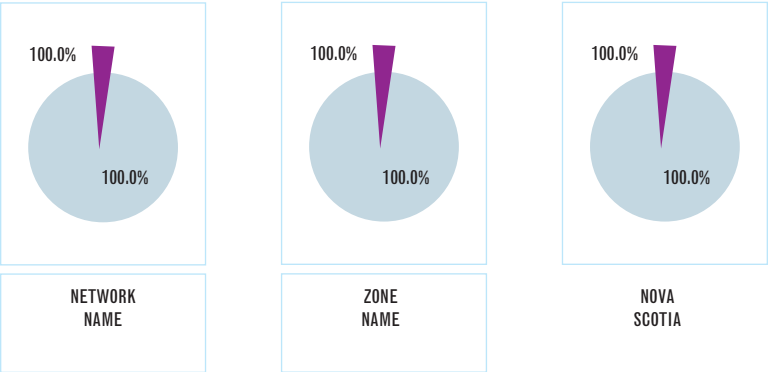
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Q: Is there a method of electronic communication between you and your patients?

A: Yes or No

In 2014/15, we heard from you:

NO, YOU DO NOT



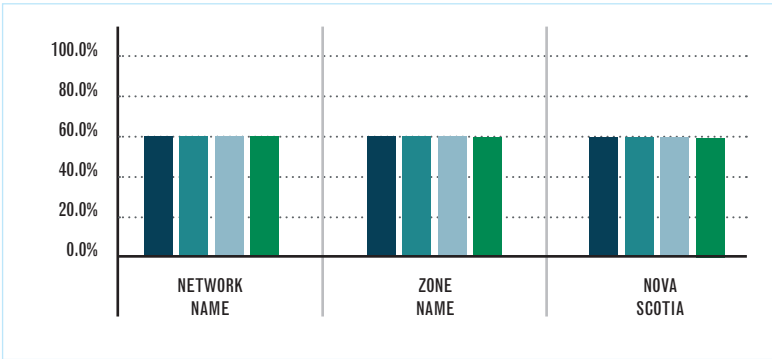
Yes No

Q: When are you planning to retire?

A: (In more than 5 years; In 3-5 years; In 1-2 years; Within the next year)

In 2014/15, you told us you intend to retire:

WITHIN THE NEXT YEAR



In more than 5 years; In 3-5 years; In 1-2 years; Within the next year

PLEASE COMPLETE & FAX THE ENCLOSED FOLLOW-UP SURVEY SHEETS (2)  
SO MAAP-NS CAN CONTINUE TO PROVIDE PROVIDER & PRACTICE INSIGHTS. SEND THE FAX TO 902.473.4760.



## Primary Health Care Provider & Practice Surveys

### PROGRAM OVERVIEW

We conducted two surveys in 2014 and 2015:

1. Telephone survey of all primary health care practices in Nova Scotia.  
*If your practice completed this survey, it was likely completed by your receptionist or practice manager.*
2. Fax survey that family physicians and nurse practitioners completed directly.

Practices and Providers in Nova Scotia were surveyed to ascertain measures of:

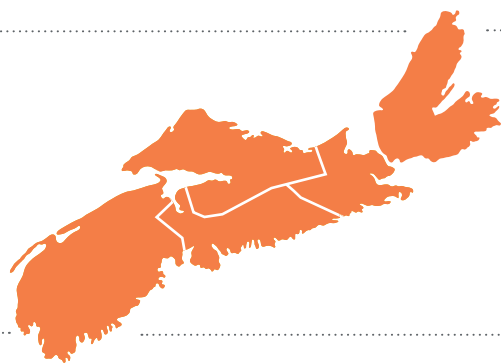
- provider accessibility
- comprehensiveness of services
- provider availability
- organization of practice

We invite you to complete the enclosed 2-page survey.

Your time and information is valuable to us and we want to make sure we are doing all we can to ask the right questions, interpret the findings accurately, and provide relevant context so that we can work together to improve the experiences of Nova Scotians and their health care providers.

Receiving the future *Practice Profiles* is not dependent on answering any of the questions in the feedback form.

Please return the survey by fax to 902.473.4760.



**WESTERN ZONE:** 3 Networks: Annapolis/Kings, Lunenburg/Queens, Yarmouth/Digby/Shelburne

**NORTHERN ZONE:** 3 Networks: Colchester/East Hants, Cumberland, Pictou

**EASTERN ZONE:** 3 Networks: Antigonish/Guysborough, Cape Breton County, Inverness/Victoria/Richmond

**CENTRAL ZONE:** 5 Networks: Bedford/Sackville, Dartmouth/Southeastern, Eastern Shore/Musquodoboit, Halifax Peninsula/Chebucto, West Hants

We have compiled the information from the survey and can now provide you with individualized, confidential **PRACTICE PROFILES** broken down by Management Zone and Network.

The response rate for these surveys was noteworthy:

- The telephone Practice Survey had a response rate of 85%.
- The fax Provider Survey was conducted by fax and the response rate was 60%.

### OUR FINDINGS

Our first presentation of findings are on the following pages. Enclosed is also a 2-page survey. Please fill it out and return it so we can provide more useful insights like these.

This is a summary of what kinds of family physicians and nurse practitioners responded to the MAAP-NS study in your Network.

You're in network:

NAME OF NETWORK

X% are female.

X% were trained in Canada.

X% are 60+ years old.

X is the average age.

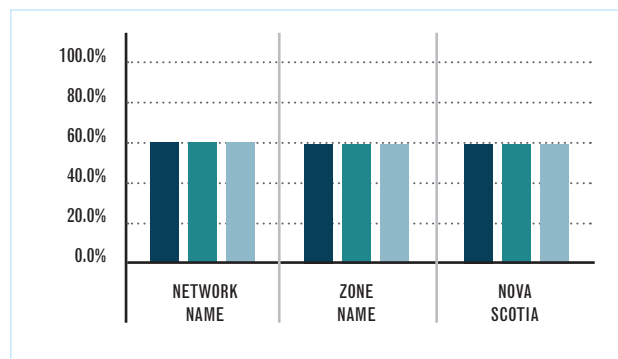
**Q: Are you accepting new patients?**

A: Yes, unconditionally; Yes, but with conditions; No

This question was asked in both the practice telephone survey and the provider fax survey.

In 2014/15, we heard from you:

YES, BUT WITH CONDITIONS



◆ Yes, unconditionally; ◆ Yes, but with conditions; ◆ No

### FAST FACT:

PHC providers' estimate of their acceptance of new patients was 33% higher than that of their office staff!

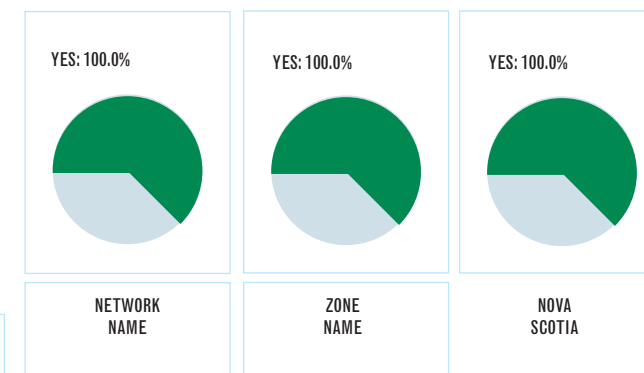
**Q: Are you accepting patients who require opioid prescriptions?**

A: Yes or No

This question was asked in both the practice telephone survey and the provider fax survey. This graph shows the percentage providers who said "yes" to accepting a patient who requires opioids among those who are accepting patients either conditionally or unconditionally.

In 2014/15, we heard from you:

YES, YOU DO



◆ Yes; ◆ No

### FAST FACT:

Office staff reported a slightly higher rate of acceptance of opioid-requiring patients (65%) than did PHC providers.

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