PRIMARY CARE SURVEY

Mental Health and Substance Use Services



Zone 4
Madawaska and North-West Area



Province
New Brunswick

Mental health and substance use services in the last 12 months

Need for care

Felt the need to talk to a health professional % | 2025	**15.3**	**19.2**
....But did not (perceived unmet need) % | 2025	**5.9**	**5.6**

Reasons for perceived unmet need

Wait time for services was too long % | 2020	**23.3**	**23.8**
Did not know how or where to get help % | 2025	S	**47.4**
Services not available at a convenient time % | 2025	S	**43.2**
Services not available in area % | 2025	S	**41.3**

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Thought the problem would go away on its own % | 2025	S	**39.1**
Was too busy % | 2025	S	**38.1**
Could not afford the cost or insurance did not cover enough % | 2025	S	**33.0**
Was concerned about what others would think % | 2025	S	**17.7**
Other reasons % | 2025	S	**36.6**

Experience with mental health and substance use services

Satisfaction with services received, somewhat or very satisfied % | 2025	**76.3**	**82.7**

About this Table

Content and description
Data on self-reported information regarding the mental health needs of New Brunswickers. Topics include self-reported needs and perceived unmet needs for mental health and substance use services.

Why it is important
The results from the Primary Care Survey allows the NBHC to inform citizens and health system stakeholders about the quality of primary health care services from citizens' perspectives. This information can be used to make future improvements to primary health care in the province.

Availability of the data
The information for this data table is available at different geographical levels as well as by demographic groups. More information is available on our Primary Care Survey page.

Note about demographic groups
In 2023, the NBHC undertook a review of the demographic questions in its surveys to more accurately report on the experience of citizens who identify with particular groups. As such, starting in 2024, all demographic groups (characteristics) have been adjusted to reflect this change. Data tables and indicator pages were adjusted to allow for trending where applicable.

Caption

n/a = Not applicable / not available

S = Data suppressed due to confidentiality requirements and/or small sample size

Above-average performance

Below-average performance