PRIMARY CARE SURVEY
Access to health care services and barriers

Province
New Brunswick

Having a primary care provider

Has a primary care provider % | 2024	**77.2**
Has a personal family doctor % | 2024	**74.2**
Has a personal nurse practitioner % | 2024	**3.5**
Does not have a primary care provider % | 2024	**22.8**
Registered with NB Health Link % | 2024	**9.2**

Barriers in accessing health care services in the last 12 months

Services not available in area % | 2024	**31.0**
Trouble navigating the health system % | 2024	**18.6**

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Had to travel over 100 kms/60 miles % | 2024	**17.0**
Unable to leave the house % | 2024	**10.5**
Did not fill a prescription for medicine, or skipped doses because of the cost % | 2024	**9.2**
Skipped a medical test, treatment or follow-up because of the cost % | 2024	**6.4**
Transportation problems % | 2024	**5.7**
Language barrier communicating with a health professional % | 2024	**4.3**

Difficulties experienced in getting virtual care

Difficulties accessing a computer, tablet, or smartphone % | 2024	**7.4**
Difficulties accessing high speed internet % | 2024	**5.7**

Services received in preferred official language in the last 12 months

During interactions with primary care provider % | 2024	**96.6**
… preferred language is English % | 2024	**97.7**
… preferred language is French % | 2024	**93.4**
During interactions with Tele-Care 811 % | 2024	**93.9**
… preferred language is English % | 2024	**97.3**

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… preferred language is French % | 2024	**80.6**
During interactions with a pharmacist % | 2024	**91.4**
… preferred language is English % | 2024	**97.1**
… preferred language is French % | 2024	**74.1**
During interactions with a specialist % | 2024	**89.9**
… preferred language is English % | 2024	**97.1**
… preferred language is French % | 2024	**68.2**
During interactions with walk-in or after-hours clinic % | 2024	**88.6**
… prefered language is English % | 2024	**95.4**
… preferred language is French % | 2024	**71.5**
During interactions with an allied health professional % | 2024	**88.3**
… prefered language is English % | 2024	**96.2**
… prefered language is French % | 2024	**67.5**
During interactions with hospital emergency department % | 2024	**89.8**
… preferred language is English % | 2024	**93.9**
… prefered language is French % | 2024	**76.8**

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During interactions with eVisitNB % | 2024	**88.4**
… preferred language is English % | 2024	**97.3**
… preferred language is French % | 2024	**53.8**
During interactions with other services % | 2024	**87.7**
… preferred language is English % | 2024	**94.7**
… preferred language is French % | 2024	**64.4**

Overall experience with health care services in the last 12 months

Satisfaction with services received, very or somewhat satisfied % | 2024	**55.5**

About this Table

Content and description
Data on self-reported information regarding New Brunswickers access to health care services and barriers in accessing the services. Topics include having a permanent or temporary primary care provider, barriers to health care services, services received in preferred official language as well as the overall experience with health care 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.

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