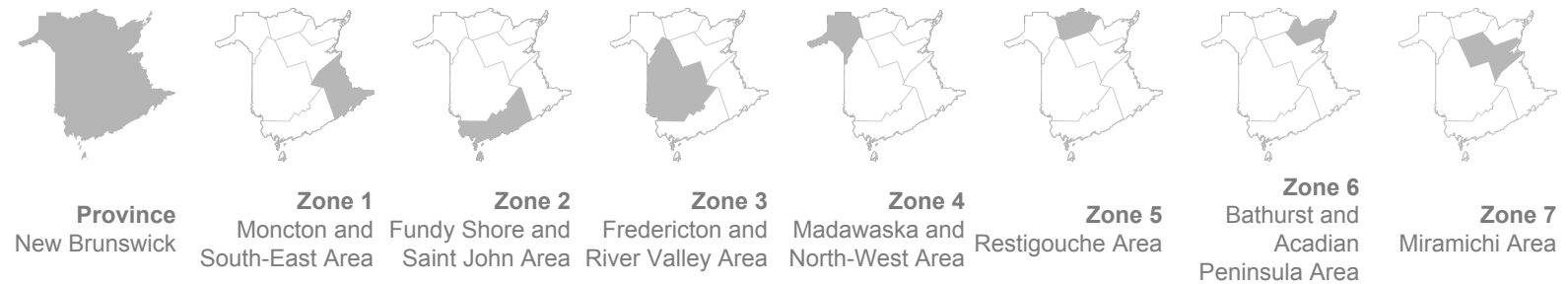


PRIMARY CARE SURVEY

Access to primary care services



Overall experience with health care services in the last 12 months

Satisfaction with services received, very or somewhat satisfied % 2025	58.2	57.2	58.6	52.3	60.9	61.6	69.5	60.2
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Having a primary care provider

Has a primary care provider % 2025	72.6	80.9	78.2	56.3	68.9	73.9	75.0	71.6
Has a personal family doctor % 2025	67.9	77.0	74.6	51.4	59.8	62.5	69.9	68.9
Has a personal nurse practitioner % 2025	5.0	4.3	3.8	5.3	9.2	11.6	5.2	3.5

	Province New Brunswick	Zone 1 Moncton and South-East Area	Zone 2 Fundy Shore and Saint John Area	Zone 3 Fredericton and River Valley Area	Zone 4 Madawaska and North-West Area	Zone 5 Restigouche Area	Zone 6 Bathurst and Acadian Peninsula Area	Zone 7 Miramichi Area
Does not have a primary care provider % 2025	27.4	19.1	21.8	43.7	31.1	26.1	25.0	28.4
Registered with NB Health Link % 2025	12.3	7.7	8.9	20.0	13.5	14.1	13.0	14.9

Services received in preferred official language in the last 12 months

During interactions with primary care provider % 2025	94.9	92.6	97.8	98.1	91.6	90.0	92.8	93.6
... preferred language is English % 2025	97.0	94.3	98.6	99.3	S	94.1	91.9	97.2
... preferred language is French % 2025	88.8	88.7	S	S	93.4	87.0	93.0	S
During interactions with Tele-Care 811 % 2025	90.5	89.5	97.0	89.7	75.1	86.4	88.3	93.3
... preferred language is English % 2025	96.3	98.9	98.1	93.7	S	S	S	100.0
... preferred language is French % 2025	75.7	75.7	S	S	S	S	S	S
During interactions with an allied health professional % 2025	90.3	85.3	98.9	92.3	92.7	81.9	80.6	97.3

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... preferred language is English % 2025	96.1	94.2	98.9	97.0	S	91.1	S	98.2
... preferred language is French % 2025	76.0	69.8	S	S	96.0	73.6	80.9	S
During interactions with NB Health Link % 2025	90.2	87.7	S	94.3	S	S	82.4	S
... preferred language is English % 2025	92.8	86.7	S	95.2	S	S	S	S
... preferred language is French % 2025	82.0	S	n/a	S	S	S	S	S
During interactions with eVisitNB % 2025	90.0	83.3	96.5	95.5	65.7	81.1	81.8	97.2
... preferred language is English % 2025	96.2	95.7	96.9	96.4	S	96.0	S	98.9
... preferred language is French % 2025	61.4	48.9	S	S	66.1	S	76.0	S
During interactions with a pharmacist % 2025	88.6	77.4	97.4	93.2	80.1	87.1	90.1	93.3
... preferred language is English % 2025	96.8	95.0	98.4	97.5	S	96.1	90.3	97.8

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... preferred language is French % 2025	64.8	42.7	S	S	78.7	77.2	90.0	S
During interactions with a specialist % 2025	87.0	82.6	96.5	89.7	89.4	82.1	73.3	88.2
... preferred language is English % 2025	94.5	93.3	98.2	93.8	S	91.6	S	97.0
... preferred language is French % 2025	68.6	63.0	S	S	91.6	73.4	72.7	S
During interactions with hospital emergency department % 2025	86.4	81.1	94.0	93.2	79.6	66.5	75.8	85.9
... preferred language is English % 2025	91.5	89.0	95.6	96.3	49.0	60.5	S	93.4
... preferred language is French % 2025	71.6	65.4	S	S	87.9	72.9	79.3	S
During interactions with walk-in or after-hours clinic % 2025	85.3	78.3	95.1	88.3	80.5	70.4	82.3	88.4
... preferred language is English % 2025	92.7	91.4	97.2	92.6	S	73.0	S	91.9
... preferred language is French % 2025	65.5	54.4	S	S	82.5	68.1	82.8	S

	Province New Brunswick	Zone 1 Moncton and South-East Area	Zone 2 Fundy Shore and Saint John Area	Zone 3 Fredericton and River Valley Area	Zone 4 Madawaska and North-West Area	Zone 5 Restigouche Area	Zone 6 Bathurst and Acadian Peninsula Area	Zone 7 Miramichi Area
During interactions with other services % 2025	87.6	80.8	95.7	91.8	87.6	74.5	78.9	93.1
... preferred language is English % 2025	94.3	94.5	96.7	95.6	S	S	S	92.5
... preferred language is French % 2025	70.0	58.3	S	S	87.9	S	81.8	S

About this Table

Content and description

Data on self-reported information regarding New Brunswickers access to primary care services. Topics include having a permanent or temporary primary care provider and 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.


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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