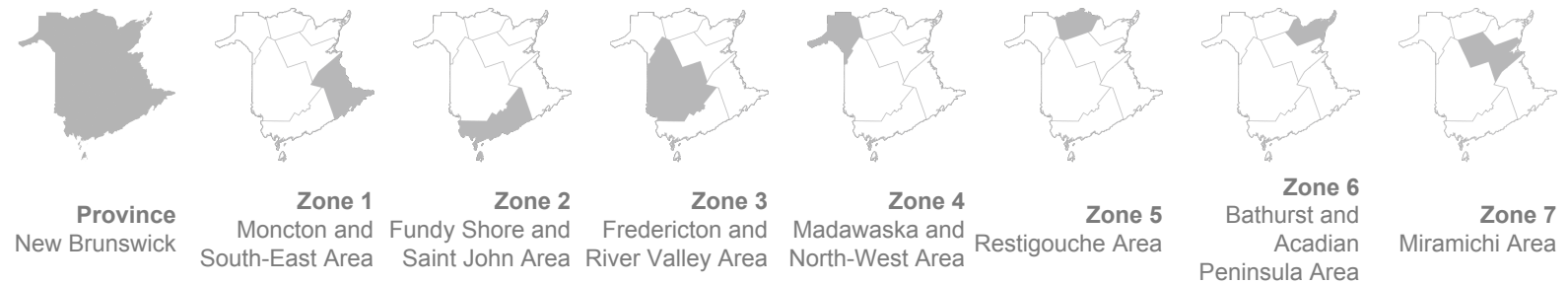


PRIMARY CARE SURVEY

## Access to health care services and barriers



### Having a primary care provider

Has a primary care provider %   2023	<b>79.3</b>	<b>81.1</b>	<b>86.4</b>	<b>67.8</b>	<b>63.8</b>	<b>81.1</b>	<b>85.1</b>	<b>94.6</b>
Has a personal family doctor %   2023	<b>76.0</b>	<b>79.2</b>	<b>84.9</b>	<b>62.2</b>	<b>58.7</b>	<b>67.4</b>	<b>81.9</b>	<b>94.1</b>
Has a personal nurse practitioner %   2023	<b>3.6</b>	<b>2.3</b>	<b>1.8</b>	<b>5.8</b>	<b>5.5</b>	<b>13.7</b>	<b>3.2</b>	<b>1.3</b>
Does not have a primary care provider %   2023	<b>20.7</b>	<b>18.9</b>	<b>13.6</b>	<b>32.2</b>	<b>36.2</b>	<b>18.9</b>	<b>14.9</b>	<b>5.4</b>
Registered with NB Health Link %   2023	<b>8.7</b>	<b>7.0</b>	<b>5.5</b>	<b>14.8</b>	<b>14.9</b>	<b>7.7</b>	<b>7.9</b>	<b>1.1</b>
Currently on a wait list %   2023	<b>5.1</b>	<b>3.6</b>	<b>2.0</b>	<b>11.4</b>	<b>8.9</b>	<b>3.3</b>	<b>2.5</b>	<b>S</b>

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
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## Barriers in accessing health care services in the last 12 months

Services not available in area %   2023	30.1	29.2	26.0	36.4	27.7	34.9	28.1	29.9
Trouble navigating the health system %   2023	18.8	17.6	15.8	28.4	16.8	22.0	11.1	11.5
Had to travel over 100 kms/60 miles %   2023	16.5	9.5	14.7	18.2	21.7	27.7	26.1	23.9
Unable to leave the house %   2023	12.4	10.8	13.0	14.7	10.2	15.6	9.3	15.1
Did not fill a prescription for medicine, or skipped doses because of the cost %   2023	8.9	8.8	8.7	8.9	6.8	9.1	10.0	11.3
Skipped a medical test, treatment or follow-up because of the cost %   2023	7.1	7.3	7.1	6.8	5.0	7.3	7.1	9.9
Transportation problems %   2023	7.0	6.9	7.4	7.4	3.9	11.2	6.3	6.9
Language barrier communicating with a health professional %   2023	4.6	5.1	3.3	3.0	6.1	8.7	7.2	5.5

### Difficulties experienced in getting virtual care

	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
Difficulties accessing a computer, tablet, or smartphone %   2023	7.9	6.9	8.6	5.3	14.1	9.0	10.3	9.3
Difficulties accessing high speed internet %   2023	6.3	4.8	7.9	5.3	9.6	6.8	6.7	7.4
<b>Services received in preferred official language in the last 12 months</b>								
During interactions with primary care provider %   2023	95.1	94.1	97.8	96.1	96.1	89.5	92.9	91.5
... preferred language is English %   2023	96.0	93.3	97.8	97.6	S	91.0	85.3	96.1
... preferred language is French %   2023	92.5	95.6	S	S	95.7	87.7	95.0	52.7
During interactions with Tele-Care 811 %   2023	90.5	90.0	92.5	93.2	83.5	90.3	84.1	84.2
... preferred language is English %   2023	93.0	91.2	92.5	95.9	S	S	S	88.7
... preferred language is French %   2023	79.4	84.7	n/a	S	S	S	S	S
During interactions with a pharmacist %   2023	89.9	82.4	97.8	93.6	81.3	80.1	90.5	92.1

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... preferred language is English %   2023	97.3	96.1	98.2	98.1	S	100.0	94.6	96.8
... preferred language is French %   2023	68.9	52.0	S	S	81.2	61.0	89.4	S
During interactions with a specialist %   2023	88.6	86.6	96.5	92.5	81.0	71.8	75.9	90.0
... preferred language is English %   2023	95.7	95.6	97.2	96.5	S	92.9	S	95.3
... preferred language is French %   2023	68.2	66.7	S	S	81.3	48.3	75.6	S
During interactions with walk-in or after-hours clinic %   2023	87.0	83.0	94.8	88.3	78.9	79.3	84.2	88.5
... preferred language is English %   2023	92.8	90.8	95.2	94.7	S	85.5	S	92.5
... preferred language is French %   2023	71.5	68.7	S	S	80.9	72.5	84.7	S
During interactions with an allied health professional %   2023	86.5	80.9	95.4	90.6	75.3	78.8	82.5	93.8
... preferred language is English %   2023	95.0	93.0	95.7	95.7	S	89.5	S	100.0

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... preferred language is French %   2023	67.6	60.7	S	S	73.6	69.2	81.3	S
During interactions with hospital emergency department %   2023	86.1	81.2	94.1	91.2	80.4	63.0	75.2	86.9
... preferred language is English %   2023	91.0	86.6	94.7	94.6	S	71.6	S	95.7
... preferred language is French %   2023	69.9	62.5	S	S	81.4	54.1	80.8	S
During interactions with eVisitNB %   2023	85.9	81.0	99.1	92.4	54.1	76.4	64.0	88.6
... preferred language is English %   2023	95.8	94.0	99.1	95.5	S	100.0	S	94.9
... preferred language is French %   2023	48.4	41.0	n/a	S	48.4	57.2	58.8	S
During interactions with NB Health Link %   2023	85.9	95.6	S	82.6	S	S	S	S
... preferred language is English %   2023	92.9	98.5	S	84.9	S	S	S	S
... preferred language is French %   2023	59.0	S	n/a	S	S	S	S	n/a

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During interactions with other services %   2023	87.9	86.2	94.2	90.4	77.6	76.3	84.7	86.7
... preferred language is English %   2023	92.6	92.1	94.2	92.4	S	S	S	S
... preferred language is French %   2023	71.5	65.3	n/a	S	82.1	S	S	S

## Overall experience with health care services in the last 12 months

Satisfaction with services received, very or somewhat satisfied %   2023	58.0	54.8	59.7	54.3	60.7	53.8	67.9	64.3
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## 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.


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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