PRIMARY CARE SURVEY

Access to primary care services

Zone 1
Moncton and South-East Area

Province
New Brunswick

Overall experience with health care services in the last 12 months

Satisfaction with services received, very or somewhat satisfied % | 2025	**57.2**	**58.2**

Having a primary care provider

Has a primary care provider % | 2025	**80.9**	**72.6**
Has a personal family doctor % | 2025	**77.0**	**67.9**
Has a personal nurse practitioner % | 2025	**4.3**	**5.0**
Does not have a primary care provider % | 2025	**19.1**	**27.4**
Registered with NB Health Link % | 2025	**7.7**	**12.3**

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Services received in preferred official language in the last 12 months

	Zone 1 Moncton and South-East Area	Province New Brunswick
During interactions with primary care provider % | 2025	92.6	94.9
... preferred language is English % | 2025	94.3	97.0
... preferred language is French % | 2025	88.7	88.8
During interactions with Tele-Care 811 % | 2025	89.5	90.5
... preferred language is English % | 2025	98.9	96.3
... preferred language is French % | 2025	75.7	75.7
During interactions with an allied health professional % | 2025	85.3	90.3
... preferred language is English % | 2025	94.2	96.1
... preferred language is French % | 2025	69.8	76.0
During interactions with NB Health Link % | 2025	87.7	90.2
... preferred language is English % | 2025	86.7	92.8
... preferred language is French % | 2025	S	82.0
During interactions with eVisitNB % | 2025	83.3	90.0
... preferred language is English % | 2025	95.7	96.2

	Zone 1 Moncton and South-East Area	Province New Brunswick
... preferred language is French % | 2025	**48.9**	**61.4**
During interactions with a pharmacist % | 2025	**77.4**	**88.6**
... preferred language is English % | 2025	**95.0**	**96.8**
... preferred language is French % | 2025	**42.7**	**64.8**
During interactions with a specialist % | 2025	**82.6**	**87.0**
... preferred language is English % | 2025	**93.3**	**94.5**
... preferred language is French % | 2025	**63.0**	**68.6**
During interactions with hospital emergency department % | 2025	**81.1**	**86.4**
... preferred language is English % | 2025	**89.0**	**91.5**
... preferred language is French % | 2025	**65.4**	**71.6**
During interactions with walk-in or after-hours clinic % | 2025	**78.3**	**85.3**
... preferred language is English % | 2025	**91.4**	**92.7**
... preferred language is French % | 2025	**54.4**	**65.5**
During interactions with other services % | 2025	**80.8**	**87.6**
... preferred language is English % | 2025	**94.5**	**94.3**

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	Zone 1 Moncton and South-East Area	**Province** New Brunswick
... preferred language is French % | 2025	**58.3**	**70.0**

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.

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