PRIMARY CARE SURVEY

# Access to primary care services



**Zone 2**
Fundy Shore and Saint John Area



**Province**
New Brunswick

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

| | | |
|---|---|---|
| Satisfaction with services received, very or somewhat satisfied % \| 2025 | **58.6** | **58.2** |

## Having a primary care provider

| | | |
|---|---|---|
| Has a primary care provider % \| 2025 | **78.2** | **72.6** |
| Has a personal family doctor % \| 2025 | **74.6** | **67.9** |
| Has a personal nurse practitioner % \| 2025 | **3.8** | **5.0** |
| Does not have a primary care provider % \| 2025 | **21.8** | **27.4** |
| Registered with NB Health Link % \| 2025 | **8.9** | **12.3** |

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## Services received in preferred official language in the last 12 months

| | Zone 2<br>Fundy Shore and Saint John Area | Province<br>New Brunswick |
|---|---|---|
| During interactions with primary care provider % \| 2025 | **97.8** | **94.9** |
| ... preferred language is English % \| 2025 | **98.6** | **97.0** |
| ... preferred language is French % \| 2025 | S | **88.8** |
| During interactions with Tele-Care 811 % \| 2025 | **97.0** | **90.5** |
| ... preferred language is English % \| 2025 | **98.1** | **96.3** |
| ... preferred language is French % \| 2025 | S | **75.7** |
| During interactions with an allied health professional % \| 2025 | **98.9** | **90.3** |
| ... preferred language is English % \| 2025 | **98.9** | **96.1** |
| ... preferred language is French % \| 2025 | S | **76.0** |
| During interactions with NB Health Link % \| 2025 | S | **90.2** |
| ... preferred language is English % \| 2025 | S | **92.8** |
| ... preferred language is French % | n/a | n/a |
| During interactions with eVisitNB % \| 2025 | **96.5** | **90.0** |
| ... preferred language is English % \| 2025 | **96.9** | **96.2** |

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| | **Zone 2** Fundy Shore and Saint John Area | **Province** New Brunswick |
|---|---|---|
| ... preferred language is French % \| 2025 | S | **61.4** |
| During interactions with a pharmacist % \| 2025 | **97.4** | **88.6** |
| ... preferred language is English % \| 2025 | **98.4** | **96.8** |
| ... preferred language is French % \| 2025 | S | **64.8** |
| During interactions with a specialist % \| 2025 | **96.5** | **87.0** |
| ... preferred language is English % \| 2025 | **98.2** | **94.5** |
| ... preferred language is French % \| 2025 | S | **68.6** |
| During interactions with hospital emergency department % \| 2025 | **94.0** | **86.4** |
| ... preferred language is English % \| 2025 | **95.6** | **91.5** |
| ... preferred language is French % \| 2025 | S | **71.6** |
| During interactions with walk-in or after-hours clinic % \| 2025 | **95.1** | **85.3** |
| ... preferred language is English % \| 2025 | **97.2** | **92.7** |
| ... preferred language is French % \| 2025 | S | **65.5** |
| During interactions with other services % \| 2025 | **95.7** | **87.6** |
| ... preferred language is English % \| 2025 | **96.7** | **94.3** |

| | Zone 2<br>Fundy Shore and Saint John Area | Province<br>New Brunswick |
|---|---|---|
| ... preferred language is French % \| 2025 | S | **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