

PRIMARY CARE SURVEY

Access to health care services and barriers



Zone 4
Madawaska and
North-West Area



Province
New Brunswick

Having a primary care provider

Has a primary care provider % 2024	74.2	77.2
Has a personal family doctor % 2024	67.3	74.2
Has a personal nurse practitioner % 2024	7.0	3.5
Does not have a primary care provider % 2024	25.8	22.8
Registered with NB Health Link % 2024	11.1	9.2

Barriers in accessing health care services in the last 12 months

Services not available in area % 2024	29.6	31.0
Trouble navigating the health system % 2024	13.4	18.6

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Had to travel over 100 kms/60 miles % 2024	25.7	17.0
Unable to leave the house % 2024	11.5	10.5
Did not fill a prescription for medicine, or skipped doses because of the cost % 2024	6.9	9.2
Skipped a medical test, treatment or follow-up because of the cost % 2024	5.0	6.4
Transportation problems % 2024	5.7	5.7
Language barrier communicating with a health professional % 2024	5.9	4.3
Difficulties experienced in getting virtual care		
Difficulties accessing a computer, tablet, or smartphone % 2024	10.9	7.4
Difficulties accessing high speed internet % 2024	5.8	5.7
Services received in preferred official language in the last 12 months		
During interactions with primary care provider % 2024	95.4	96.6
... preferred language is English % 2024	S	97.7
... preferred language is French % 2024	97.2	93.4
During interactions with Tele-Care 811 % 2023	83.5	90.5
... preferred language is English % 2024	S	97.3

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... preferred language is French % 2024	S	80.6
During interactions with a pharmacist % 2024	87.5	91.4
... preferred language is English % 2024	S	97.1
... preferred language is French % 2024	89.7	74.1
During interactions with a specialist % 2024	83.9	89.9
... preferred language is English % 2024	S	97.1
... preferred language is French % 2024	83.3	68.2
During interactions with walk-in or after-hours clinic % 2024	81.0	88.6
... preferred language is English % 2024	S	95.4
... preferred language is French % 2024	84.2	71.5
During interactions with an allied health professional % 2024	82.2	88.3
... preferred language is English % 2024	S	96.2
... preferred language is French % 2024	82.3	67.5
During interactions with hospital emergency department % 2024	86.4	89.8
... preferred language is English % 2024	S	93.9

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... preferred language is French % 2024	89.0	76.8
During interactions with eVisitNB % 2024	51.9	88.4
... preferred language is English % 2024	S	97.3
... preferred language is French % 2024	46.9	53.8
During interactions with other services % 2024	80.5	87.7
... preferred language is English % 2024	S	94.7
... preferred language is French % 2024	79.4	64.4

Overall experience with health care services in the last 12 months

Satisfaction with services received, very or somewhat satisfied % 2024	59.1	55.5
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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