

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 % 2023	63.8	79.3
Has a personal family doctor % 2023	58.7	76.0
Has a personal nurse practitioner % 2023	5.5	3.6
Does not have a primary care provider % 2023	36.2	20.7
Registered with NB Health Link % 2023	14.9	8.7
Currently on a wait list % 2023	8.9	5.1

Barriers in accessing health care services in the last 12 months

Services not available in area % 2023	27.7	30.1
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	Zone 4 Madawaska and North-West Area	Province New Brunswick
Trouble navigating the health system % 2023	16.8	18.8
Had to travel over 100 kms/60 miles % 2023	21.7	16.5
Unable to leave the house % 2023	10.2	12.4
Did not fill a prescription for medicine, or skipped doses because of the cost % 2023	6.8	8.9
Skipped a medical test, treatment or follow-up because of the cost % 2023	5.0	7.1
Transportation problems % 2023	3.9	7.0
Language barrier communicating with a health professional % 2023	6.1	4.6

Difficulties experienced in getting virtual care

Difficulties accessing a computer, tablet, or smartphone % 2023	14.1	7.9
Difficulties accessing high speed internet % 2023	9.6	6.3

Services received in preferred official language in the last 12 months

During interactions with primary care provider % 2023	96.1	95.1
... preferred language is English % 2023	S	96.0
... preferred language is French % 2023	95.7	92.5
During interactions with Tele-Care 811 % 2023	83.5	90.5

	Zone 4 Madawaska and North-West Area	Province New Brunswick
... preferred language is English % 2023	S	93.0
... preferred language is French % 2023	S	79.4
During interactions with a pharmacist % 2023	81.3	89.9
... preferred language is English % 2023	S	97.3
... preferred language is French % 2023	81.2	68.9
During interactions with a specialist % 2023	81.0	88.6
... preferred language is English % 2023	S	95.7
... preferred language is French % 2023	81.3	68.2
During interactions with walk-in or after-hours clinic % 2023	78.9	87.0
... preferred language is English % 2023	S	92.8
... preferred language is French % 2023	80.9	71.5
During interactions with an allied health professional % 2023	75.3	86.5
... preferred language is English % 2023	S	95.0
... preferred language is French % 2023	73.6	67.6
During interactions with hospital emergency department % 2023	80.4	86.1

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... preferred language is English % 2023	S	91.0
... preferred language is French % 2023	81.4	69.9
During interactions with eVisitNB % 2023	54.1	85.9
... preferred language is English % 2023	S	95.8
... preferred language is French % 2023	48.4	48.4
During interactions with NB Health Link % 2023	S	85.9
... preferred language is English % 2023	S	92.9
... preferred language is French % 2023	S	59.0
During interactions with other services % 2023	77.6	87.9
... preferred language is English % 2023	S	92.6
... preferred language is French % 2023	82.1	71.5

Overall experience with health care services in the last 12 months

Satisfaction with services received, very or somewhat satisfied % 2023	60.7	58.0
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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