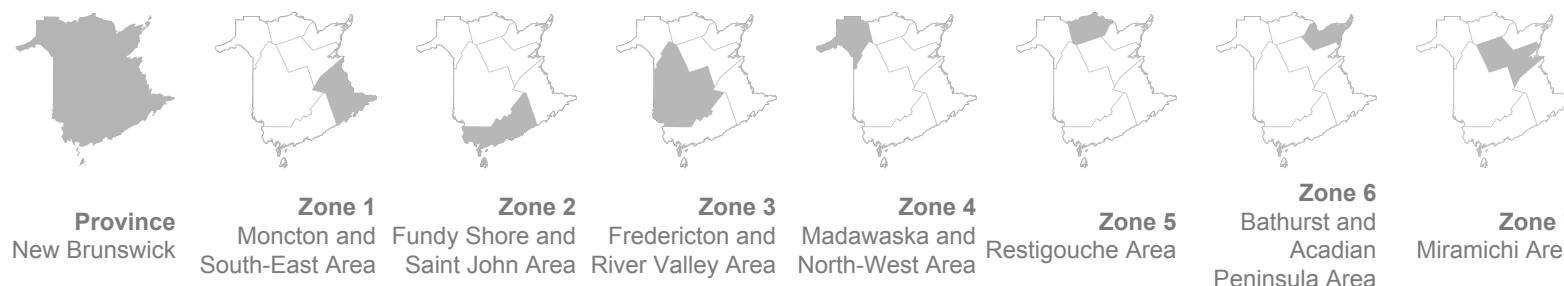PRIMARY CARE SURVEY

Use and experience with health care services - Citizens without a primary care provider

	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
Having a primary care provider								
Does not have a primary care provider % | 2024	22.8	16.7	18.4	36.5	25.8	22.0	21.5	16.5
NB Health Link								
Registered with NB Health Link % | 2024	47.0	41.9	53.2	47.7	46.8	47.5	45.5	44.9
Had a consultation with NB Health Link in the last 12 months % | 2024	38.3	45.7	26.4	38.4	38.7	60.8	45.0	S

New Brunswick Health Council | Conseil de la santé du Nouveau-Brunswick

	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
Satisfaction with services received, somewhat or very satisfied %	2024	73.7	78.8	S	72.0	S	S	S	S

Use and experience with health care services in the last 12 months

	Province New Brunswick	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7
Used one or more health care services %	2024	84.3	78.3	85.8	88.9	82.7	83.2	80.2	82.0
Pharmacist %	2024	43.2	33.7	37.5	51.2	47.3	41.3	40.5	48.1
Satisfaction with services received, somewhat or very satisfied %	2024	89.5	87.6	88.5	89.9	89.3	82.9	91.7	95.8
Hospital emergency department %	2024	38.9	34.1	45.1	36.6	54.3	40.9	38.9	31.5
Satisfaction with services received, somewhat or very satisfied %	2024	46.5	40.2	42.9	46.3	46.6	S	62.4	S
After-hours or walk-in clinic %	2024	29.6	28.2	37.4	27.4	12.0	20.8	39.1	36.1
Satisfaction with services received, somewhat or very satisfied %	2024	61.3	72.7	57.5	55.5	S	S	66.3	S

New Brunswick Health Council | Conseil de la santé du Nouveau-Brunswick

	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
Tele-Care 811 % | 2024	14.0	13.2	12.9	18.1	7.4	S	12.3	8.4
Satisfaction with services received, somewhat or very satisfied % | 2024	58.9	S	S	55.6	S	S	S	S
eVisitNB % | 2024	29.8	27.2	24.5	41.6	25.8	26.9	12.0	10.0
Satisfaction with services received, somewhat or very satisfied % | 2024	70.4	74.7	59.1	72.3	S	S	S	S
Specialist % | 2024	30.2	29.4	32.9	29.9	28.0	27.1	28.2	37.4
Satisfaction with services received, somewhat or very satisfied % | 2024	83.9	77.4	82.3	83.9	78.9	S	97.6	S
Allied health professional % | 2024	29.6	28.1	30.8	32.2	28.3	21.6	25.5	25.9
Satisfaction with services received, somewhat or very satisfied % | 2024	92.2	91.0	88.4	94.4	89.4	S	S	S
Other services % | 2024	17.4	13.6	20.8	21.4	12.7	13.8	9.3	18.2

About this Table

Content and description
Data on self-reported information regarding the use and experience with health care services of New Brunswickers who do not have a permanent primary care provider (neither a family doctor nor a nurse practitioner). Topics include registration to NB Health Link as well as the use of primary health care services and experience with the services received.

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