PRIMARY CARE SURVEY

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

**Zone 1**
Moncton and South-East Area

**Province**
New Brunswick

## Having a primary care provider

| | | |
|---|---|---|
| Does not have a primary care provider % \| 2025 | **19.1** | **27.4** |

## NB Health Link

| | | |
|---|---|---|
| Registered with NB Health Link % \| 2025 | **46.0** | **51.8** |
| Registered but on a wait list % \| 2025 | S | **4.8** |
| Had a consultation with NB Health Link in the last 12 months % \| 2025 | **37.4** | **35.7** |
| Satisfaction with services received, somewhat or very satisfied % \| 2025 | **63.2** | **67.5** |

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

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

| | Zone 1 Moncton and South-East Area | Province New Brunswick |
|---|---|---|
| Used one or more health care services % \| 2025 | 81.0 | 85.3 |
| Hospital emergency department % \| 2025 | 38.2 | 41.4 |
| Satisfaction with services received, somewhat or very satisfied % \| 2025 | 32.1 | 48.1 |
| Pharmacist % \| 2025 | 35.6 | 41.2 |
| Satisfaction with services received, somewhat or very satisfied % \| 2025 | 81.7 | 90.1 |
| After-hours or walk-in clinic % \| 2025 | 35.2 | 35.9 |
| Satisfaction with services received, somewhat or very satisfied % \| 2025 | 65.0 | 70.9 |
| eVisitNB % \| 2025 | 30.4 | 31.1 |
| Satisfaction with services received, somewhat or very satisfied % \| 2025 | 67.7 | 67.3 |
| Specialist % \| 2025 | 26.8 | 29.6 |
| Satisfaction with services received, somewhat or very satisfied % \| 2025 | 85.1 | 88.0 |
| Allied health professional % \| 2025 | 22.6 | 28.7 |
| Satisfaction with services received, somewhat or very satisfied % \| 2025 | 83.5 | 87.0 |
| Tele-Care 811 % \| 2025 | 10.3 | 11.4 |

| | **Zone 1** Moncton and South-East Area | **Province** New Brunswick |
|---|---|---|
| Satisfaction with services received, somewhat or very satisfied % \| 2023 | **77.8** | **62.9** |
| Other services % \| 2025 | **11.9** | **14.7** |

# 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