PRIMARY CARE SURVEY

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



Zone 4
Madawaska and North-West Area



Province
New Brunswick

Having a primary care provider

Does not have a primary care provider % | 2025	**31.1**	**27.4**

NB Health Link

Registered with NB Health Link % | 2025	**45.0**	**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	**29.3**	**35.7**
Satisfaction with services received, somewhat or very satisfied % | 2025	S	**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 4 Madawaska and North-West Area	Province New Brunswick
Used one or more health care services % | 2025	89.1	85.3
Hospital emergency department % | 2025	57.5	41.4
Satisfaction with services received, somewhat or very satisfied % | 2025	50.9	48.1
Pharmacist % | 2025	45.5	41.2
Satisfaction with services received, somewhat or very satisfied % | 2025	91.5	90.1
After-hours or walk-in clinic % | 2025	31.4	35.9
Satisfaction with services received, somewhat or very satisfied % | 2025	73.3	70.9
eVisitNB % | 2025	22.8	31.1
Satisfaction with services received, somewhat or very satisfied % | 2023	73.6	71.3
Specialist % | 2025	32.1	29.6
Satisfaction with services received, somewhat or very satisfied % | 2025	95.9	88.0
Allied health professional % | 2025	31.6	28.7
Satisfaction with services received, somewhat or very satisfied % | 2025	86.2	87.0
Tele-Care 811 % | 2025	11.1	11.4

	Zone 4 Madawaska and North-West Area	**Province** New Brunswick
Satisfaction with services received, somewhat or very satisfied % | 2025	S	**67.1**
Other services % | 2025	**15.0**	**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