

PRIMARY CARE SURVEY

# Use and experience with health care services - Citizens with a primary care provider



Province  
New Brunswick

## Having a primary care provider

Has a primary care provider %   2023	79.3
Has a personal family doctor %   2023	76.0
Has a personal nurse practitioner %   2023	3.6

## Proximity of practice of primary care provider

Located in the same city or town %   2023	66.5
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## Type of practice of primary care provider

Works in a solo practice %   2023	41.4
Works in an office with several primary care providers working independently of each other %   2023	45.3
Works in an office with several health care professionals working together as a team %   2023	10.8

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No after-hours services offered by primary care provider %   2023	<b>67.2</b>
Ease of obtaining after-hours care with primary care provider, somewhat or very easy %   2023	<b>10.1</b>

## Use of primary health care services in the last 12 months

Consulted with primary care provider %   2023	<b>89.8</b>
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### Experience with primary care provider

Primary care provider explained things in a way that they could understand, always %   2023	<b>68.2</b>
Primary care provider involved them in decisions about their health care, always %   2023	<b>62.7</b>
Primary care provider helped them coordinate care from other healthcare providers and places, always %   2023	<b>57.2</b>
Primary care provider spent enough time with them, always %   2023	<b>52.0</b>
Received the support they needed, definitely %   2023	<b>64.7</b>
Primary care provider limits the number of problems they can discuss in a visit %   2023	<b>24.4</b>
Satisfaction with services received, somewhat or very satisfied %   2023	<b>82.5</b>
Received services in the preferred official language, always %   2023	<b>95.1</b>
Prefers receiving services in English, always received services in English %   2023	<b>96.0</b>
Prefers receiving services in French, always received services in French %   2023	<b>92.5</b>

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### Use and experience with other health care services in the last 12 months because primary care provider was not available

One or more health care services %   2023	<b>69.1</b>
Hospital emergency department %   2023	<b>29.2</b>
Satisfaction with services received, somewhat or very satisfied %   2023	<b>45.7</b>
After-hours or walk-in clinic %   2023	<b>23.2</b>
Satisfaction with services received, somewhat or very satisfied %   2023	<b>72.5</b>
eVisitNB %   2023	<b>17.2</b>
Satisfaction with services received, somewhat or very satisfied %   2023	<b>80.7</b>
Tele-Care 811 %   2023	<b>11.7</b>
Satisfaction with services received, somewhat or very satisfied %   2023	<b>73.3</b>
Pharmacist %   2023	<b>38.1</b>
Satisfaction with services received, somewhat or very satisfied %   2023	<b>90.1</b>
Specialist %   2023	<b>22.9</b>
Satisfaction with services received, somewhat or very satisfied %   2023	<b>87.4</b>
Allied health professional %   2023	<b>23.3</b>
Satisfaction with services received, somewhat or very satisfied %   2023	<b>89.7</b>

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 Other services % | 2023 9.4

## Last consultation with primary care provider

 Last consultation was in-person % | 2023 73.0

 Last consultation was virtual % | 2023 27.0

## Reason for last consultation

 Health concern % | 2023 56.7

 Prescription renewal % | 2023 38.7

 Regular checkup % | 2023 36.6

## Wait time for last consultation, for a health concern or problem

 Same day or next day with primary care provider % | 2023 9.3

 Same day or next day with family doctor % | 2023 9.2

 Same day or next day with nurse practitioner % | 2023 12.6

 Within 5 days with primary care provider % | 2023 31.4

 Within 5 days with family doctor % | 2023 31.5

 Within 5 days with nurse practitioner % | 2023 28.4

## About this Table

### Content and description

Data on self-reported information regarding the use and experience with services of New Brunswickers who have a permanent primary care provider (either a family doctor or a nurse practitioner). Topics include having a permanent primary care provider, use of primary health care services and experience with the services received. Information is available about timely access to a provider, use of other services because the provider is not available.

### 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