PRIMARY CARE SURVEY

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



Province
New Brunswick



Zone 1
Moncton and South-East Area

Having a primary care provider

Has a primary care provider % | 2025	**72.6**	**80.9**
Has a personal family doctor % | 2025	**67.9**	**77.0**
Has a personal nurse practitioner % | 2025	**5.0**	**4.3**

Proximity of practice of primary care provider

Located in the same city or town % | 2025	**60.7**	**56.7**

Type of practice of primary care provider

No after-hours services offered by primary care provider % | 2025	**70.7**	**69.4**

	Province New Brunswick	**Zone 1** Moncton and South-East Area
Ease of obtaining after-hours care with primary care provider, somewhat or very easy % | 2025	**10.4**	**9.2**

Use of primary health care services in the last 12 months

Consulted with primary care provider % | 2025	**89.3**	**90.4**

Experience with primary care provider

Primary care provider explained things in a way that they could understand, always % | 2025	**69.3**	**66.1**
Primary care provider involved them in decisions about their health care, always % | 2025	**64.6**	**61.3**
Primary care provider helped them coordinate care from other healthcare providers and places, always % | 2025	**55.6**	**52.8**
Primary care provider spent enough time with them, always % | 2025	**52.1**	**48.3**
Received the support they needed, definitely % | 2025	**67.4**	**65.1**
Primary care provider limits the number of problems they can discuss in a visit % | 2025	**26.2**	**28.5**
Satisfaction with services received, somewhat or very satisfied % | 2025	**85.2**	**84.1**
Received services in the preferred official language, always % | 2025	**94.9**	**92.6**
Prefers receiving services in English, always received services in English % | 2025	**97.0**	**94.3**
Prefers receiving services in French, always received services in French % | 2025	**88.8**	**88.7**

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	Province New Brunswick	**Zone 1** Moncton and South-East Area
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 % | 2025	**62.0**	**63.5**
Hospital emergency department % | 2025	**26.1**	**23.2**
Satisfaction with services received, somewhat or very satisfied % | 2025	**42.3**	**32.7**
Pharmacist % | 2025	**31.2**	**31.6**
Satisfaction with services received, somewhat or very satisfied % | 2025	**89.8**	**86.8**
After-hours or walk-in clinic % | 2025	**20.4**	**23.8**
Satisfaction with services received, somewhat or very satisfied % | 2025	**69.7**	**65.0**
Allied health professional % | 2025	**18.4**	**19.7**
Satisfaction with services received, somewhat or very satisfied % | 2025	**89.3**	**89.9**
eVisitNB % | 2025	**18.2**	**19.9**
Satisfaction with services received, somewhat or very satisfied % | 2025	**75.2**	**70.5**
Specialist % | 2025	**16.3**	**17.3**
Satisfaction with services received, somewhat or very satisfied % | 2025	**88.2**	**88.1**
Tele-Care 811 % | 2025	**8.2**	**8.7**

	Province New Brunswick	**Zone 1** Moncton and South-East Area
Satisfaction with services received, somewhat or very satisfied % | 2025	**82.1**	**78.0**
Other services % | 2025	**8.7**	**10.2**

Last consultation with primary care provider

Last consultation was in-person % | 2025	**76.4**	**74.0**
Last consultation was virtual % | 2025	**23.6**	**26.0**

Reason for last consultation

Health concern % | 2025	**56.0**	**54.5**
Prescription renewal % | 2025	**34.7**	**35.1**
Regular checkup % | 2025	**39.7**	**42.1**

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

Same day or next day with primary care provider % | 2025	**12.1**	**12.4**
Same day or next day with family doctor % | 2025	**12.3**	**12.5**
Same day or next day with nurse practitioner % | 2025	**9.3**	S
Within 5 days with primary care provider % | 2025	**33.7**	**35.0**
Within 5 days with family doctor % | 2025	**34.6**	**35.8**

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Within 5 days with nurse practitioner % | 2025	**20.0**	S

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.

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