

## 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 %   2024	77.2	83.3
Has a personal family doctor %   2024	74.2	80.6
Has a personal nurse practitioner %   2024	3.5	3.5

## Proximity of practice of primary care provider

Located in the same city or town %   2024	66.1	64.3
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## Type of practice of primary care provider

Works in a solo practice %   2024	41.5	37.0
Works in an office with several primary care providers working independently of each other %   2024	43.8	48.6

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Works in an office with several health care professionals working together as a team %   2024	11.1	10.7
No after-hours services offered by primary care provider %   2024	65.7	65.1
Ease of obtaining after-hours care with primary care provider, somewhat or very easy %   2024	10.7	8.3
<b>Use of primary health care services in the last 12 months</b>		
Consulted with primary care provider %   2024	88.0	88.3
<b>Experience with primary care provider</b>		
Primary care provider explained things in a way that they could understand, always %   2024	70.4	71.2
Primary care provider involved them in decisions about their health care, always %   2024	62.7	60.7
Primary care provider helped them coordinate care from other healthcare providers and places, always %   2024	58.5	54.4
Primary care provider spent enough time with them, always %   2024	54.5	52.8
Received the support they needed, definitely %   2024	64.3	63.6
Primary care provider limits the number of problems they can discuss in a visit %   2024	24.6	25.7
Satisfaction with services received, somewhat or very satisfied %   2024	83.6	83.3
Received services in the preferred official language, always %   2024	96.6	95.8
Prefers receiving services in English, always received services in English %   2024	97.7	96.6

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Prefers receiving services in French, always received services in French %   2024	93.4	94.3
<b>Use and experience with other health care services in the last 12 months because primary care provider was not available</b>		
One or more health care services %   2024	69.7	71.1
Hospital emergency department %   2024	29.8	26.3
Satisfaction with services received, somewhat or very satisfied %   2024	44.6	34.0
After-hours or walk-in clinic %   2024	22.8	28.4
Satisfaction with services received, somewhat or very satisfied %   2024	70.7	68.1
eVisitNB %   2024	20.4	22.6
Satisfaction with services received, somewhat or very satisfied %   2024	82.9	80.9
Tele-Care 811 %   2024	10.6	11.5
Satisfaction with services received, somewhat or very satisfied %   2024	76.8	75.8
Pharmacist %   2024	37.8	36.0
Satisfaction with services received, somewhat or very satisfied %   2024	88.3	86.5
Specialist %   2024	22.6	23.2
Satisfaction with services received, somewhat or very satisfied %   2024	86.6	85.8

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Allied health professional %   2024	24.9	26.2
Satisfaction with services received, somewhat or very satisfied %   2024	89.9	89.5
Other services %   2024	9.6	10.7

## Last consultation with primary care provider

Last consultation was in-person %   2024	74.9	72.7
Last consultation was virtual %   2024	25.1	27.3

## Reason for last consultation

Health concern %   2024	55.5	52.7
Prescription renewal %   2024	37.9	37.8
Regular checkup %   2024	37.2	41.5

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

Same day or next day with primary care provider %   2024	10.7	9.2
Same day or next day with family doctor %   2024	10.5	8.3
Same day or next day with nurse practitioner %   2024	14.4	S
Within 5 days with primary care provider %   2024	34.2	36.2

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Within 5 days with family doctor %   2024	<b>34.5</b>	<b>35.5</b>
Within 5 days with nurse practitioner %   2024	<b>27.9</b>	<b>S</b>

## 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