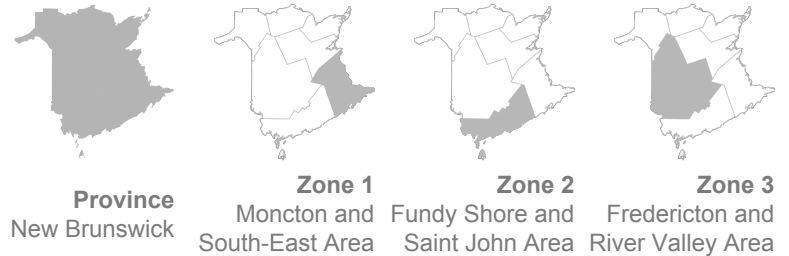


PRIMARY CARE SURVEY

Experience with services (with a primary care provider)



Having a primary care provider

Has a primary care provider % 2022	85.4	90.0	86.7	79.9
Has a personal family doctor % 2022	82.2	87.6	85.4	75.5
Has a personal nurse practitioner % 2022	3.6	2.8	2.0	4.7

Proximity of practice of primary care provider

Located in the same city or town % 2022	65.6	64.4	72.0	62.6
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Type of practice of primary care provider

Part of a group practice % 2022	30.0	29.2	26.1	30.9
Does not know if part of a group practice % 2022	26.3	28.7	21.0	27.9
Part of a multidisciplinary team practice % 2022	16.7	14.3	13.4	15.4
Does not know if part of a multidisciplinary team practice % 2022	14.6	17.7	10.3	15.9
Consultations available after 5 pm on a weekday % 2022	10.5	7.6	14.0	11.1
Does not know if consultations are available after 5 pm on a weekday % 2022	31.8	33.4	29.7	31.2
No consultations available after 5 pm on a weekday % 2022	57.7	59.0	56.3	57.6
Consultations available on Saturday or Sunday % 2022	3.7	2.9	4.7	3.2

	Province New Brunswick	Zone 1 Moncton and South-East Area	Zone 2 Fundy Shore and Saint John Area	Zone 3 Fredericton and River Valley Area
Does not know if consultations are available on Saturday or Sunday % 2022	26.0	26.9	27.9	25.1
No consultations available on Saturday or Sunday % 2022	70.3	70.2	67.5	71.7

Use of primary health care services in the last 12 months

Consulted with primary care provider % 2022	85.5	84.2	87.5	84.4
...Last consultation was in-person % 2022	63.9	59.0	71.6	66.1
...Last consultation was virtual % 2022	36.1	41.0	28.4	33.9

Experience with primary care provider

Received the support they needed, definitely % 2022	59.0	54.9	65.1	59.6
Primary care provider spent enough time with them, always % 2022	47.1	45.5	53.0	50.3
Primary care provider limits the number of problems they can discuss in a visit % 2022	24.8	23.3	33.3	23.7
Satisfaction with services received, somewhat or very satisfied % 2022	80.8	78.7	82.4	79.5

Use of other health care services because primary care provider was not available

Used one or more other health care services % 2022	62.6	66.1	60.3	58.3
Pharmacist % 2022	36.6	38.6	35.1	32.2
Hospital emergency department % 2022	26.6	23.8	24.2	29.1
After-hours or walk-in clinic % 2022	22.3	30.8	20.9	12.3
Tele-Care 811 % 2022	15.8	17.9	14.6	15.8
Virtual care platform like eVisit NB % 2022	14.2	16.8	12.0	14.1
Allied health professional % 2022	1.9	2.3	1.4	1.7
Specialist % 2022	1.5	1.7	1.2	S

	Province New Brunswick	Zone 1 Moncton and South-East Area	Zone 2 Fundy Shore and Saint John Area	Zone 3 Fredericton and River Valley Area
Other services % 2022	5.0	4.5	4.9	4.9

Last consultation with primary care provider

Reason for last consultation

Health concern % 2022	54.5	50.0	59.9	57.0
Prescription renewal % 2022	39.9	40.0	37.5	38.9
Regular checkup % 2022	35.6	37.8	29.1	35.1

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

Same day or next day with primary care provider % 2022	11.1	7.8	10.4	11.6
Same day or next day with family doctor % 2022	10.8	8.0	10.7	11.2
Same day or next day with nurse practitioner % 2022	16.3	S	S	S
Within 5 days with primary care provider % 2022	34.0	28.8	37.9	33.0
Within 5 days with family doctor % 2022	34.1	29.4	38.4	32.5
Within 5 days with nure practitioner % 2022	31.7	S	S	S

Language used during last consultation

English % 2022	70.4	61.1	98.2	97.4
French % 2022	28.9	37.9	1.6	1.9
Received services in their preferred language % 2022	91.4	87.0	97.1	96.3
...Preferred language is English % 2022	95.6	95.4	98.3	96.2
...Preferred language is French % 2022	81.2	73.3	S	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 primary care provider (either a family doctor or a nurse practitioner). Topics include having a primary care provider, use of primary health care services and experience with the services received. Information is available about timely access to a provider and 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](#) page.

Caption

n/a = Not applicable / not available

S = Data suppressed due to confidentiality requirements and/or small sample size