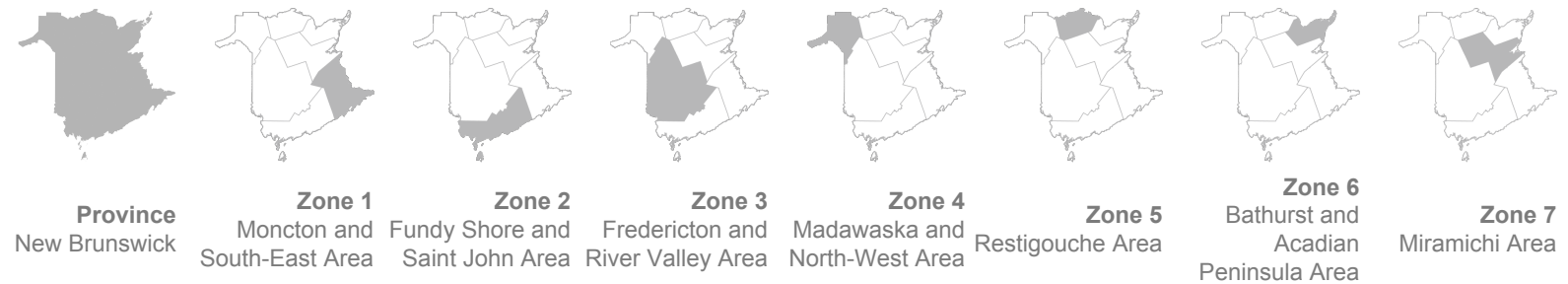


PRIMARY CARE SURVEY

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



Having a primary care provider

Has a primary care provider % 2023	79.3	81.1	86.4	67.8	63.8	81.1	85.1	94.6
Has a personal family doctor % 2023	76.0	79.2	84.9	62.2	58.7	67.4	81.9	94.1
Has a personal nurse practitioner % 2023	3.6	2.3	1.8	5.8	5.5	13.7	3.2	1.3

Proximity of practice of primary care provider

Located in the same city or town % 2023	66.5	62.2	70.7	68.0	67.3	60.0	60.8	78.8
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Type of practice of primary care provider

	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	Zone 4 Madawaska and North-West Area	Zone 5 Restigouche Area	Zone 6 Bathurst and Acadian Peninsula Area	Zone 7 Miramichi Area
Works in a solo practice % 2023	41.4	37.5	54.4	37.2	33.1	61.3	24.3	50.0
Works in an office with several primary care providers working independently of each other % 2023	45.3	54.1	34.2	42.9	54.3	26.7	54.5	39.6
Works in an office with several health care professionals working together as a team % 2023	10.8	6.6	7.7	17.8	9.8	8.6	18.9	8.9
No after-hours services offered by primary care provider % 2023	67.2	67.7	68.7	66.4	61.2	73.8	64.5	68.1
Ease of obtaining after-hours care with primary care provider, somewhat or very easy % 2023	10.1	8.4	12.2	9.5	13.2	4.1	11.3	11.8

Use of primary health care services in the last 12 months

Consulted with primary care provider % 2023	89.8	88.7	92.6	89.2	88.1	88.8	89.7	88.4
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Experience with primary care provider

Primary care provider explained things in a way that they could understand, always % 2023	68.2	67.8	70.9	71.3	70.8	53.0	63.1	64.2
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	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	Zone 4 Madawaska and North-West Area	Zone 5 Restigouche Area	Zone 6 Bathurst and Acadian Peninsula Area	Zone 7 Miramichi Area
Primary care provider involved them in decisions about their health care, always % 2023	62.7	61.2	66.9	70.5	53.7	49.6	54.8	55.8
Primary care provider helped them coordinate care from other healthcare providers and places, always % 2023	57.2	55.6	58.7	60.9	55.9	50.9	54.2	56.9
Primary care provider spent enough time with them, always % 2023	52.0	50.0	56.2	54.1	48.0	40.6	50.8	49.1
Received the support they needed, definitely % 2023	64.7	63.4	65.0	65.8	67.5	54.2	68.2	63.8
Primary care provider limits the number of problems they can discuss in a visit % 2023	24.4	24.8	29.7	22.2	25.0	27.9	17.9	18.5
Satisfaction with services received, somewhat or very satisfied % 2023	82.5	82.4	82.1	84.6	87.2	78.3	79.5	81.4
Received services in the preferred official language, always % 2023	95.1	94.1	97.8	96.1	96.1	89.5	92.9	91.5
Prefers receiving services in English, always received services in English % 2023	96.0	93.3	97.8	97.6	S	91.0	85.3	96.1

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Prefers receiving services in French, always received services in French % 2023	92.5	95.6	S	S	95.7	87.7	95.0	52.7
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	69.1	71.3	67.7	68.5	67.5	67.7	65.9	73.3
Hospital emergency department % 2023	29.2	25.2	29.7	31.8	32.4	31.7	29.6	33.9
Satisfaction with services received, somewhat or very satisfied % 2023	45.7	42.0	45.0	50.5	50.2	42.4	44.6	47.4
After-hours or walk-in clinic % 2023	23.2	30.7	21.5	13.3	15.7	20.5	23.5	30.3
Satisfaction with services received, somewhat or very satisfied % 2023	72.5	72.3	67.3	79.0	68.1	72.4	76.3	74.9
eVisitNB % 2023	17.2	17.8	14.9	21.5	13.5	18.8	13.0	18.6
Satisfaction with services received, somewhat or very satisfied % 2023	80.7	78.1	79.5	88.2	68.3	81.4	76.6	81.1
Tele-Care 811 % 2023	11.7	12.3	10.2	13.7	9.2	10.9	8.9	15.8

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Satisfaction with services received, somewhat or very satisfied % 2023	73.3	77.1	75.9	63.7	S	77.8	81.2	66.1
Pharmacist % 2023	38.1	35.6	37.0	42.4	39.1	37.8	37.9	40.8
Satisfaction with services received, somewhat or very satisfied % 2023	90.1	86.2	92.1	92.4	93.5	87.6	89.4	91.4
Specialist % 2023	22.9	23.9	23.6	19.2	17.6	25.5	25.6	25.7
Satisfaction with services received, somewhat or very satisfied % 2023	87.4	87.3	88.5	84.7	97.5	91.2	85.9	85.4
Allied health professional % 2023	23.3	25.8	18.1	24.0	24.1	27.1	25.8	22.0
Satisfaction with services received, somewhat or very satisfied % 2023	89.7	89.3	91.1	89.3	93.0	86.7	90.1	86.2
Other services % 2023	9.4	10.1	8.6	8.8	10.7	10.2	9.1	9.9

Last consultation with primary care provider

Last consultation was in-person % 2023	73.0	70.1	77.3	71.7	78.8	73.5	70.5	72.7
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	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	Zone 4 Madawaska and North-West Area	Zone 5 Restigouche Area	Zone 6 Bathurst and Acadian Peninsula Area	Zone 7 Miramichi Area
Last consultation was virtual % 2023	27.0	29.9	22.7	28.3	21.2	26.5	29.5	27.3
Reason for last consultation								
Health concern % 2023	56.7	54.7	56.2	61.2	51.5	52.8	56.5	60.2
Prescription renewal % 2023	38.7	40.9	37.7	37.2	33.2	46.1	39.6	35.9
Regular checkup % 2023	36.6	38.1	33.4	31.3	55.0	40.9	39.5	36.8
Wait time for last consultation, for a health concern or problem								
Same day or next day with primary care provider % 2023	9.3	9.2	8.6	7.6	9.6	6.4	16.6	7.8
Same day or next day with family doctor % 2023	9.2	8.8	8.6	7.8	8.3	7.1	15.7	7.9
Same day or next day with nurse practitioner % 2023	12.6	S	S	S	S	S	S	S
Within 5 days with primary care provider % 2023	31.4	29.6	33.5	27.5	29.2	24.4	42.4	30.3
Within 5 days with family doctor % 2023	31.5	29.4	33.7	28.6	26.6	23.9	41.9	31.0
Within 5 days with nurse practitioner % 2023	28.4	S	S	S	S	S	S	S

Province	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7
New Brunswick	Moncton and South-East Area	Fundy Shore and Saint John Area	Fredericton and River Valley Area	Madawaska and North-West Area	Restigouche Area	Bathurst and Acadian Peninsula Area	Miramichi Area

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