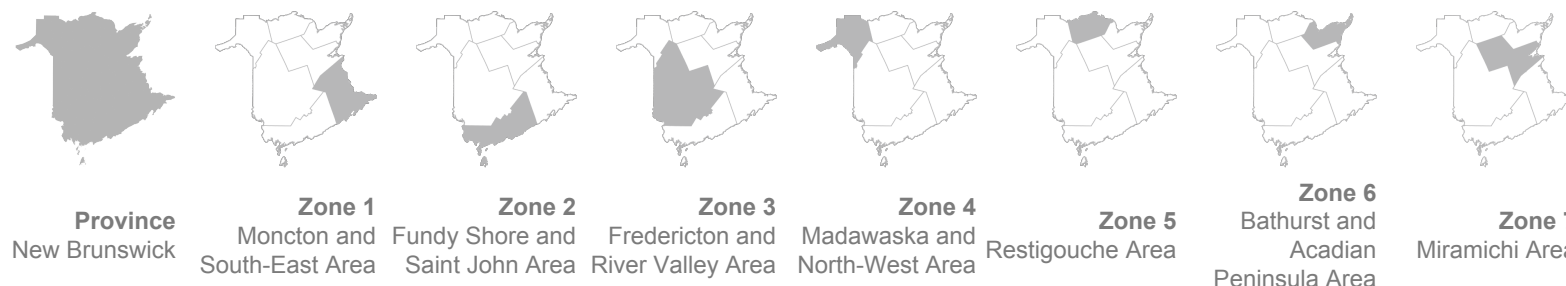


## PRIMARY CARE SURVEY

# 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	74.6	83.5	86.2	89.9
Has a personal family doctor %   2022	82.2	87.6	85.4	75.5	70.0	69.2	83.3	86.9
Has a personal nurse practitioner %   2022	3.6	2.8	2.0	4.7	4.6	14.4	2.9	3.1

## Proximity of practice of primary care provider

Located in the same city or town %   2022	65.6	64.4	72.0	62.6	64.9	56.2	57.7	78.8
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## Type of practice of primary care provider

	<b>Province New Brunswick</b>	<b>Zone 1 Moncton and South-East Area</b>	<b>Zone 2 Fundy Shore and Saint John Area</b>	<b>Zone 3 Fredericton and River Valley Area</b>	<b>Zone 4 Madawaska and North-West Area</b>	<b>Zone 5 Restigouche Area</b>	<b>Zone 6 Bathurst and Acadian Peninsula Area</b>	<b>Zone 7 Miramichi Area</b>
Part of a group practice %   2022	<b>30.0</b>	<b>29.2</b>	<b>26.1</b>	<b>30.9</b>	<b>28.3</b>	<b>15.5</b>	<b>44.8</b>	<b>28.2</b>
Does not know if part of a group practice %   2022	<b>26.3</b>	<b>28.7</b>	<b>21.0</b>	<b>27.9</b>	<b>29.7</b>	<b>28.9</b>	<b>25.9</b>	<b>24.4</b>
Part of a multidisciplinary team practice %   2022	<b>16.7</b>	<b>14.3</b>	<b>13.4</b>	<b>15.4</b>	<b>24.7</b>	<b>18.2</b>	<b>29.7</b>	<b>16.8</b>
Does not know if part of a multidisciplinary team practice %   2022	<b>14.6</b>	<b>17.7</b>	<b>10.3</b>	<b>15.9</b>	<b>12.8</b>	<b>11.2</b>	<b>15.5</b>	<b>11.4</b>
Consultations available after 5 pm on a weekday %   2022	<b>10.5</b>	<b>7.6</b>	<b>14.0</b>	<b>11.1</b>	<b>7.4</b>	<b>3.5</b>	<b>11.7</b>	<b>15.2</b>
Does not know if consultations are available after 5 pm on a weekday %   2022	<b>31.8</b>	<b>33.4</b>	<b>29.7</b>	<b>31.2</b>	<b>38.4</b>	<b>29.2</b>	<b>30.6</b>	<b>31.5</b>
No consultations available after 5 pm on a weekday %   2022	<b>57.7</b>	<b>59.0</b>	<b>56.3</b>	<b>57.6</b>	<b>54.3</b>	<b>67.3</b>	<b>57.8</b>	<b>53.3</b>
Consultations available on Saturday or Sunday %   2022	<b>3.7</b>	<b>2.9</b>	<b>4.7</b>	<b>3.2</b>	<b>3.9</b>	<b>S</b>	<b>4.9</b>	<b>4.7</b>
Does not know if consultations are available on Saturday or Sunday %   2022	<b>26.0</b>	<b>26.9</b>	<b>27.9</b>	<b>25.1</b>	<b>22.8</b>	<b>17.4</b>	<b>26.8</b>	<b>23.3</b>
No consultations available on Saturday or Sunday %   2022	<b>70.3</b>	<b>70.2</b>	<b>67.5</b>	<b>71.7</b>	<b>73.3</b>	<b>82.0</b>	<b>68.3</b>	<b>72.0</b>

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
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## 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	82.2	89.3	87.5	87.2
...Last consultation was in-person %   2022	63.9	59.0	71.6	66.1	70.8	51.8	60.6	58.5
...Last consultation was virtual %   2022	36.1	41.0	28.4	33.9	29.2	48.2	39.4	41.5

## Experience with primary care provider

Received the support they needed, definitely %   2022	59.0	54.9	65.1	59.6	64.7	52.1	58.7	54.2
Primary care provider spent enough time with them, always %   2022	47.1	45.5	53.0	50.3	39.6	42.6	38.4	44.6
Primary care provider limits the number of problems they can discuss in a visit %   2022	24.8	23.3	33.3	23.7	20.9	28.9	16.6	19.6
Satisfaction with services received, somewhat or very satisfied %   2022	80.8	78.7	82.4	79.5	83.5	88.2	83.9	78.2

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

	<b>Province New Brunswick</b>	<b>Zone 1 Moncton and South-East Area</b>	<b>Zone 2 Fundy Shore and Saint John Area</b>	<b>Zone 3 Fredericton and River Valley Area</b>	<b>Zone 4 Madawaska and North-West Area</b>	<b>Zone 5 Restigouche Area</b>	<b>Zone 6 Bathurst and Acadian Peninsula Area</b>	<b>Zone 7 Miramichi Area</b>
Used one or more other health care services %   2022	<b>62.6</b>	<b>66.1</b>	<b>60.3</b>	<b>58.3</b>	<b>67.2</b>	<b>63.3</b>	<b>62.9</b>	<b>63.7</b>
Pharmacist %   2022	<b>36.6</b>	<b>38.6</b>	<b>35.1</b>	<b>32.2</b>	<b>39.3</b>	<b>44.3</b>	<b>38.8</b>	<b>37.8</b>
Hospital emergency department %   2022	<b>26.6</b>	<b>23.8</b>	<b>24.2</b>	<b>29.1</b>	<b>40.3</b>	<b>25.7</b>	<b>28.3</b>	<b>28.2</b>
After-hours or walk-in clinic %   2022	<b>22.3</b>	<b>30.8</b>	<b>20.9</b>	<b>12.3</b>	<b>13.9</b>	<b>28.3</b>	<b>21.1</b>	<b>25.1</b>
Tele-Care 811 %   2022	<b>15.8</b>	<b>17.9</b>	<b>14.6</b>	<b>15.8</b>	<b>13.4</b>	<b>13.2</b>	<b>14.0</b>	<b>16.6</b>
Virtual care platform like eVisit NB %   2022	<b>14.2</b>	<b>16.8</b>	<b>12.0</b>	<b>14.1</b>	<b>9.0</b>	<b>13.3</b>	<b>11.4</b>	<b>19.6</b>
Allied health professional %   2022	<b>1.9</b>	<b>2.3</b>	<b>1.4</b>	<b>1.7</b>	<b>3.4</b>	<b>2.6</b>	<b>S</b>	<b>1.5</b>
Specialist %   2022	<b>1.5</b>	<b>1.7</b>	<b>1.2</b>	<b>S</b>	<b>2.6</b>	<b>3.5</b>	<b>2.2</b>	<b>S</b>
Other services %   2022	<b>5.0</b>	<b>4.5</b>	<b>4.9</b>	<b>4.9</b>	<b>4.5</b>	<b>5.1</b>	<b>6.1</b>	<b>7.2</b>

## Last consultation with primary care provider

### Reason for last consultation

Health concern %   2022	<b>54.5</b>	<b>50.0</b>	<b>59.9</b>	<b>57.0</b>	<b>46.5</b>	<b>50.6</b>	<b>53.6</b>	<b>58.4</b>
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	<b>Province New Brunswick</b>	<b>Zone 1 Moncton and South-East Area</b>	<b>Zone 2 Fundy Shore and Saint John Area</b>	<b>Zone 3 Fredericton and River Valley Area</b>	<b>Zone 4 Madawaska and North-West Area</b>	<b>Zone 5 Restigouche Area</b>	<b>Zone 6 Bathurst and Acadian Peninsula Area</b>	<b>Zone 7 Miramichi Area</b>
Prescription renewal %   2022	<b>39.9</b>	<b>40.0</b>	<b>37.5</b>	<b>38.9</b>	<b>41.0</b>	<b>46.6</b>	<b>43.0</b>	<b>42.9</b>
Regular checkup %   2022	<b>35.6</b>	<b>37.8</b>	<b>29.1</b>	<b>35.1</b>	<b>50.7</b>	<b>42.2</b>	<b>39.5</b>	<b>27.0</b>

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

Same day or next day with primary care provider %   2022	<b>11.1</b>	<b>7.8</b>	<b>10.4</b>	<b>11.6</b>	<b>12.5</b>	<b>9.1</b>	<b>16.0</b>	<b>18.2</b>
Same day or next day with family doctor %   2022	<b>10.8</b>	<b>8.0</b>	<b>10.7</b>	<b>11.2</b>	<b>10.0</b>	<b>6.3</b>	<b>15.7</b>	<b>17.2</b>
Same day or next day with nurse practitioner %   2022	<b>16.3</b>	S	S	S	S	S	S	S
Within 5 days with primary care provider %   2022	<b>34.0</b>	<b>28.8</b>	<b>37.9</b>	<b>33.0</b>	<b>39.0</b>	<b>17.0</b>	<b>36.9</b>	<b>45.1</b>
Within 5 days with family doctor %   2022	<b>34.1</b>	<b>29.4</b>	<b>38.4</b>	<b>32.5</b>	<b>37.8</b>	<b>15.2</b>	<b>36.3</b>	<b>44.7</b>
Within 5 days with nure practitioner %   2022	<b>31.7</b>	S	S	S	S	S	S	S

### Language used during last consultation

English %   2022	<b>70.4</b>	<b>61.1</b>	<b>98.2</b>	<b>97.4</b>	<b>9.3</b>	<b>43.3</b>	<b>13.9</b>	<b>83.8</b>
French %   2022	<b>28.9</b>	<b>37.9</b>	<b>1.6</b>	<b>1.9</b>	<b>90.0</b>	<b>56.2</b>	<b>84.6</b>	<b>15.4</b>

	<b>Province New Brunswick</b>	<b>Zone 1 Moncton and South-East Area</b>	<b>Zone 2 Fundy Shore and Saint John Area</b>	<b>Zone 3 Fredericton and River Valley Area</b>	<b>Zone 4 Madawaska and North-West Area</b>	<b>Zone 5 Restigouche Area</b>	<b>Zone 6 Bathurst and Acadian Peninsula Area</b>	<b>Zone 7 Miramichi Area</b>
Received services in their preferred language %   2022	<b>91.4</b>	<b>87.0</b>	<b>97.1</b>	<b>96.3</b>	<b>87.5</b>	<b>86.4</b>	<b>88.5</b>	<b>86.7</b>
...Preferred language is English %   2022	<b>95.6</b>	<b>95.4</b>	<b>98.3</b>	<b>96.2</b>	S	<b>87.0</b>	<b>90.0</b>	<b>89.2</b>
...Preferred language is French %   2022	<b>81.2</b>	<b>73.3</b>	S	S	<b>90.5</b>	<b>85.9</b>	<b>88.2</b>	<b>73.0</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 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

-  Above-average performance
-  Below-average performance