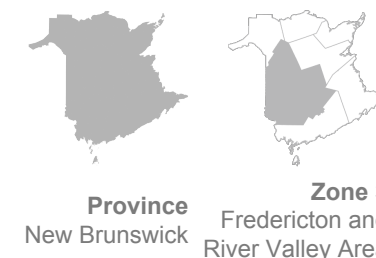


PRIMARY CARE SURVEY

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



Having a primary care provider

Has a primary care provider % 2025	72.6	56.3
Has a personal family doctor % 2025	67.9	51.4
Has a personal nurse practitioner % 2025	5.0	5.3

Proximity of practice of primary care provider

Located in the same city or town % 2025	60.7	60.5
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Type of practice of primary care provider

No after-hours services offered by primary care provider % 2025	70.7	74.7
Ease of obtaining after-hours care with primary care provider, somewhat or very easy % 2025	10.4	10.5

Province
New Brunswick

Zone 3
Fredericton and
River Valley Area

Use of primary health care services in the last 12 months

Consulted with primary care provider % 2025	89.3	89.6
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Experience with primary care provider

Primary care provider explained things in a way that they could understand, always % 2025	69.3	77.4
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Primary care provider involved them in decisions about their health care, always % 2025	64.6	73.3
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Primary care provider helped them coordinate care from other healthcare providers and places, always % 2025	55.6	60.7
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Primary care provider spent enough time with them, always % 2025	52.1	58.0
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Received the support they needed, definitely % 2025	67.4	71.0
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Primary care provider limits the number of problems they can discuss in a visit % 2025	26.2	21.8
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Satisfaction with services received, somewhat or very satisfied % 2025	85.2	88.3
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Received services in the preferred official language, always % 2025	94.9	98.1
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Prefers receiving services in English, always received services in English % 2025	97.0	99.3
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Prefers receiving services in French, always received services in French % 2025	88.8	S
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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	60.4
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	Province New Brunswick	Zone 3 Fredericton and River Valley Area
Hospital emergency department % 2025	26.1	25.2
Satisfaction with services received, somewhat or very satisfied % 2025	42.3	51.5
Pharmacist % 2025	31.2	28.6
Satisfaction with services received, somewhat or very satisfied % 2025	89.8	94.0
After-hours or walk-in clinic % 2025	20.4	15.0
Satisfaction with services received, somewhat or very satisfied % 2025	69.7	70.6
Allied health professional % 2025	18.4	18.8
Satisfaction with services received, somewhat or very satisfied % 2025	89.3	90.3
eVisitNB % 2025	18.2	20.1
Satisfaction with services received, somewhat or very satisfied % 2025	75.2	83.9
Specialist % 2025	16.3	14.5
Satisfaction with services received, somewhat or very satisfied % 2025	88.2	88.6
Tele-Care 811 % 2025	8.2	8.4
Satisfaction with services received, somewhat or very satisfied % 2025	82.1	79.9
Other services % 2025	8.7	7.1

Province
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Last consultation with primary care provider

Last consultation was in-person % 2025	76.4	76.2
Last consultation was virtual % 2025	23.6	23.8

Reason for last consultation

Health concern % 2025	56.0	58.6
Prescription renewal % 2025	34.7	33.5
Regular checkup % 2025	39.7	39.0

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

Same day or next day with primary care provider % 2025	12.1	12.7
Same day or next day with family doctor % 2025	12.3	12.6
Same day or next day with nurse practitioner % 2025	9.3	S
Within 5 days with primary care provider % 2025	33.7	31.3
Within 5 days with family doctor % 2025	34.6	32.5
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.

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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