

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	67.8	79.3
Has a personal family doctor % 2023	62.2	76.0
Has a personal nurse practitioner % 2023	5.8	3.6
Proximity of practice of primary care provider		
Located in the same city or town % 2023	68.0	66.5
Type of practice of primary care provider		
Works in a solo practice % 2023	37.2	41.4
Works in an office with several primary care providers working independently of each other % 2023	42.9	45.3

	Zone 3 Fredericton and River Valley Area	Province New Brunswick
Works in an office with several health care professionals working together as a team % 2023	17.8	10.8
No after-hours services offered by primary care provider % 2023	66.4	67.2
Ease of obtaining after-hours care with primary care provider, somewhat or very easy % 2023	9.5	10.1

Use of primary health care services in the last 12 months

Consulted with primary care provider % 2023	89.2	89.8
---	-------------	-------------

Experience with primary care provider

Primary care provider explained things in a way that they could understand, always % 2023	71.3	68.2
Primary care provider involved them in decisions about their health care, always % 2023	70.5	62.7
Primary care provider helped them coordinate care from other healthcare providers and places, always % 2023	60.9	57.2
Primary care provider spent enough time with them, always % 2023	54.1	52.0
Received the support they needed, definitely % 2023	65.8	64.7
Primary care provider limits the number of problems they can discuss in a visit % 2023	22.2	24.4
Satisfaction with services received, somewhat or very satisfied % 2023	84.6	82.5
Received services in the preferred official language, always % 2023	96.1	95.1
Prefers receiving services in English, always received services in English % 2023	97.6	96.0

	Zone 3 Fredericton and River Valley Area	Province New Brunswick
Prefers receiving services in French, always received services in French % 2023	S	92.5
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	68.5	69.1
Hospital emergency department % 2023	31.8	29.2
Satisfaction with services received, somewhat or very satisfied % 2023	50.5	45.7
After-hours or walk-in clinic % 2023	13.3	23.2
Satisfaction with services received, somewhat or very satisfied % 2023	79.0	72.5
eVisitNB % 2023	21.5	17.2
Satisfaction with services received, somewhat or very satisfied % 2023	88.2	80.7
Tele-Care 811 % 2023	13.7	11.7
Satisfaction with services received, somewhat or very satisfied % 2023	63.7	73.3
Pharmacist % 2023	42.4	38.1
Satisfaction with services received, somewhat or very satisfied % 2023	92.4	90.1
Specialist % 2023	19.2	22.9
Satisfaction with services received, somewhat or very satisfied % 2023	84.7	87.4

	Zone 3 Fredericton and River Valley Area	Province New Brunswick
Allied health professional % 2023	24.0	23.3
Satisfaction with services received, somewhat or very satisfied % 2023	89.3	89.7
Other services % 2023	8.8	9.4
Last consultation with primary care provider		
Last consultation was in-person % 2023	71.7	73.0
Last consultation was virtual % 2023	28.3	27.0
Reason for last consultation		
Health concern % 2023	61.2	56.7
Prescription renewal % 2023	37.2	38.7
Regular checkup % 2023	31.3	36.6
Wait time for last consultation, for a health concern or problem		
Same day or next day with primary care provider % 2023	7.6	9.3
Same day or next day with family doctor % 2023	7.8	9.2
Same day or next day with nurse practitioner % 2020	20.4	18.7
Within 5 days with primary care provider % 2023	27.5	31.4

	Zone 3 Fredericton and River Valley Area	Province New Brunswick
Within 5 days with family doctor % 2023	28.6	31.5
Within 5 days with nurse practitioner % 2020	53.0	51.7

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