PRIMARY CARE SURVEY

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



Zone 4
Madawaska and North-West Area



Province
New Brunswick

Having a primary care provider

Has a primary care provider % | 2025	**68.9**	**72.6**
Has a personal family doctor % | 2025	**59.8**	**67.9**
Has a personal nurse practitioner % | 2025	**9.2**	**5.0**

Proximity of practice of primary care provider

Located in the same city or town % | 2025	**68.8**	**60.7**

Type of practice of primary care provider

No after-hours services offered by primary care provider % | 2025	**67.1**	**70.7**

	Zone 4 Madawaska and North-West Area	Province New Brunswick
Ease of obtaining after-hours care with primary care provider, somewhat or very easy % | 2025	9.4	10.4

Use of primary health care services in the last 12 months

Consulted with primary care provider % | 2025	85.5	89.3

Experience with primary care provider

Primary care provider explained things in a way that they could understand, always % | 2025	57.2	69.3
Primary care provider involved them in decisions about their health care, always % | 2025	49.0	64.6
Primary care provider helped them coordinate care from other healthcare providers and places, always % | 2025	43.1	55.6
Primary care provider spent enough time with them, always % | 2025	45.1	52.1
Received the support they needed, definitely % | 2025	65.3	67.4
Primary care provider limits the number of problems they can discuss in a visit % | 2025	22.4	26.2
Satisfaction with services received, somewhat or very satisfied % | 2025	83.1	85.2
Received services in the preferred official language, always % | 2025	91.6	94.9
Prefers receiving services in English, always received services in English % | 2025	S	97.0
Prefers receiving services in French, always received services in French % | 2025	93.4	88.8

	Zone 4 Madawaska and North-West Area	**Province** New Brunswick
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	**66.7**	**62.0**
Hospital emergency department % | 2025	**36.7**	**26.1**
Satisfaction with services received, somewhat or very satisfied % | 2025	**55.0**	**42.3**
Pharmacist % | 2025	**33.3**	**31.2**
Satisfaction with services received, somewhat or very satisfied % | 2025	**93.4**	**89.8**
After-hours or walk-in clinic % | 2025	**14.0**	**20.4**
Satisfaction with services received, somewhat or very satisfied % | 2025	**81.4**	**69.7**
Allied health professional % | 2025	**15.4**	**18.4**
Satisfaction with services received, somewhat or very satisfied % | 2025	**88.6**	**89.3**
eVisitNB % | 2025	**14.1**	**18.2**
Satisfaction with services received, somewhat or very satisfied % | 2025	**65.8**	**75.2**
Specialist % | 2025	**18.2**	**16.3**
Satisfaction with services received, somewhat or very satisfied % | 2025	**88.6**	**88.2**
Tele-Care 811 % | 2025	**7.1**	**8.2**

	Zone 4 Madawaska and North-West Area	**Province** New Brunswick
Satisfaction with services received, somewhat or very satisfied % | 2025	S	**82.1**
Other services % | 2025	**11.9**	**8.7**

Last consultation with primary care provider

Last consultation was in-person % | 2025	**82.0**	**76.4**
Last consultation was virtual % | 2025	**18.0**	**23.6**

Reason for last consultation

Health concern % | 2025	**49.9**	**56.0**
Prescription renewal % | 2025	**30.5**	**34.7**
Regular checkup % | 2025	**49.0**	**39.7**

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

Same day or next day with primary care provider % | 2025	**14.2**	**12.1**
Same day or next day with family doctor % | 2025	**15.7**	**12.3**
Same day or next day with nurse practitioner % | 2020	**15.2**	**18.7**
Within 5 days with primary care provider % | 2025	**30.1**	**33.7**
Within 5 days with family doctor % | 2025	**31.8**	**34.6**

	Zone 4 Madawaska and North-West Area	**Province** New Brunswick
Within 5 days with nurse practitioner % | 2020	**54.0**	**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