

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 % 2023	63.8	79.3
Has a personal family doctor % 2023	58.7	76.0
Has a personal nurse practitioner % 2023	5.5	3.6

Proximity of practice of primary care provider

Located in the same city or town % 2023	67.3	66.5
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Type of practice of primary care provider

Works in a solo practice % 2023	33.1	41.4
Works in an office with several primary care providers working independently of each other % 2023	54.3	45.3

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Works in an office with several health care professionals working together as a team % 2023	9.8	10.8
No after-hours services offered by primary care provider % 2023	61.2	67.2
Ease of obtaining after-hours care with primary care provider, somewhat or very easy % 2023	13.2	10.1

Use of primary health care services in the last 12 months

Consulted with primary care provider % 2023	88.1	89.8
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Experience with primary care provider

Primary care provider explained things in a way that they could understand, always % 2023	70.8	68.2
Primary care provider involved them in decisions about their health care, always % 2023	53.7	62.7
Primary care provider helped them coordinate care from other healthcare providers and places, always % 2023	55.9	57.2
Primary care provider spent enough time with them, always % 2023	48.0	52.0
Received the support they needed, definitely % 2023	67.5	64.7
Primary care provider limits the number of problems they can discuss in a visit % 2023	25.0	24.4
Satisfaction with services received, somewhat or very satisfied % 2023	87.2	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	S	96.0

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Prefers receiving services in French, always received services in French % 2023	95.7	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	67.5	69.1
Hospital emergency department % 2023	32.4	29.2
Satisfaction with services received, somewhat or very satisfied % 2023	50.2	45.7
After-hours or walk-in clinic % 2023	15.7	23.2
Satisfaction with services received, somewhat or very satisfied % 2023	68.1	72.5
eVisitNB % 2023	13.5	17.2
Satisfaction with services received, somewhat or very satisfied % 2023	68.3	80.7
Tele-Care 811 % 2023	9.2	11.7
Satisfaction with services received, somewhat or very satisfied % 2023	S	73.3
Pharmacist % 2023	39.1	38.1
Satisfaction with services received, somewhat or very satisfied % 2023	93.5	90.1
Specialist % 2023	17.6	22.9
Satisfaction with services received, somewhat or very satisfied % 2023	97.5	87.4

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Allied health professional % 2023	24.1	23.3
Satisfaction with services received, somewhat or very satisfied % 2023	93.0	89.7
Other services % 2023	10.7	9.4

Last consultation with primary care provider

Last consultation was in-person % 2023	78.8	73.0
Last consultation was virtual % 2023	21.2	27.0

Reason for last consultation

Health concern % 2023	51.5	56.7
Prescription renewal % 2023	33.2	38.7
Regular checkup % 2023	55.0	36.6

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

Same day or next day with primary care provider % 2023	9.6	9.3
Same day or next day with family doctor % 2023	8.3	9.2
Same day or next day with nurse practitioner % 2020	15.2	18.7
Within 5 days with primary care provider % 2023	29.2	31.4

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Within 5 days with family doctor % 2023	26.6	31.5
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.

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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