

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 % 2024	78.5	77.2
Has a personal family doctor % 2024	76.4	74.2
Has a personal nurse practitioner % 2024	2.4	3.5

Proximity of practice of primary care provider

Located in the same city or town % 2024	56.2	66.1
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Type of practice of primary care provider

Works in a solo practice % 2024	26.4	41.5
Works in an office with several primary care providers working independently of each other % 2024	52.1	43.8

	Zone 6 Bathurst and Acadian Peninsula Area	Province New Brunswick
Works in an office with several health care professionals working together as a team % 2024	18.1	11.1
No after-hours services offered by primary care provider % 2024	59.9	65.7
Ease of obtaining after-hours care with primary care provider, somewhat or very easy % 2024	13.8	10.7

Use of primary health care services in the last 12 months

Consulted with primary care provider % 2024	90.7	88.0
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Experience with primary care provider

Primary care provider explained things in a way that they could understand, always % 2024	70.6	70.4
Primary care provider involved them in decisions about their health care, always % 2024	60.5	62.7
Primary care provider helped them coordinate care from other healthcare providers and places, always % 2024	60.4	58.5
Primary care provider spent enough time with them, always % 2024	52.8	54.5
Received the support they needed, definitely % 2024	69.7	64.3
Primary care provider limits the number of problems they can discuss in a visit % 2024	15.2	24.6
Satisfaction with services received, somewhat or very satisfied % 2024	84.2	83.6
Received services in the preferred official language, always % 2024	95.7	96.6

	Zone 6 Bathurst and Acadian Peninsula Area	Province New Brunswick
Prefers receiving services in English, always received services in English % 2024	88.8	97.7
Prefers receiving services in French, always received services in French % 2024	97.0	93.4
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 % 2024	65.1	69.7
Hospital emergency department % 2024	30.2	29.8
Satisfaction with services received, somewhat or very satisfied % 2024	45.6	44.6
After-hours or walk-in clinic % 2024	22.6	22.8
Satisfaction with services received, somewhat or very satisfied % 2024	79.4	70.7
eVisitNB % 2024	12.9	20.4
Satisfaction with services received, somewhat or very satisfied % 2024	77.0	82.9
Tele-Care 811 % 2024	9.8	10.6
Satisfaction with services received, somewhat or very satisfied % 2024	73.2	76.8
Pharmacist % 2024	35.5	37.8
Satisfaction with services received, somewhat or very satisfied % 2024	86.2	88.3
Specialist % 2024	20.9	22.6

	Zone 6 Bathurst and Acadian Peninsula Area	Province New Brunswick
Satisfaction with services received, somewhat or very satisfied % 2024	85.7	86.6
Allied health professional % 2024	27.4	24.9
Satisfaction with services received, somewhat or very satisfied % 2024	83.6	89.9
Other services % 2024	7.4	9.6

Last consultation with primary care provider

Last consultation was in-person % 2024	74.3	74.9
Last consultation was virtual % 2024	25.7	25.1

Reason for last consultation

Health concern % 2024	53.0	55.5
Prescription renewal % 2024	39.3	37.9
Regular checkup % 2024	40.0	37.2

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

Same day or next day with primary care provider % 2024	13.9	10.7
Same day or next day with family doctor % 2024	13.9	10.5

	Zone 6 Bathurst and Acadian Peninsula Area	Province New Brunswick
Same day or next day with nurse practitioner % 2020	27.5	18.7
Within 5 days with primary care provider % 2024	40.5	34.2
Within 5 days with family doctor % 2024	40.3	34.5
Within 5 days with nurse practitioner % 2020	69.6	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