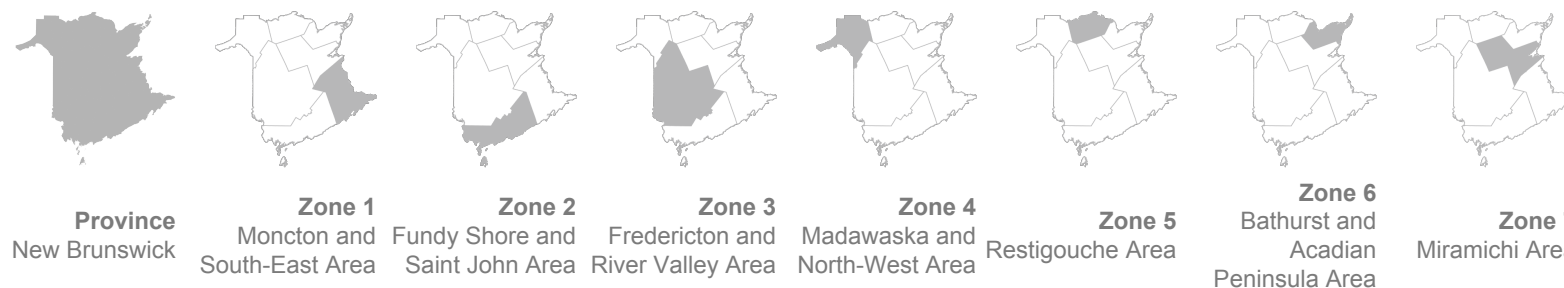


## PRIMARY CARE SURVEY

### Key Indicators



### Attachment

Has a primary care provider (family doctor or nurse practitioner) %   2024	77.2	83.3	81.6	63.5	74.2	78.0	78.5	83.5
Has a personal family doctor %   2024	74.2	80.6	80.7	59.1	67.3	69.6	76.4	83.1
Has a personal nurse practitioner %   2024	3.5	3.5	1.9	4.6	7.0	9.0	2.4	S
Registered with NB Health Link %   2024	9.2	6.1	8.5	13.8	11.1	10.1	8.8	7.1

### Accessibility

	<b>Province New Brunswick</b>	<b>Zone 1 Moncton and South-East Area</b>	<b>Zone 2 Fundy Shore and Saint John Area</b>	<b>Zone 3 Fredericton and River Valley Area</b>	<b>Zone 4 Madawaska and North-West Area</b>	<b>Zone 5 Restigouche Area</b>	<b>Zone 6 Bathurst and Acadian Peninsula Area</b>	<b>Zone 7 Miramichi Area</b>
Can get an appointment with their primary care provider within 5 days %   2024	<b>34.2</b>	<b>36.2</b>	<b>34.8</b>	<b>33.5</b>	<b>26.1</b>	<b>19.7</b>	<b>40.5</b>	<b>26.1</b>
Can get an appointment with their family doctor within 5 days %   2024	<b>34.5</b>	<b>35.5</b>	<b>35.4</b>	<b>35.7</b>	<b>24.7</b>	<b>20.6</b>	<b>40.3</b>	<b>25.8</b>

### Use of other health care services because of unavailability of provider

Used one or more other health care services in the last 12 months %   2024	<b>69.7</b>	<b>71.1</b>	<b>68.9</b>	<b>68.3</b>	<b>74.9</b>	<b>68.8</b>	<b>65.1</b>	<b>73.1</b>
Pharmacist %   2024	<b>37.8</b>	<b>36.0</b>	<b>38.0</b>	<b>39.3</b>	<b>42.5</b>	<b>40.2</b>	<b>35.5</b>	<b>40.6</b>
Hospital emergency department %   2024	<b>29.8</b>	<b>26.3</b>	<b>29.1</b>	<b>31.0</b>	<b>41.4</b>	<b>28.7</b>	<b>30.2</b>	<b>36.9</b>
Allied health professional %   2024	<b>24.9</b>	<b>26.2</b>	<b>22.5</b>	<b>23.1</b>	<b>25.8</b>	<b>26.6</b>	<b>27.4</b>	<b>26.7</b>
After-hours clinic or a walk-in clinic %   2024	<b>22.8</b>	<b>28.4</b>	<b>19.9</b>	<b>16.0</b>	<b>19.9</b>	<b>16.0</b>	<b>22.6</b>	<b>32.0</b>
Specialist %   2024	<b>22.6</b>	<b>23.2</b>	<b>23.0</b>	<b>22.7</b>	<b>25.0</b>	<b>22.3</b>	<b>20.9</b>	<b>17.8</b>
eVisitNB %   2024	<b>20.4</b>	<b>22.6</b>	<b>19.5</b>	<b>22.3</b>	<b>14.3</b>	<b>19.6</b>	<b>12.9</b>	<b>26.5</b>
Tele-Care 811 %   2024	<b>10.6</b>	<b>11.5</b>	<b>10.5</b>	<b>10.9</b>	<b>8.7</b>	<b>9.1</b>	<b>9.8</b>	<b>9.2</b>

	<b>Province New Brunswick</b>	<b>Zone 1 Moncton and South-East Area</b>	<b>Zone 2 Fundy Shore and Saint John Area</b>	<b>Zone 3 Fredericton and River Valley Area</b>	<b>Zone 4 Madawaska and North-West Area</b>	<b>Zone 5 Restigouche Area</b>	<b>Zone 6 Bathurst and Acadian Peninsula Area</b>	<b>Zone 7 Miramichi Area</b>
Another service %   2024	<b>9.6</b>	<b>10.7</b>	<b>9.1</b>	<b>9.2</b>	<b>9.6</b>	<b>10.2</b>	<b>7.4</b>	<b>11.2</b>

## Barriers accessing care

Services not available in area %   2024	<b>31.0</b>	<b>27.4</b>	<b>28.0</b>	<b>39.6</b>	<b>29.6</b>	<b>34.0</b>	<b>28.0</b>	<b>32.5</b>
Trouble navigating the health system %   2024	<b>18.6</b>	<b>18.1</b>	<b>16.0</b>	<b>27.3</b>	<b>13.4</b>	<b>15.2</b>	<b>11.4</b>	<b>16.7</b>
Had to travel over 100 kms/60 miles %   2024	<b>17.0</b>	<b>9.6</b>	<b>11.1</b>	<b>22.1</b>	<b>25.7</b>	<b>26.5</b>	<b>26.9</b>	<b>26.6</b>

## Chronic health conditions and management

One (1) or more chronic health conditions %   2024	<b>67.4</b>	<b>65.9</b>	<b>68.2</b>	<b>65.5</b>	<b>67.0</b>	<b>70.5</b>	<b>70.5</b>	<b>73.3</b>
Confidence in managing their health conditions, very confident %   2024	<b>34.2</b>	<b>35.1</b>	<b>36.2</b>	<b>30.9</b>	<b>31.6</b>	<b>30.5</b>	<b>37.7</b>	<b>32.4</b>

## About this Table

**Content and description**

Data on self-reported information regarding the accessibility and experiences in using health care services. Topics include attachment and accessibility to a primary care provider within 5 days, use of other health care services because the primary care provider is not available as well as main barriers to accessing health care services and management of chronic health conditions.

**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 page](#).

**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