PRIMARY CARE SURVEY
Key Indicators
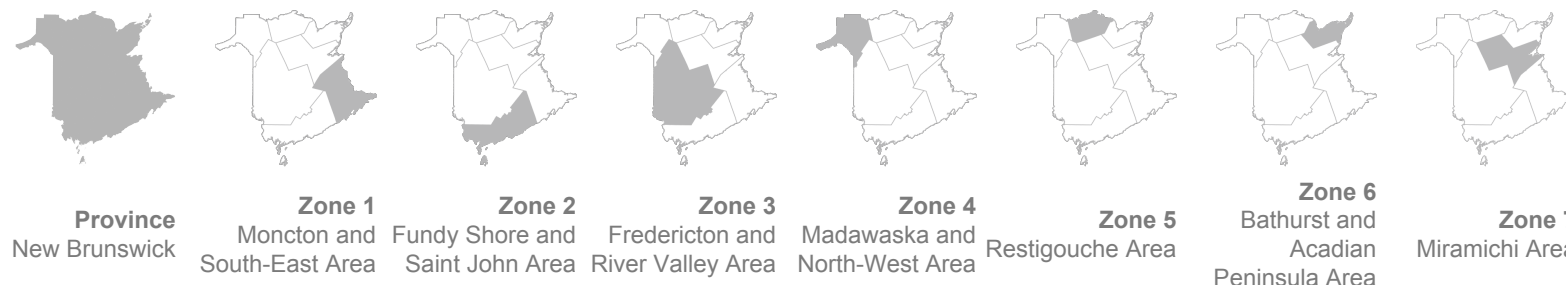
	Province New Brunswick	Zone 1 Moncton and South-East Area	Zone 2 Fundy Shore and Saint John Area	Zone 3 Fredericton and River Valley Area	Zone 4 Madawaska and North-West Area	Zone 5 Restigouche Area	Zone 6 Bathurst and Acadian Peninsula Area	Zone 7 Miramichi Area
Attachment								
Has a primary care provider (family doctor or nurse practitioner) % | 2023	79.3	81.1	86.4	67.8	63.8	81.1	85.1	94.6
Has a personal family doctor % | 2023	76.0	79.2	84.9	62.2	58.7	67.4	81.9	94.1
Has a personal nurse practitioner % | 2023	3.6	2.3	1.8	5.8	5.5	13.7	3.2	1.3
Registered with NB Health Link % | 2023	8.7	7.0	5.5	14.8	14.9	7.7	7.9	1.1
Accessibility								

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Can get an appointment with their primary care provider within 5 days % | 2023	31.4	29.6	33.5	27.5	29.2	24.4	42.4	30.3
Can get an appointment with their family doctor within 5 days % | 2023	31.5	29.4	33.7	28.6	26.6	23.9	41.9	31.0

Use of other health care services because of unavailability of provider

	Province New Brunswick	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7
Used one or more other health care services in the last 12 months % | 2023	69.1	71.3	67.7	68.5	67.5	67.7	65.9	73.3
Pharmacist % | 2023	38.1	35.6	37.0	42.4	39.1	37.8	37.9	40.8
Hospital emergency department % | 2023	29.2	25.2	29.7	31.8	32.4	31.7	29.6	33.9
Allied health professional % | 2023	23.3	25.8	18.1	24.0	24.1	27.1	25.8	22.0
After-hours clinic or a walk-in clinic % | 2023	23.2	30.7	21.5	13.3	15.7	20.5	23.5	30.3
Specialist % | 2023	22.9	23.9	23.6	19.2	17.6	25.5	25.6	25.7
eVisitNB % | 2023	17.2	17.8	14.9	21.5	13.5	18.8	13.0	18.6
Tele-Care 811 % | 2023	11.7	12.3	10.2	13.7	9.2	10.9	8.9	15.8

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Another service % | 2023	9.4	10.1	8.6	8.8	10.7	10.2	9.1	9.9

Barriers accessing care

	Province New Brunswick	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7
Services not available in area % | 2023	30.1	29.2	26.0	36.4	27.7	34.9	28.1	29.9
Trouble navigating the health system % | 2023	18.8	17.6	15.8	28.4	16.8	22.0	11.1	11.5
Had to travel over 100 kms/60 miles % | 2023	16.5	9.5	14.7	18.2	21.7	27.7	26.1	23.9

Chronic health conditions and management

	Province New Brunswick	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7
One (1) or more chronic health conditions % | 2023	67.8	65.1	68.7	69.0	62.7	70.7	70.0	74.1
Confidence in managing their health conditions, very confident % | 2023	33.7	31.3	36.0	30.2	35.3	37.7	40.4	35.2

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.

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