

## Citizens who reported that they were somewhat or very satisfied with the health care services they received from NB Health Link in the last 12 months

Unit : %

	Year 2024	Year 2023
<b>Province</b>		
New Brunswick	73.7	76.7
<b>Health zones</b>		
Zone 1 - Moncton and South-East Area	78.8	77.6
Zone 2 - Fundy Shore and Saint John Area	S	S
Zone 3 - Fredericton and River Valley Area	72.0	78.4
Zone 4 - Madawaska and North-West Area	S	S
Zone 5 - Restigouche Area	S	S
Zone 6 - Bathurst and Acadian Peninsula Area	S	S
Zone 7 - Miramichi Area	S	S
<b>Age</b>		
18-64	71.8	75.2
65 and over	79.6	82.6
<b>Gender</b>		
Female	79.2	82.3
Male	68.6	69.9
<b>2SLGBTQIA+ status</b>		
2SLGBTQIA+	S	S
<b>Language</b>		
Most comfortable in English	73.4	77.6
Most comfortable in French	80.0	79.7

	Year 2024	Year 2023
Comfortable in both English and French	S	S
<b>Indigenous identity</b>		
Indigenous	S	S
<b>Immigrant</b>		
Immigrants	S	S
<b>Education level</b>		
High school or less	75.3	79.0
Postsecondary	72.6	75.6
<b>Disability or special need</b>		
Disability or special need	S	S
<b>Household income</b>		
Less than \$30,000	S	S
\$30,000 to less than \$60,000	83.5	84.9
\$60,000 or more	68.7	70.4
<b>Racialized groups</b>		
Racialized groups	S	S

## About

This indicator is the percentage of citizens who reported that they were somewhat or very satisfied with the health care services they received from NB Health Link in the last 12 months.

## Source

Primary Health Survey and Primary Care Survey

## Calculations

This indicator is based on respondents who do not have family doctor or nurse practitioner and who are registered with NB Health Link and who used NB Health Link in the last 12 months. This indicator is calculated by dividing the number of respondents who answered "somewhat satisfied or very satisfied" by the number of respondents who answered "very dissatisfied, somewhat dissatisfied, neither satisfied nor dissatisfied, somewhat satisfied or very satisfied" to the question: What was your level of satisfaction with the health care services you received from NB Health Link?

Unit	Interpretation	NBHC code
%	Higher is better	PC_SATLS_1

### Caption

n/a = Not applicable / not available

S = Data suppressed due to confidentiality requirements and/or small sample size