

## Citizens who used an after-hours or a walk-in clinic in the last 12 months because their primary care provider was not available and reported that they were somewhat or very satisfied with the health care services they received

Unit : %

	Year 2024	Year 2023
<b>Province</b>		
New Brunswick	70.7	72.5
<b>Health zones</b>		
Zone 1 - Moncton and South-East Area	68.1	72.3
Zone 2 - Fundy Shore and Saint John Area	75.9	67.3
Zone 3 - Fredericton and River Valley Area	61.4	79.0
Zone 4 - Madawaska and North-West Area	80.6	68.1
Zone 5 - Restigouche Area	62.0	72.4
Zone 6 - Bathurst and Acadian Peninsula Area	79.4	76.3
Zone 7 - Miramichi Area	71.8	74.9
<b>Age</b>		
18-64	68.7	70.4
65 and over	77.9	80.2
<b>Gender</b>		
Female	73.3	74.3
Male	67.8	69.8
<b>2SLGBTQIA+ status</b>		
2SLGBTQIA+	48.4	64.6
<b>Language</b>		
Most comfortable in English	69.7	70.9

	Year 2024	Year 2023
Most comfortable in French	72.5	76.0
Comfortable in both English and French	72.5	73.0
<b>Indigenous identity</b>		
Indigenous	S	68.3
<b>Immigrant</b>		
Immigrants	53.9	60.9
<b>Education level</b>		
High school or less	74.4	79.8
Postsecondary	69.6	70.0
<b>Disability or special need</b>		
Disability or special need	65.5	72.6
<b>Household income</b>		
Less than \$30,000	69.5	75.6
\$30,000 to less than \$60,000	69.1	69.2
\$60,000 or more	71.5	73.3
<b>Racialized groups</b>		
Racialized groups	45.1	62.9

## About

This indicator is the percentage of citizens who used an after-hours or a walk-in clinic in the last 12 months because their primary care provider was not available and reported that they were somewhat or very satisfied with the health care services they received.

## Source

Primary Health Survey and Primary Care Survey

## Calculations

This indicator is based on respondents who have a family doctor or a nurse practitioner and who used an after-hours or a walk-in clinic in the last 12 months because their primary care provider was not available. 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. b) After-hours clinic or a walk-in clinic

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Unit	Interpretation	NBHC code
%	Higher is better	PC_SATWC_1

## Caption

n/a = Not applicable / not available

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