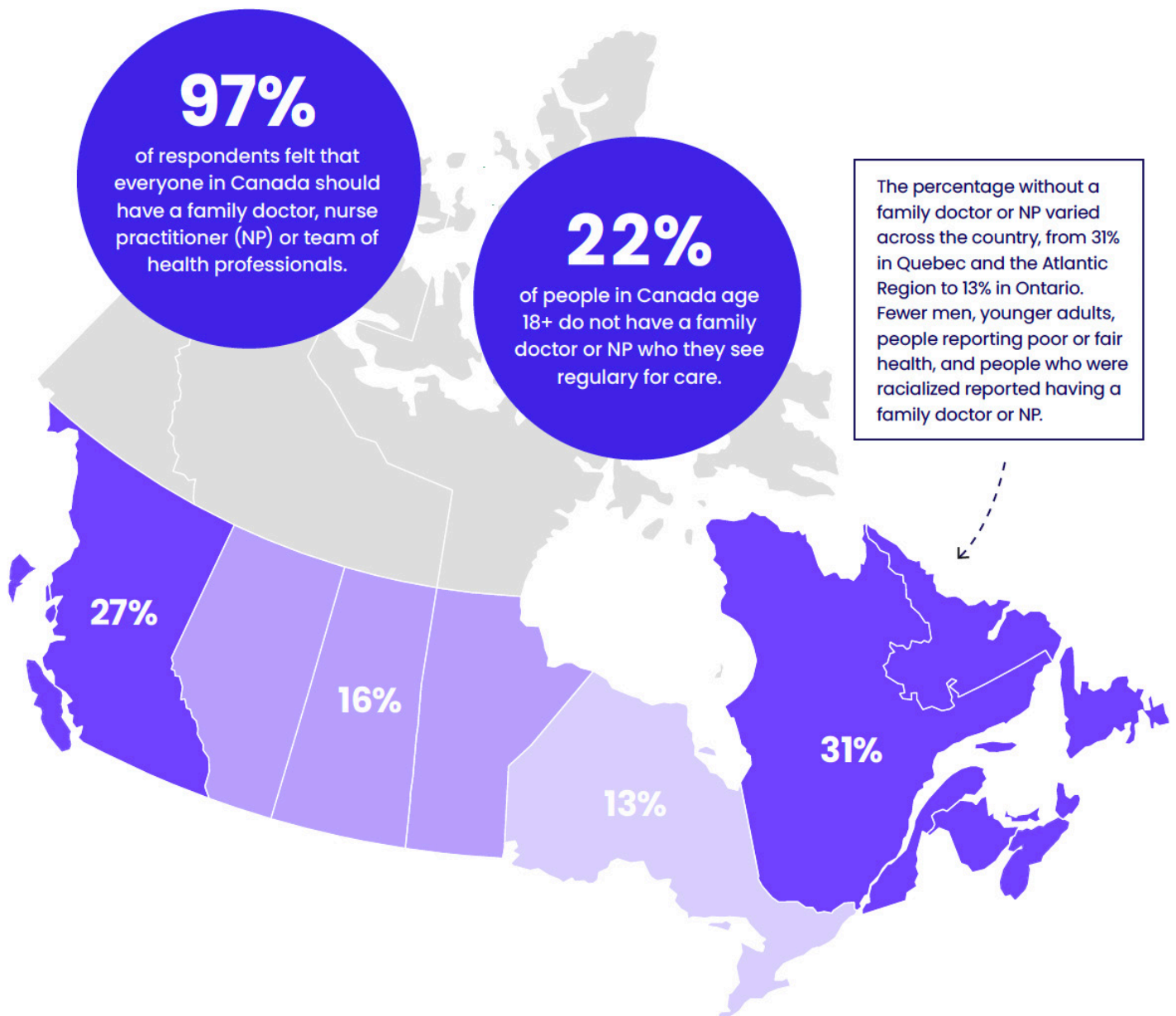


What did we learn through the National Survey?

OurCare began with a national public survey in the Fall of 2022 that asked people in Canada to share their experiences and perspectives on primary care. We analyzed data from 9,279 respondents.

The national survey highlighted that more than one in five people in Canada do not have access to primary care and those who do still struggle to receive care in a timely way that meets their needs. We learned there was large variation in access by region.



Among those with a family doctor or NP:

35 %

could book a same-day or next-day appointment with their primary care clinician for an urgent issue, but this varied across the country, from 23% in British Columbia and Atlantic Canada to 39% in Ontario

25 %

said they could always get care from another family doctor or NP in the practice when their own clinician was away

36 %

said their clinician's office offered care on weekends or outside 9am to 5pm on weekdays

When people without a primary care clinician had a health problem that worried them but was not urgent, the top three places they reported getting care were an in-person walk-in clinic (50%), a virtual walk-in clinic (27%) or an emergency department (24%).

We heard what people value most and that they are open to different ways of organizing care to ensure every person in Canada has access.

90 %

of respondents said they would be comfortable getting support from another team member if their family doctor or NP recommended it, but among those with a primary care clinician, only

36%, 13%, 12% and 9%

reported the practice had a nurse, dietitian, pharmacist or social worker, respectively.

The attributes of primary care most commonly reported as important were:
That my primary care clinician and the practice they work in:

- Know me as a person and consider all the factors that affect my health (92%)
- Make it easy for me to get care during the day (91%)
- Are able to provide most of my care (88%)
- Coordinate the care I get from multiple places (88%)
- Stand up for me (87%)

People were open to new ways of working:

73 %

agreed that teams of family doctors and NPs in Canada should have to accept as a patient any person who lives in the neighbourhood near their office.

91 %

were somewhat or very willing to see the same NP consistently for most things except when the NP feels a doctor is needed.

76 %

were willing to see any family doctor or NP in the practice in a scenario where they may not see the same person consistently but where that person had access to their records.

94 %

of survey respondents said it was important to have one personal health record that all health professionals working in the province could see and use when providing care to that individual.

Survey results, including how people with different backgrounds responded differently, are available at data.ourcare.ca.



Over 16 months, OurCare heard from almost 10,000 people across Canada about their hopes and priorities for a better primary care system. Visit OurCare.ca to learn more.

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