

Public perspectives on primary care: Results from the OurCare national research survey

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OurCare

OurCare is inviting thousands of people living in Canada to share their ideas, aspirations and priorities for creating a more equitable and sustainable primary care system that delivers better care for all.



1 national survey, 9000+ people

The OurCare National Research Survey explored people's experiences, priorities and preferences for primary care. Explore the results at data.ourcare.ca.



5 Provincial Priorities Panels, 175+ people

Each panel includes 36 randomly selected residents from the province who will spend 30 to 40 hours learning and deliberating about primary care before issuing consensus recommendations for a better system.



10 community roundtables, 200+ people

Each roundtable gathers 24 people from a marginalized community for a one-day session to identify specific needs and priorities for their group. Two roundtables will be held in each of 5 provinces.



Recommendations from patients and the public will inform a Blueprint for the future of primary care in Canada.

Join the movement and learn more at OurCare.ca.

Survey methods

- Survey done from September 20 to October 25, 2022
- Two recruitment methods: open, anonymous link and proprietary panel from Vox Pop Labs
- More than 14,000 responded
- We analyzed data for 9279 who completed the survey, 69% in english and 28% in French
- Survey responses were combined and weighted according to latest Census estimates using the following attributes: gender, age, education, income, language, region

Limitations

- The survey under-represents some groups including people new to Canada, people who are racialized and Indigenous people
- Only conducted in English & French, ~15 minutes in length, only available on the web
- Captures views from one point in time
- Does not allow for dialogue or deep understanding of values, needs and preferences.

For a full list of partners, visit ourcare.ca

Experience with primary care

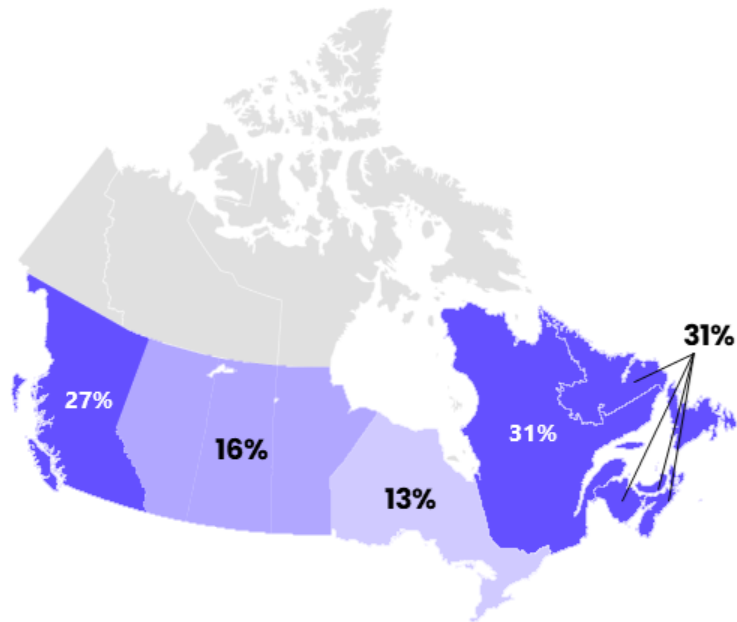
NEW NATIONAL DATA:

More than **6.5 million adults** in Canada don't have a regular family doctor or NP – that's more than **1 in 5 adults**.

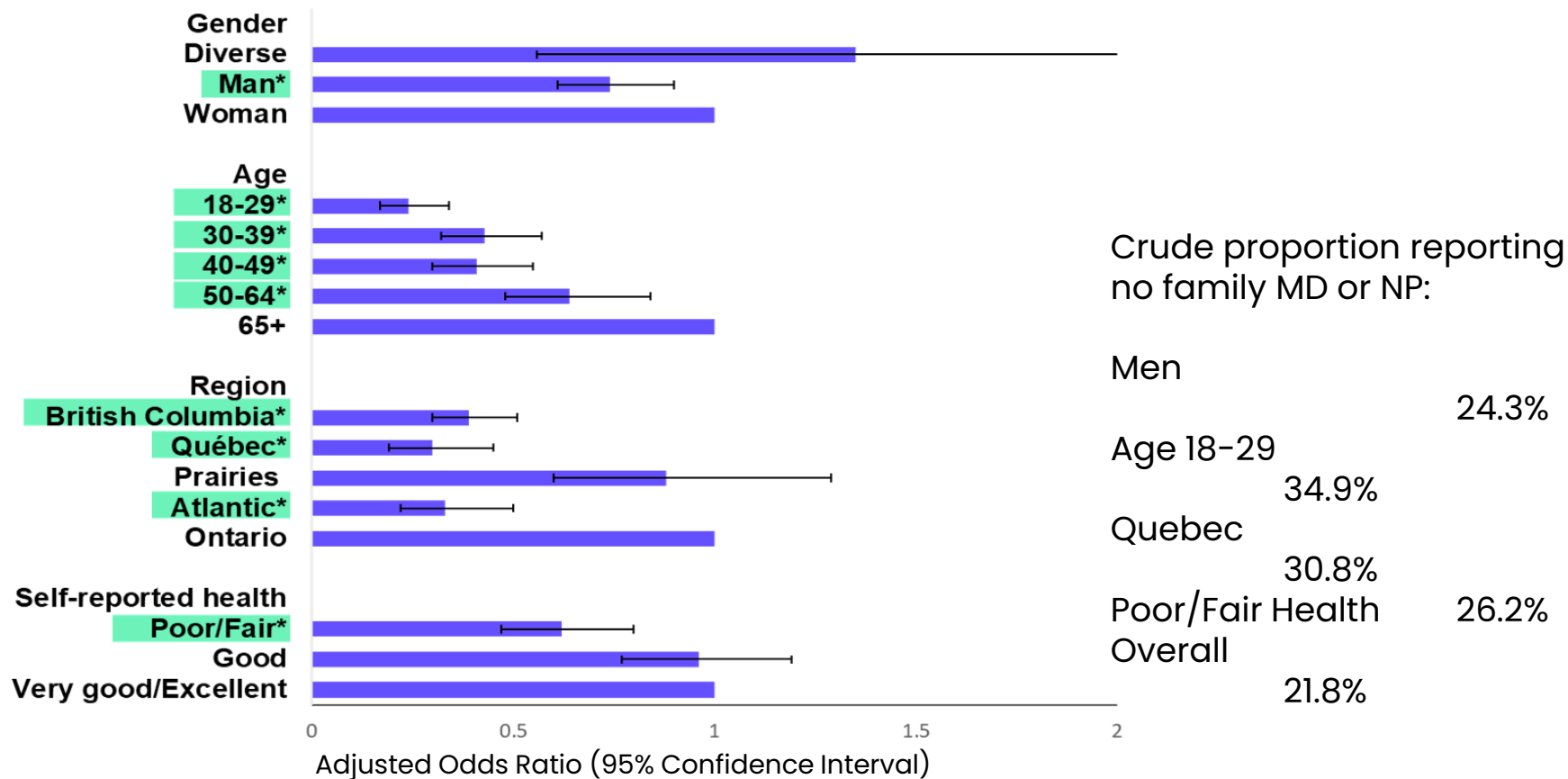


22% of people in Canada age 18+ do not have a family doctor or nurse practitioner (NP) who they see regularly for care.

» **More people in Québec, British Columbia, and the Atlantic region reported not having a family doctor compared with people in Ontario and the prairie region.**



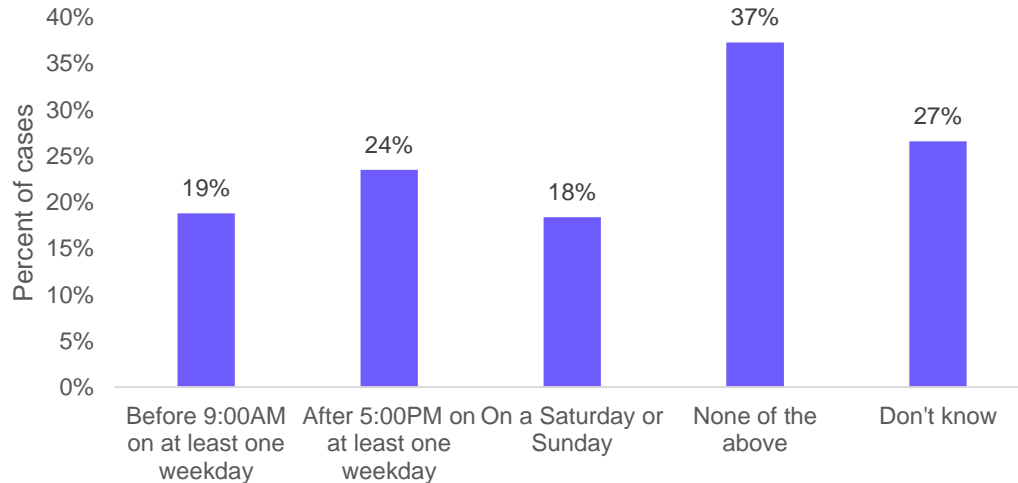
Adjusted Odds of Reporting Having a Family Doctor or NP



Among those who have a family doctor or nurse practitioner

Is your care provider or someone in their practice available to help with urgent issues at the following times and days?*

N= 7444



37% of respondents said their provider or someone from their practice was not available to help with urgent issues before 9am on a weekday, after 5pm on a weekday or on the weekend

27% did not know whether these services were available.

*Percentages can exceed 100% as the question allowed respondents to select multiple options

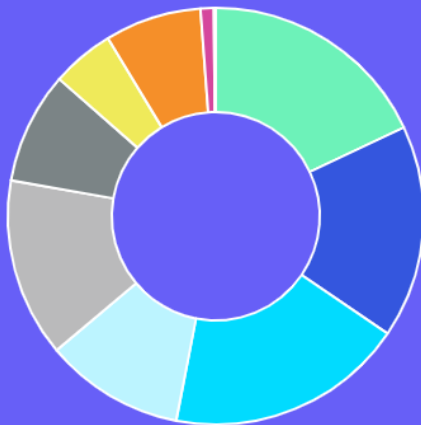
Among people who tried to book an urgent appointment, only 35% were able to get a same or next day appointment.

How long did it take from when you first tried to book the appointment until you had your appointment?

N=2906

Percentage of people with family doctor or nurse practitioner who tried to book appointment during the last 12 months

On the same day The next day In 2 to 3 days In 4 to 6 days In 1 to 2 weeks Between 2 weeks and 1 month
1 month or more I was never able to get an appointment Can't remember Didn't answer



About **one-fifth** (21%) of those who tried to get an urgent appointment had to wait 2 or more weeks or were never able to get one.

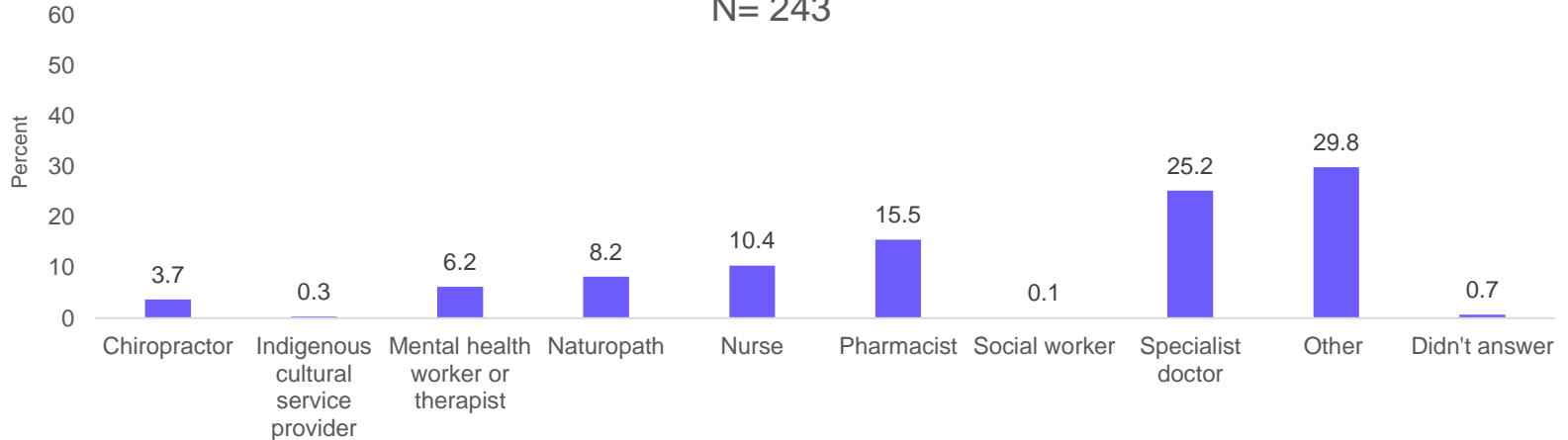
Those without a family doctor

Of the people without a family doctor or NP, **12%** reported having a regular health care provider other than a family doctor or NP.

*People with no primary care but with a regular health care provider**

Is the person you usually talk to a....?

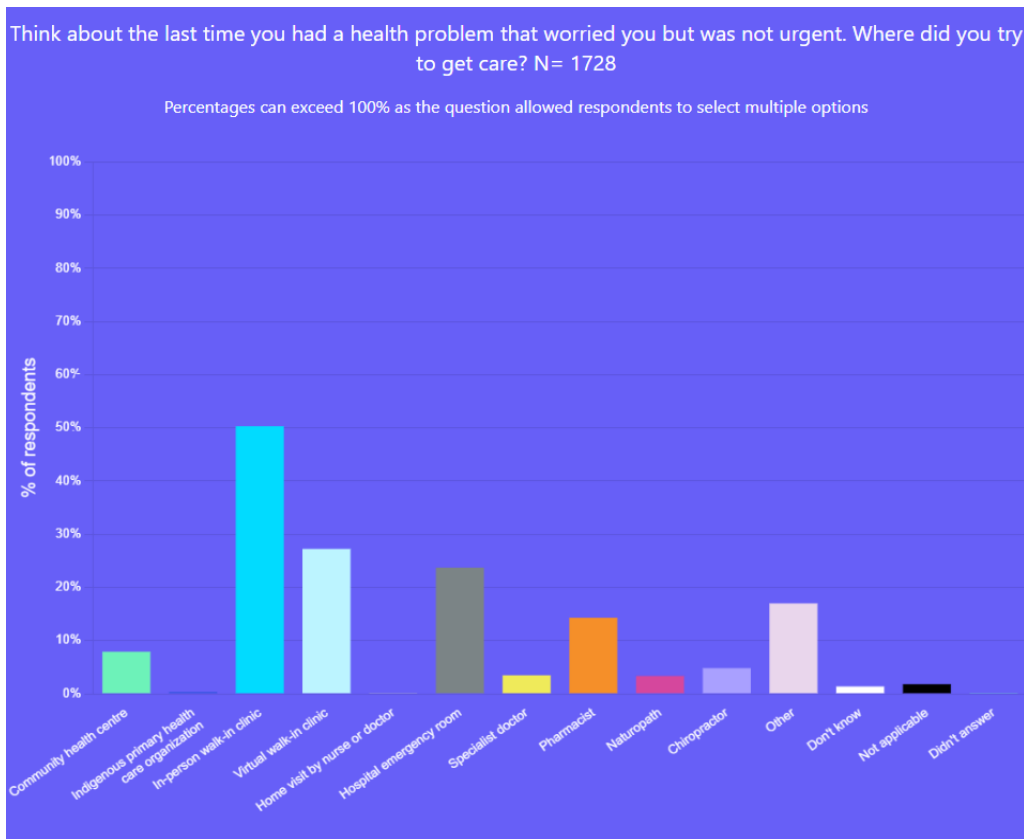
N= 243



*Total number of respondents without a family doctor or nurse practitioner who saw a regular health care provider was 243 (44 in Anonymous Link and 199 in VPL Panel). From these, 49 selected "Other" category to answer this question (12 in Anonymous Link and 37 in VPL Panel) providing 44 different responses. Private medicine, Acupuncturist, Massage therapist, Nutritionist, and Psychiatrist were among these responses. Weighted percentages are presented.

The top three places respondents without a family doctor or NP sought care were:

1. In-person walk-in clinic (50%)
2. Virtual walk-in clinic (27%)
3. Hospital emergency room (24%)

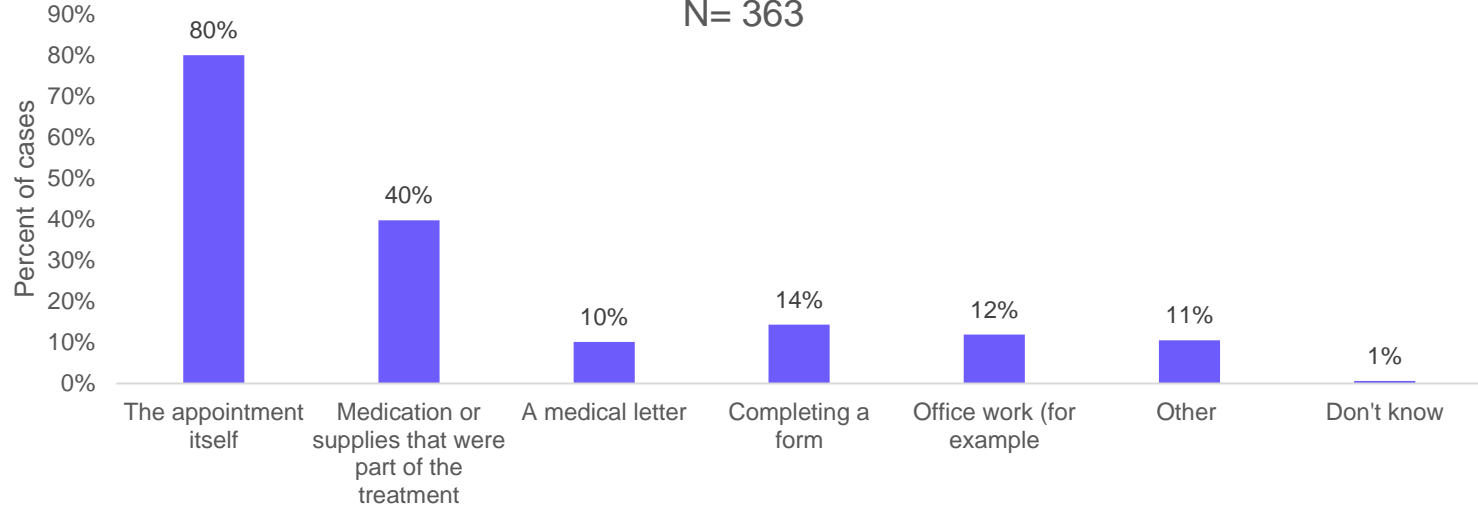


Of the people without a family doctor or NP who tried to get care when they had a health issue, **21% had to pay a fee.**

People with no primary care who tried to get care last time they had a health issue and a paid a fee

What was the fee for?*

N= 363



*Percentages can exceed 100% as the question allowed respondents to select multiple options

What is important

OurCare

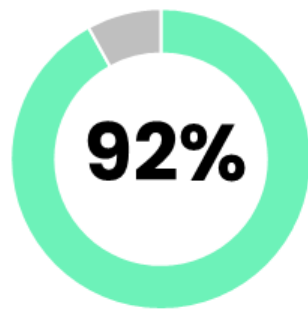
The OurCare study surveyed a diverse group of more than 9,000 people across Canada (Sept-Oct 2022) about their care experiences and what's important to them when it comes to family doctor care. Learn more at [OurCare.ca](https://ourcare.ca).

WHAT'S MOST IMPORTANT TO PATIENTS?

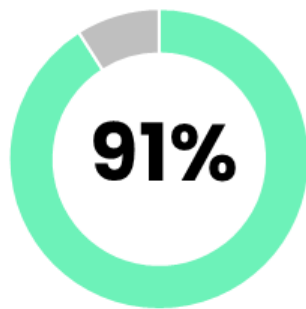
98% of Canadians feel it is important that everyone have access to a family doctor, NP or team of health professionals that they can see regularly.



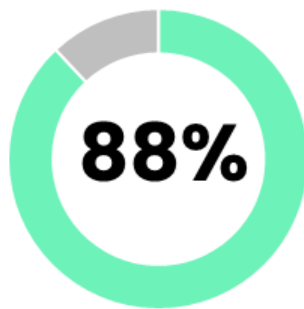
What patients value most about their family doctor or nurse practitioner *:



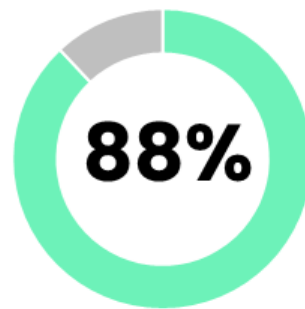
They know me as a person and consider all the factors that affect my health



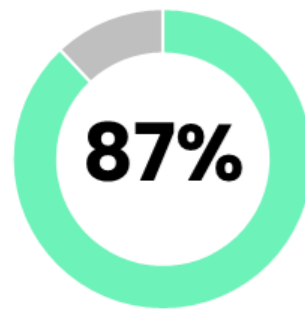
They make it easy for me to get care during the day



They are able to provide most of my care



They coordinate the care I get from multiple places



They stand up for me

**Percentage reporting the attribute was fairly or very important*

Explore the data yourself: data.ourcare.ca



88% think it is important that their family doctor or NP work close to their home.

**People also
wanted better
access to their
own records:**

75%

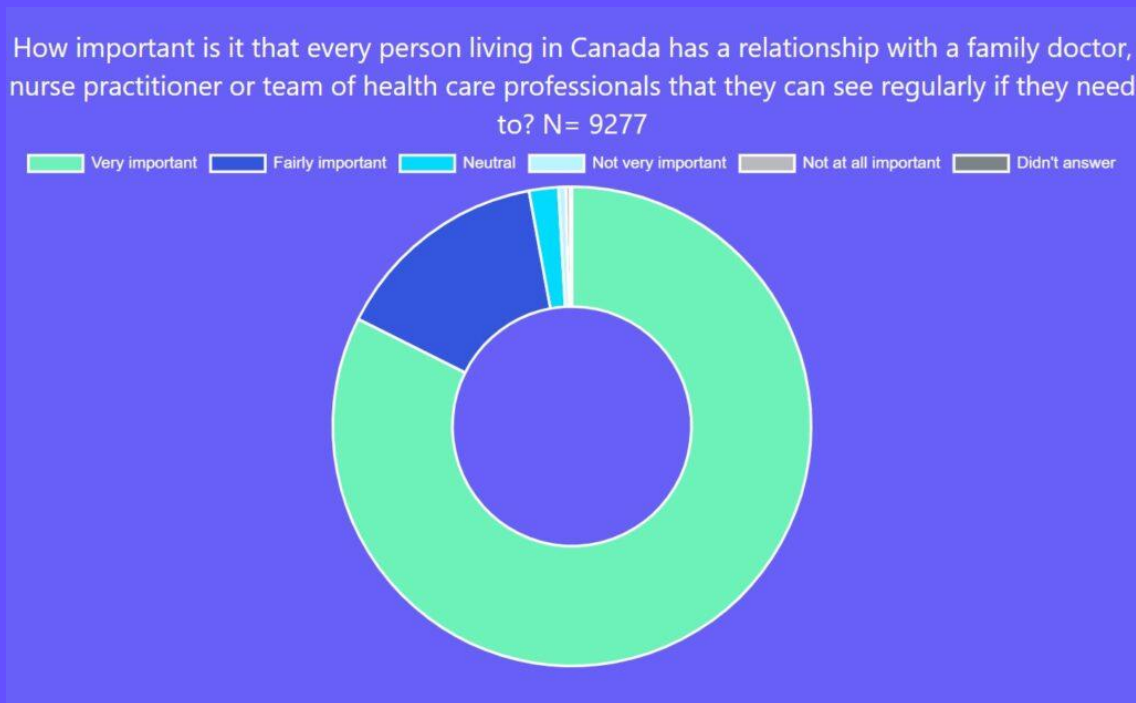
of Canadians think it is
important to have online
access to their health
information

93%

think it is important to have one
personal health record which all
health professionals who care
for them in the province can use

Data presented includes respondents who said that the attribute was either fairly or very important

97% believed it's fairly or very important that every person living in Canada has a relationship with a family doctor, NP or team of health care professionals that they can see regularly if they need to.



Virtual care

Virtual Care with your Family Doctor

In the past year, many people in Canada communicated with their family doctor or nurse practitioner (NP) virtually:



71%

Telephone



18%

Email or Secure Messaging

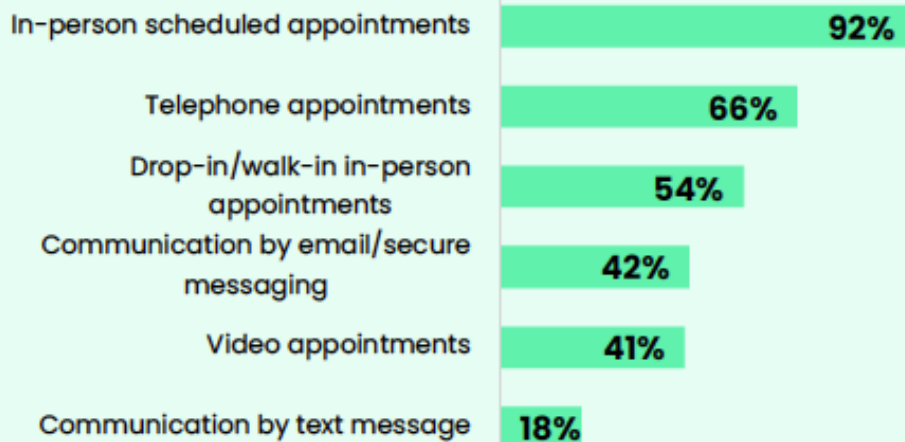


5%

Video

When asked how they would like to get care from a family physician or NP, in-person care rose to the top but virtual options were still important.

The percentage of people who selected the type of care as most important*:



**Respondents could choose more than one option*

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Virtual Care with your Family Doctor

In the past year, many people in Canada communicated with their family doctor or nurse practitioner (NP) virtually:



71% Telephone



18% Email or Secure Messaging



5% Video

Virtual walk-in clinics

We asked people about new virtual services where you can easily connect with a doctor by phone, video, or online chat but where you may not know the doctor, the doctor may not have access to your health records and the doctor may not be able to schedule a follow-up appointment in person.



57% were **not willing** to use new virtual services if the service was **owned by a for-profit company**



70% were **not willing** to use new virtual services if the company that ran the service **received payments from or was owned by a pharmaceutical company**



78% were **not willing** to use new virtual services if the services **charged for things you could get for free** from your regular doctor or NP



84% were **not willing** to use new virtual services if the company that ran the service **sold their health data to pharmaceutical or insurance companies** after removing information that could identify them

Explore the data yourself: data.ourcare.ca

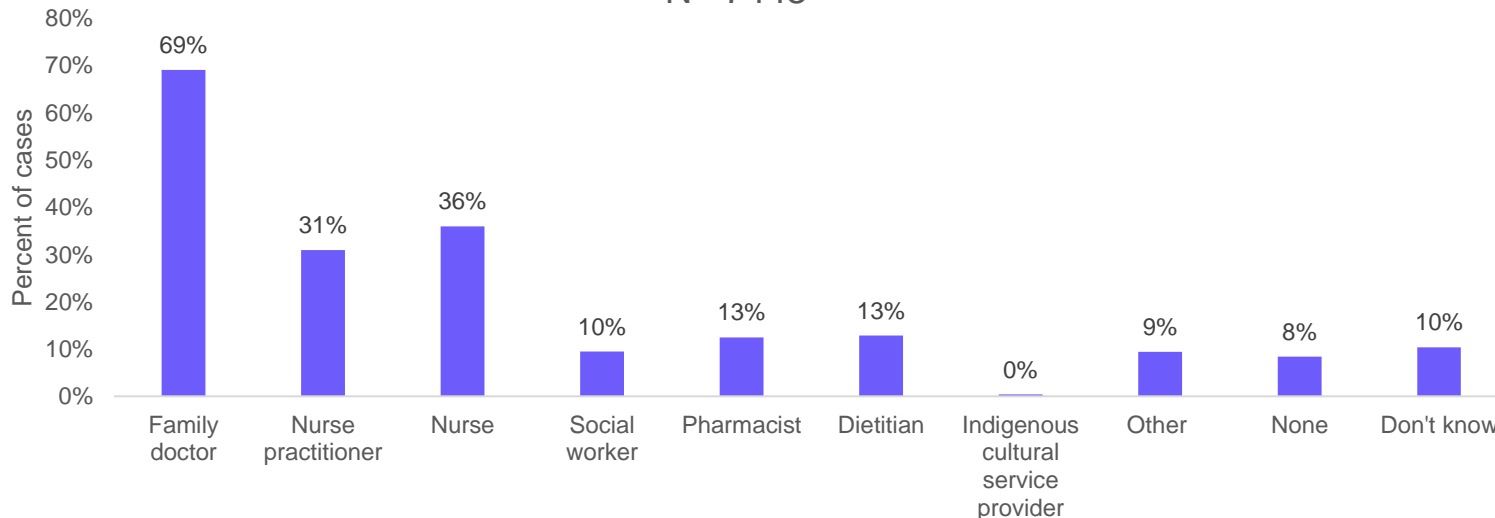
**Care from a team of health
professionals**

Most people's family doctor or NP did not work with other health professionals, but most people wanted them to.

Among those who have a family doctor or nurse practitioner

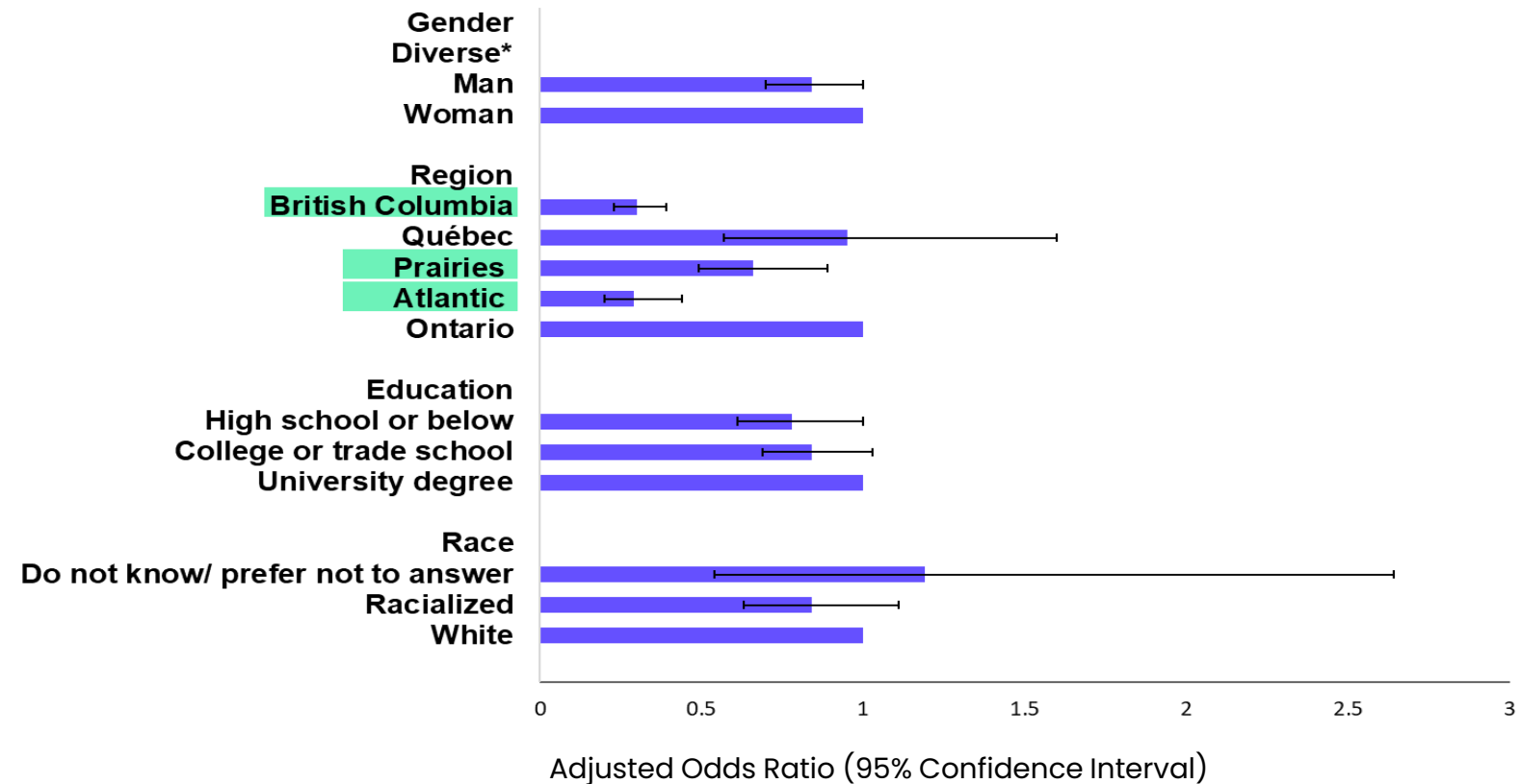
Who else works in the same practice as your care provider?*

N= 7443



*Percentages can exceed 100% as the question allowed respondents to select multiple options

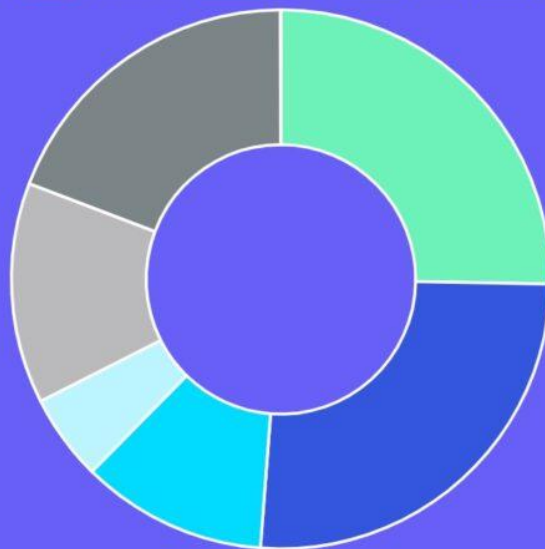
Adjusted Odds of Reporting Having a Nurse, Social Worker, Dietitian, Pharmacist or Indigenous Cultural Service Provider Within the Team



Only 51% of those surveyed said they could access another family doctor or NP always or usually if their own provider was unavailable

If your family doctor or nurse practitioner is away, can you get care from another family doctor or nurse practitioner from the same practice? N= 7463

Always Usually Sometimes Rarely Never Don't know Didn't answer



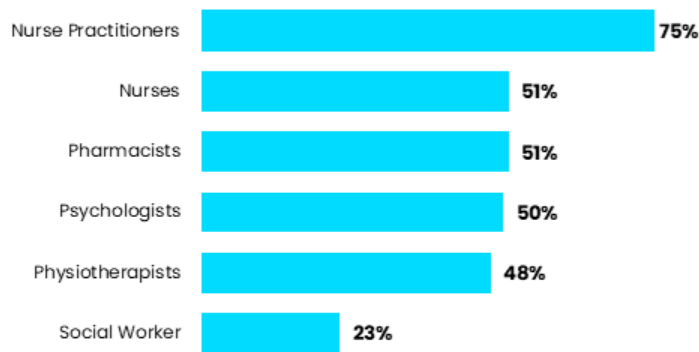
TEAM-BASED PRIMARY CARE

Team-based primary care is a way of delivering care in which family doctors and nurse practitioners (NP) work with other health care professionals like nurses social workers, pharmacists, dietitians and physiotherapists. Ideally, team members use the same health record and work under one roof.

Support for team-based primary care is strong:

90% of respondents said they were comfortable getting care from another team member if recommended by their own family doctor or NP.

Which health professionals would be most important to have as part of the team*:



**Respondents could choose more than one option*

Reimagining care

Reimagining primary care



Survey respondents were supportive of organizing primary care similar to how the public school system is organized in Canada.

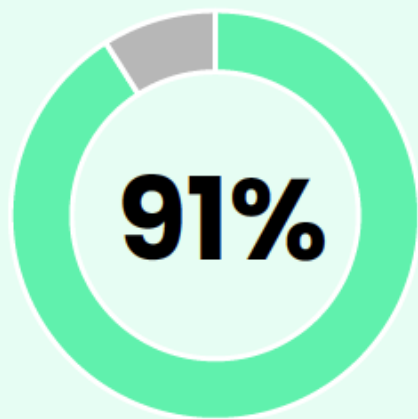
72%

agreed that teams of family doctors and nurse practitioners (NPs) should be required to take as a patient anyone who lives in their neighbourhood

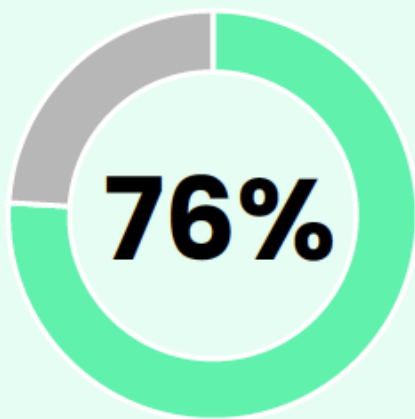
66%

agreed every person should be guaranteed a family doctor, NP or health team in their neighbourhood even if it means people will be encouraged to change providers when they move

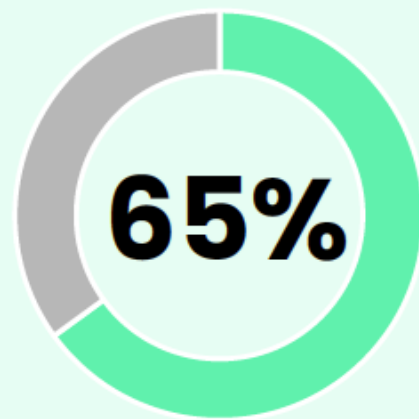
People were open to organizing care differently if it meant that every person in Canada could have access to primary care. They preferred options where they could have a relationship with one clinician.



were willing to see one NP consistently for most of their care.



were willing to see any family doctor or NP in a group practice with shared records even if it meant not seeing the same person consistently.



were willing to choose from a list of available family doctors or NPs close to their home, instead of being able to choose anyone in the province.

Explore the data yourself at data.ourcare.ca

OurCare

Survey Data Explorer

OurCare is a pan-Canadian project to gather input from the public on how to rethink the future of primary care—the type of care usually delivered by family doctors and nurse practitioners (NPs). The survey was online from September 20th to October 25th, 2022. Over 9000 people in Canada completed the full survey, sharing their perspectives and experience. You can view the data below.

[Click here to learn about how to use this tool](#)

All Questions

Those with a family doctor or NP

Those without a family doctor or NP

Those looking for a family doctor or NP

What is important when it comes to primary care

In-person and virtual walk-in clinics

Virtual care and team-based care

Access to medical information

Reimagining the future

Who responded (Weighted Data)

Who responded (Unweighted Data)

Select a question:

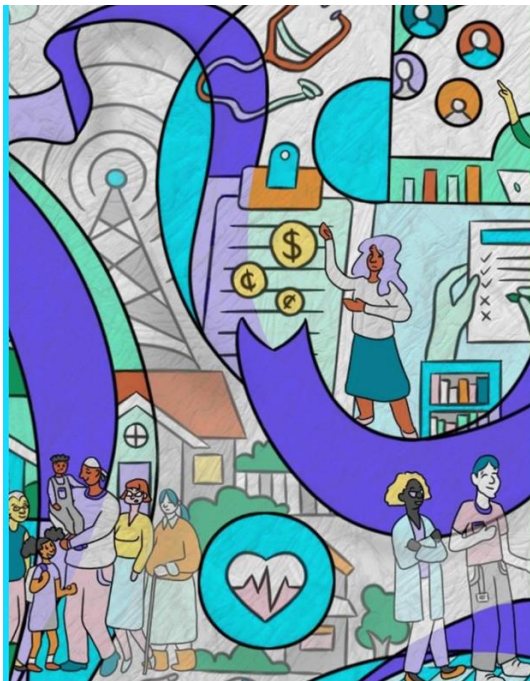
1 - Do you currently have a family doctor or nurse practitioner that you can talk to when you need care or advice about y... | ▾

Do you currently have a family doctor or nurse practitioner that you can talk to when you need care or advice about your health? N= 9279

Yes No Don't know



Survey report, infographic & Healthy Debate Series



HealthyDebate Series

Read our series of blogs on HealthyDebate highlighting the OurCare survey findings.

- **"More than 6.5 million adults in Canada lack access to primary care"**
One-pager: Access to Primary Care in Canada (PDF, English only)
- **"Virtual care must be integrated into public system, not driven by profit"**
One-pager: Virtual Care with your Family Doctor (PDF, English only)
- **"Give me a primary-care provider who understands me"**
One-pager: Primary care wish-list (PDF, English only)
- **"Team-based care key to alleviating primary-care crisis"**
One-pager: Team-based primary care (PDF, English only)
- **"Reimagining primary care"**
One-pager: Reimagining primary care (PDF, English only)

www.ourcare.ca/nationalsurvey

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Thank you!

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Read the Priority Panel reports: OurCare.ca/prioritiespanels

Explore results from the National Survey: OurCare.ca/nationalsurvey

Learn more: OurCare.ca

