

Canadians prefer to be seen by family doctor rather than healthcare provider they don't know for non-urgent medical concerns even if it takes longer.



The research gauged the opinions of Canadians regarding access to a family doctor, including modes of access, on the current healthcare crisis, to what extent Canadians associate the crisis with the College of Family Physicians of Canada (CFPC), as well as testing on support for public policy actions.

Nanos conducted an online representative survey of 2,010 Canadians, 18 years of age or older, between February 8th and 10th, 2023.

The research was commissioned by the College of Family Physicians of Canada and was conducted by Nanos Research.

Key Findings



CANADIANS PREFER TO BE SEEN BY FAMILY PHYSICIAN FOR NON-URGENT MEDICAL CONCERNS EVEN IF IT TAKES LONGER

For a non-urgent medical concerns, two in three Canadians who currently have a family physician (66%) would prefer to be seen by their family physician within two to four days rather than be seen by a healthcare provider they don't know within hours (25%). Eight per cent are unsure which they would prefer. Residents of Alberta are more likely to prefer to be seen by their family physician (73%) compared to those from Ontario (61%).



GOVERNMENT IS SEEN AS HAVING THE MOST RESPONSIBILITY FOR IMPROVING ACCESS TO HEALTHCARE

Over seven in ten Canadians say that the government has the most responsibility for improving access to healthcare through investing additional resources and creating more capacity in the system (72%). This was followed by 13 per cent who said patients by reducing reliance on the system or being more selective with issues that need to be seen, and seven per cent who said healthcare workers by working more hours or offering more care. Eight per cent were unsure who had the most responsibility.



TRAINING/ HIRING MORE DOCTORS/ NURSES LOCALLY TOP RANKED WAY THE GOVERNMENT SHOULD INVEST TO SUPPORT ACCESS

When asked to rank the top three ways they would like to see government invest to support better access, Canadians most often ranked training and hiring more doctors and nurses locally first (21%), followed by establishing more urgent care centres and expand hospital capacity to be able to see more walk-in patients without a long-term relationship (16%), and investing more into nurses, pharmacists and other professionals providing care independently of family doctors (15%).

Key Findings



ACCESS AND IMPORTANCE OF A FAMILY PHYSICIAN

About eight in ten Canadians report having a family physician (78%), while 22 per cent report they do not. A majority of those who currently report having a family physician say they are satisfied (score of 7 to 10 out of 10) (77%) with their family physician which is consistent with the previous wave in December 2021 (75% scored 7-10). Eight in ten Canadians who report they do not currently have a family physician say it is important (50%) or somewhat important (31%) to them to have a family physician.



ACCESS TO FAMILY PHYSICIAN SINCE THE PANDEMIC

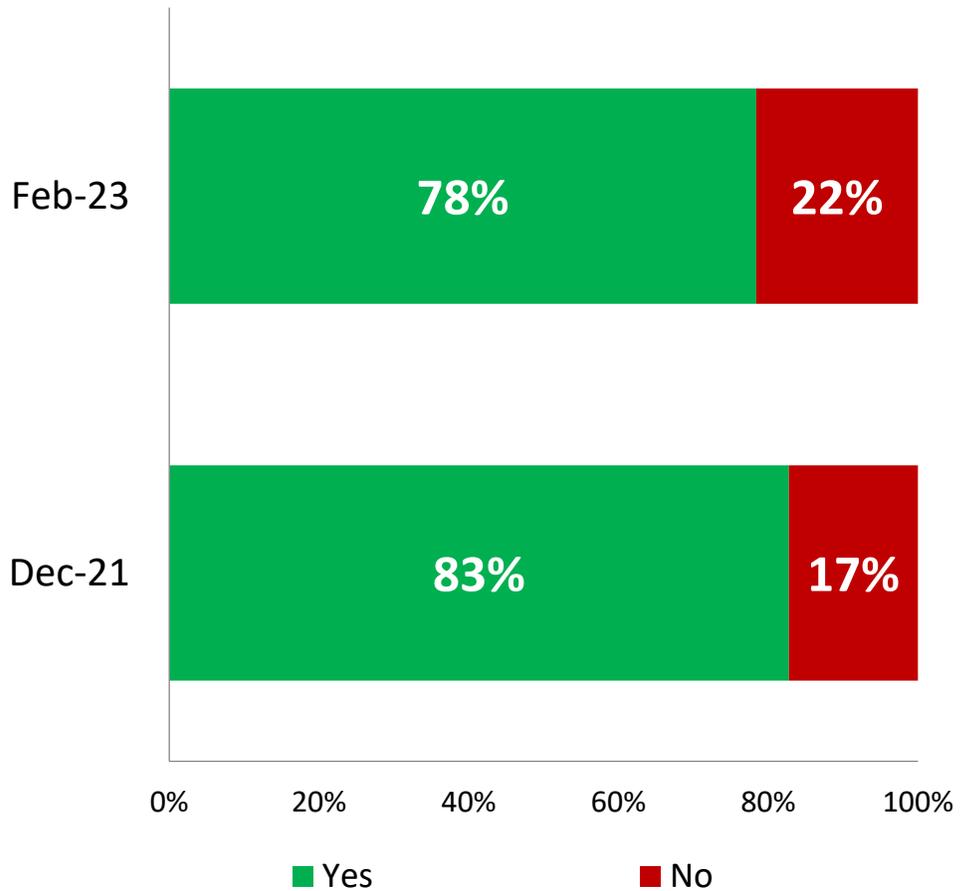
One in two Canadians who report having a family physician and have accessed care since the start of the pandemic say it is much harder (11%) or somewhat harder (32%) to access their physician. About two in five say it has remained the same (43%), while 12 per cent say it is somewhat (nine per cent) or much easier (three per cent). The proportion who say it has become easier/somewhat easier to access their family physician since the onset of pandemic has increased noticeably since December 2021 (2021: 3% easier; 5% somewhat easier).



IN-PERSON ACCESS ON THE RISE SINCE DECEMBER 2021

Canadians who have received care from their family physician since the start of the pandemic report most often accessing their physician through an in-person visit (82%), followed by a phone appointment (62%). Access through in-person visits has increased 12 percentage point since December 2021.

Having a regular family physician



	Atlantic (n=201)	Quebec (n=501)	Ontario (n=598)	Manitoba/Saskatchewan (n=198)	Alberta (n=205)	BC (n=299)
Yes	73.9%	67.1%	86.3%	79.5%	75.4%	79.4%
	76.5%	80.6%	70.4%	79.6%	83.1%	
No	26.1%	32.9%	13.7%	20.5%	24.6%	20.6%
	23.5%	19.4%	29.6%	20.4%	16.9%	

Yes

No

Atlantic (n=201) Quebec (n=501) Ontario (n=598) Manitoba/Saskatchewan (n=198) Alberta (n=205) BC (n=299)

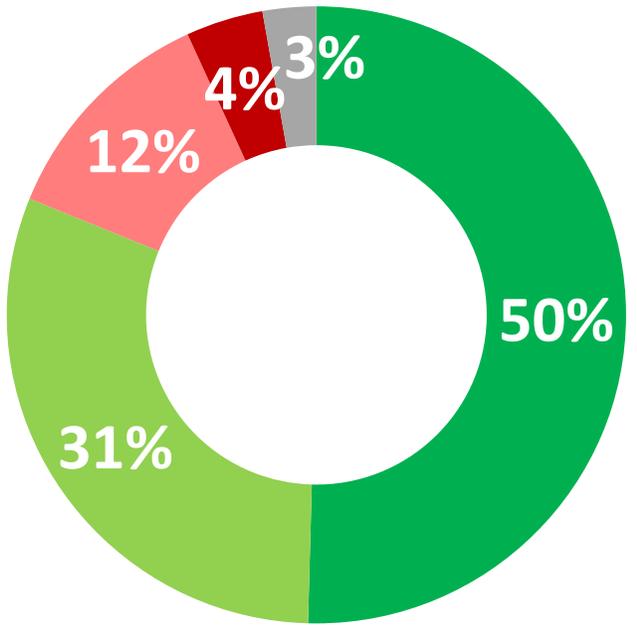
Men (n=990) Women (n=1005) 18 to 34 (n=496) 35 to 54 (n=893) 55 plus (n=613)

*Weighted to the true population proportion.
 *Charts may not add up to 100 due to rounding.

Q – Do you currently have a regular family physician?

Source: Nanos Research, representative online survey, February 8th to February 10th, 2023, n=2002 Canadians.

Importance of having a family physician



- Important
- Somewhat important
- Somewhat not important
- Not important
- Unsure

	Atlantic (n=50)	Quebec (n=168)	Ontario (n=85)	Manitoba/Saskatchewan (n=42)	Alberta (n=43)	BC (n=61)
Important/ Somewhat important	88.6%	83.3%	79.4%	80.6%	73.8%	81.5%
	Men (n=233)	Women (n=212)	18 to 34 (n=149)	35 to 54 (n=193)	55 plus (n=107)	
	78.1%	84.3%	74.5%	82.0%	88.3%	
Not important/ Somewhat not important	8.4%	13.5%	18.8%	14.0%	22.2%	17.4%
	Men (n=233)	Women (n=212)	18 to 34 (n=149)	35 to 54 (n=193)	55 plus (n=107)	
	18.2%	13.9%	20.4%	16.1%	10.9%	

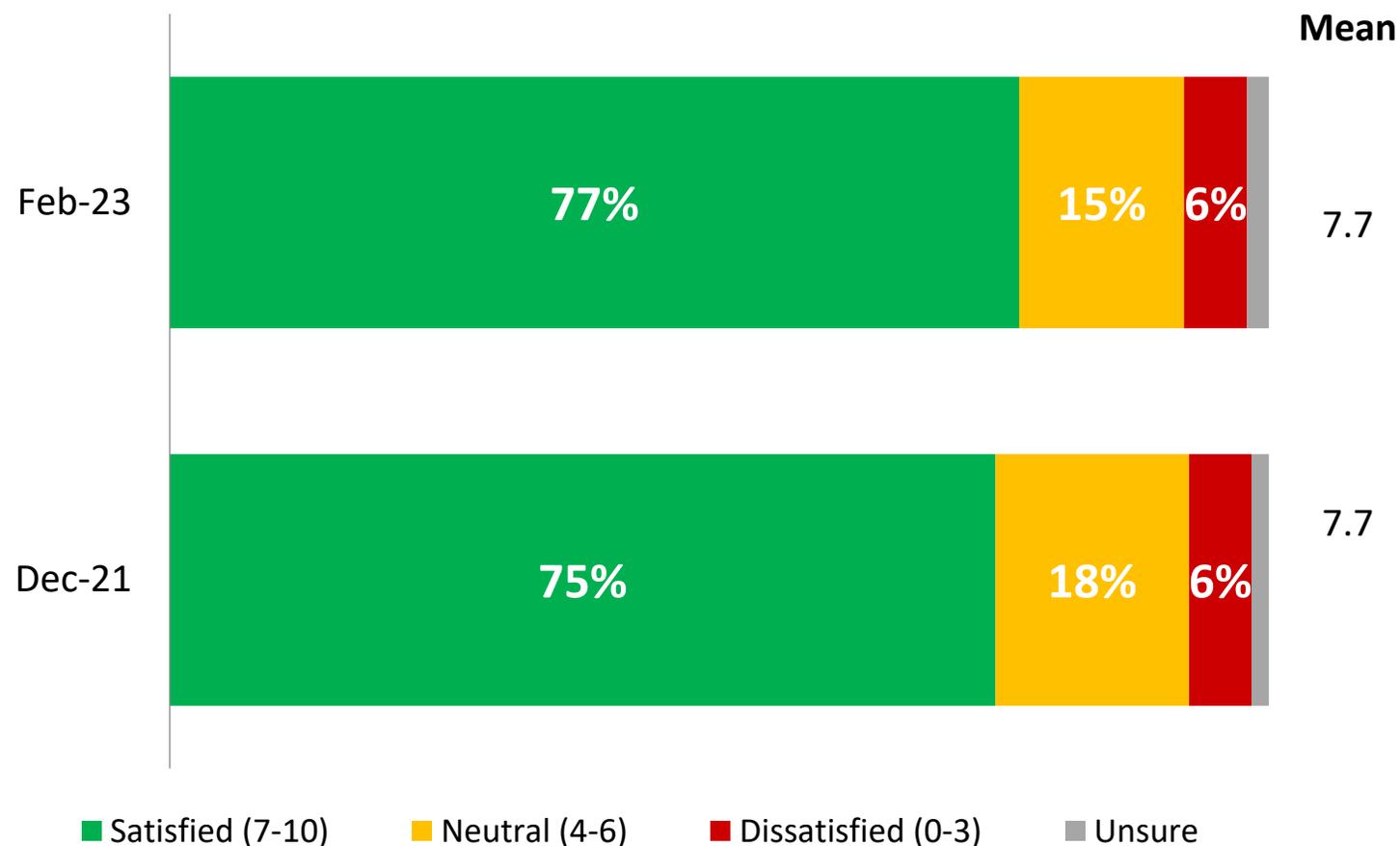
*Weighted to the true population proportion.
 *Charts may not add up to 100 due to rounding.

Q – [IF DOES NOT HAVE A FAMILY PHYSICIAN] Is it important, somewhat important, somewhat not important or not important for you to have a family physician?

Source: Nanos Research, representative online survey, February 8th to February 10th, 2023, n=449 Canadians who do not have a family physician.

Satisfaction with family physician - Tracking

A **majority of Canadians** who report having a family physician say they are **satisfied** (score of 7 to 10 out of 10) (77%) with their family physician which is consistent with the previous wave in December 2021.



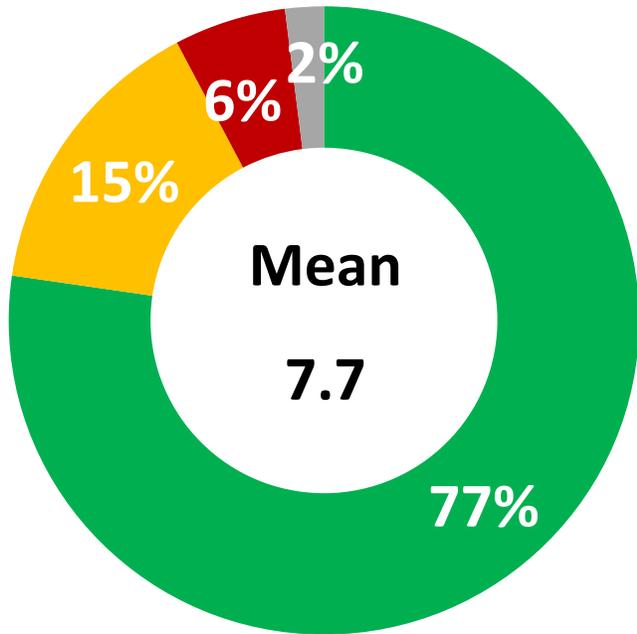
*Weighted to the true population proportion.

*Charts may not add up to 100 due to rounding.

Q – [IF HAS A FAMILY PHYSICIAN] On a scale from 0 to 10, where 0 is completely dissatisfied and 10 is completely satisfied, how satisfied or dissatisfied are you with your family physician?

Source: Nanos Research, representative online survey, February 8th to February 10th, 2023, n=1552 Canadians who have a family physician.

Satisfaction with family physician



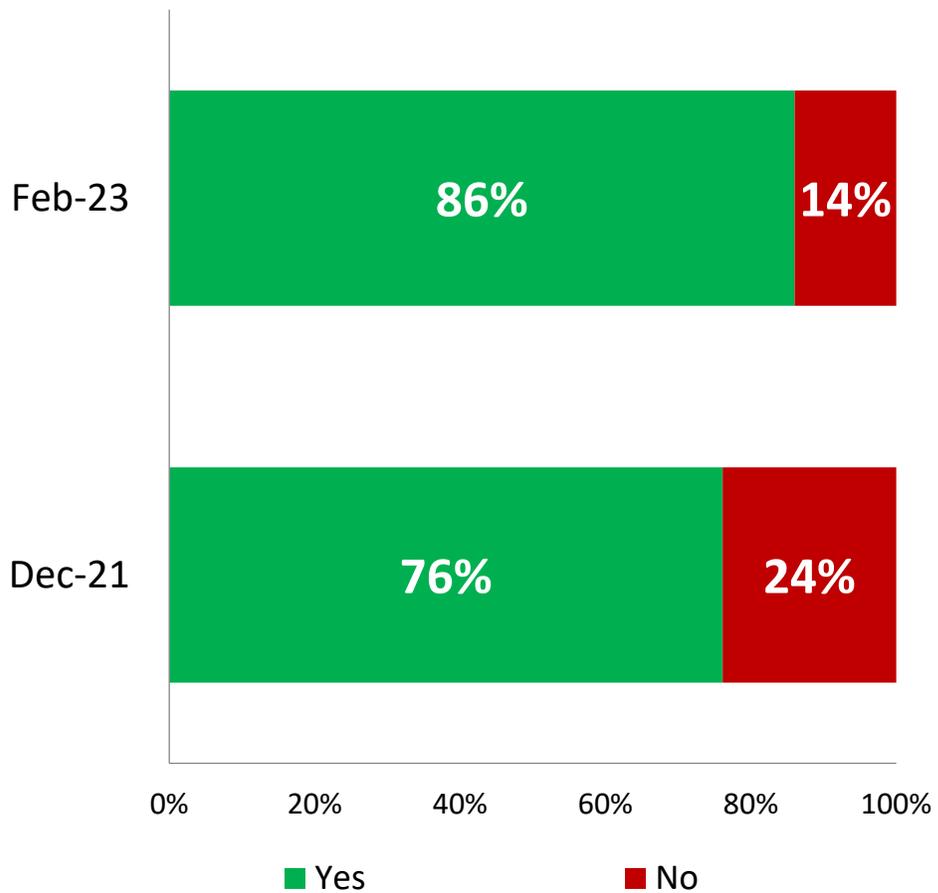
- Satisfied (7-10)
- Neutral (4-6)
- Dissatisfied (0-3)
- Unsure

	Atlantic (n=151)	Quebec (n=333)	Ontario (n=512)	Manitoba/Saskatchewan (n=156)	Alberta (n=162)	BC (n=238)
Mean	7.9	8.0	7.5	7.8	8.0	7.6
Men (n=756)		Women (n=793)	18 to 34 (n=346)	35 to 54 (n=700)	55 plus (n=506)	
Mean	7.7	7.8	7.2	7.5	8.2	

*Weighted to the true population proportion.
 *Charts may not add up to 100 due to rounding.

Q – [IF HAS A FAMILY PHYSICIAN] On a scale from 0 to 10, where 0 is completely dissatisfied and 10 is completely satisfied, how satisfied or dissatisfied are you with your family physician?

Source: Nanos Research, representative online survey, February 8th to February 10th, 2023, n=1552 Canadians who have a family physician



Received care from family physician

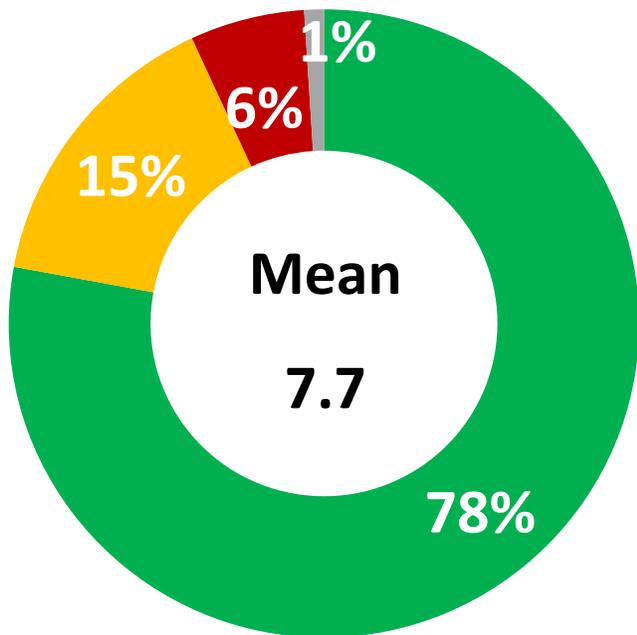
	Atlantic (n=150)	Quebec (n=332)	Ontario (n=511)	Manitoba/Saskatchewan (n=155)	Alberta (n=162)	BC (n=235)
Yes	90.1%	83.3%	85.4%	88.4%	85.5%	89.1%
	Men (n=751)	Women (n=791)	18 to 34 (n=346)	35 to 54 (n=696)	55 plus (n=503)	
No	84.2%	87.9%	81.0%	83.9%	90.6%	
	9.9%	16.7%	14.6%	11.6%	14.5%	10.9%
	Men (n=751)	Women (n=791)	18 to 34 (n=346)	35 to 54 (n=696)	55 plus (n=503)	
	15.8%	12.1%	19.0%	16.1%	9.4%	

*Weighted to the true population proportion.
 *Charts may not add up to 100 due to rounding.

Q – [IF HAS A FAMILY PHYSICIAN] Since the start of the pandemic, have you received care from your family physician?

Source: Nanos Research, representative online survey, February 8th to February 10th, 2023, n=1545 Canadians who have a family physician.

Satisfaction with ability to receive care from family physician



- Satisfied (7-10)
- Neutral (4-6)
- Dissatisfied (0-3)
- Unsure

	Atlantic (n=135)	Quebec (n=271)	Ontario (n=434)	Manitoba/Saskatchewan (n=136)	Alberta (n=138)	BC (n=210)
Mean	8.0	8.0	7.5	7.9	7.9	7.6
	Men (n=630)	Women (n=693)	18 to 34 (n=281)	35 to 54 (n=586)	55 plus (n=457)	
	7.7	7.7	7.3	7.5	8.1	

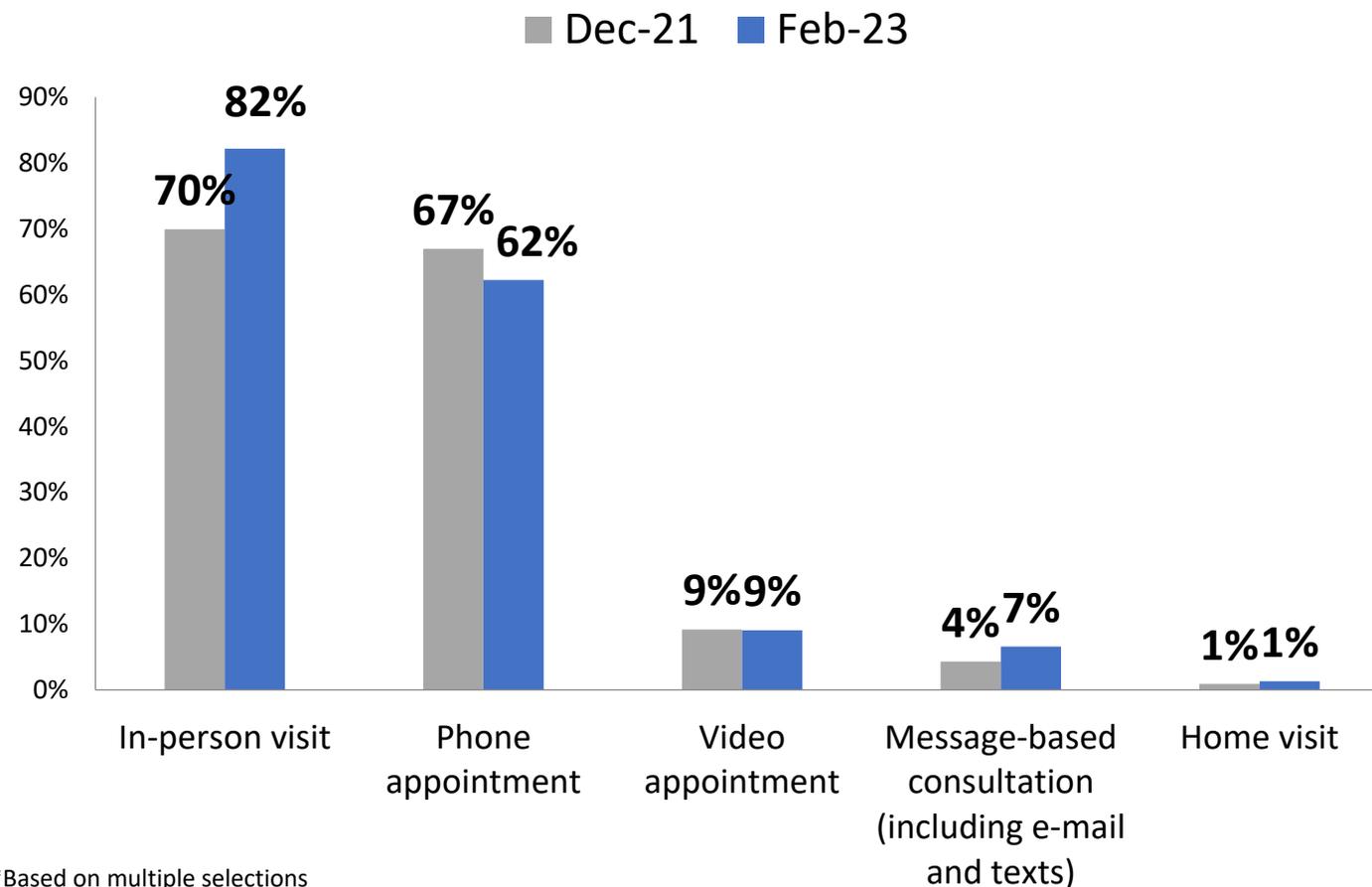
*Weighted to the true population proportion.
 *Charts may not add up to 100 due to rounding.

Q – [IF HAS RECEIVED CARE FROM THEIR FAMILY PHYSICIAN] On a scale from 0 to 10, where 0 is completely dissatisfied and 10 is completely satisfied, how satisfied or dissatisfied are you with your ability to receive care from your family physician since the start of the pandemic?

Source: Nanos Research, representative online survey, February 8th to February 10th, 2023, n=1324 Canadians who have received care from their family physician since the start of the pandemic.

Canadians who have received care from their family physician since the start of the pandemic report most often accessing their physician through an in-person visit (82%), followed by a phone appointment (62%). Access through in-person visits has increased 12 percentage point since December 2021.

Ways family physicians were accessed for an appointment



*Based on multiple selections

*Weighted to the true population proportion.

*Charts may not add up to 100 due to rounding.

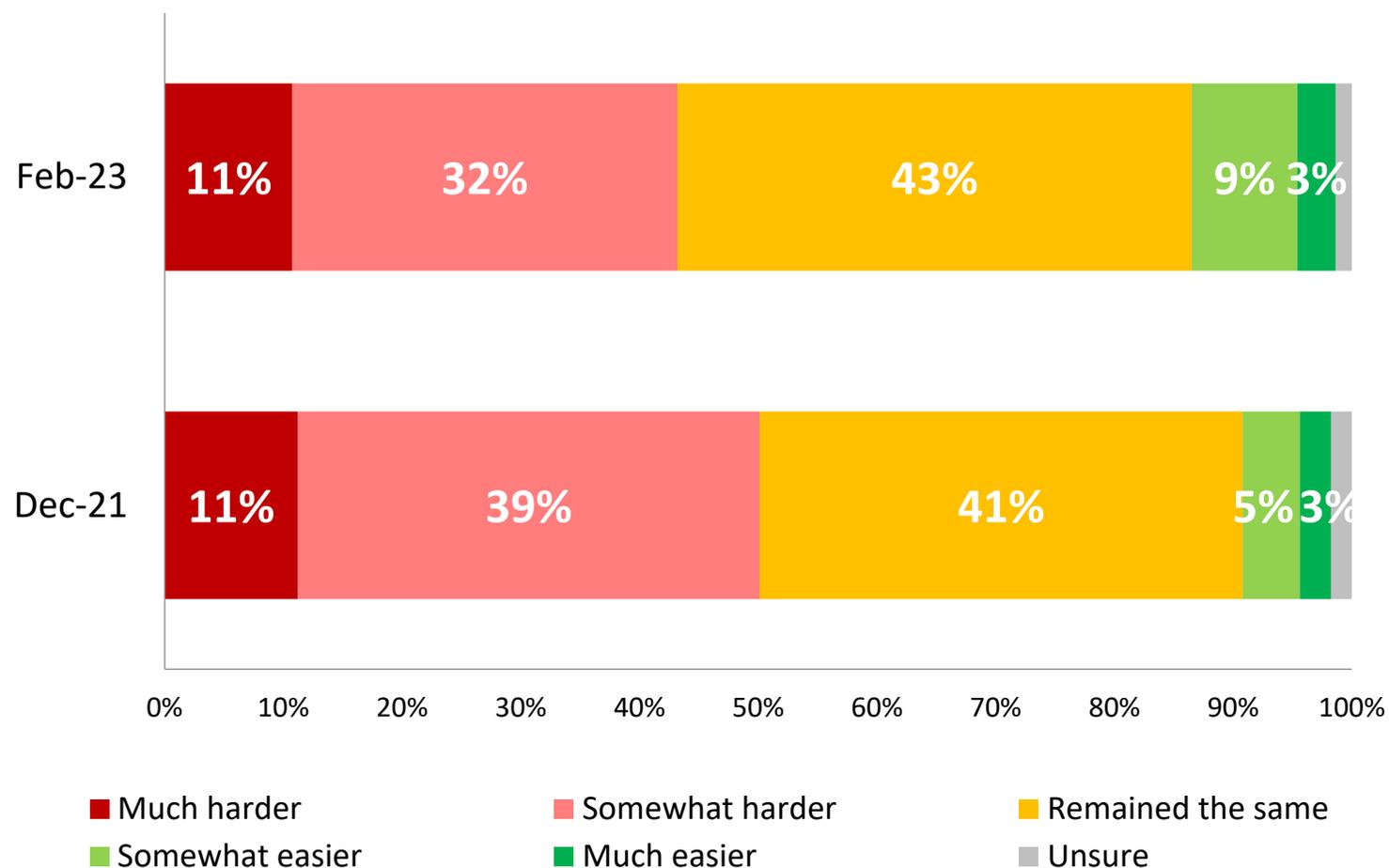
Q – [IF HAS RECEIVED CARE FROM THEIR FAMILY PHYSICIAN] Which of the ways did you access your family physician? [RANDOMIZE] (Select all that apply)

Source: Nanos Research, representative online survey, February 8th to February 10th, 2023, n=1326 Canadians who have received care from their family physician since the start of the pandemic.

The proportion of Canadians who have received care from their family physician since the start of the pandemic who say it has become easier/somewhat easier to access their family physician since the onset of pandemic has increased noticeably since December 2021.

Q – [IF HAS RECEIVED CARE FROM THEIR FAMILY PHYSICIAN] Thinking about all ways of receiving care, since the onset of pandemic did it become easier or harder to access your family physician?

Difficulty accessing family physician since the start of the pandemic

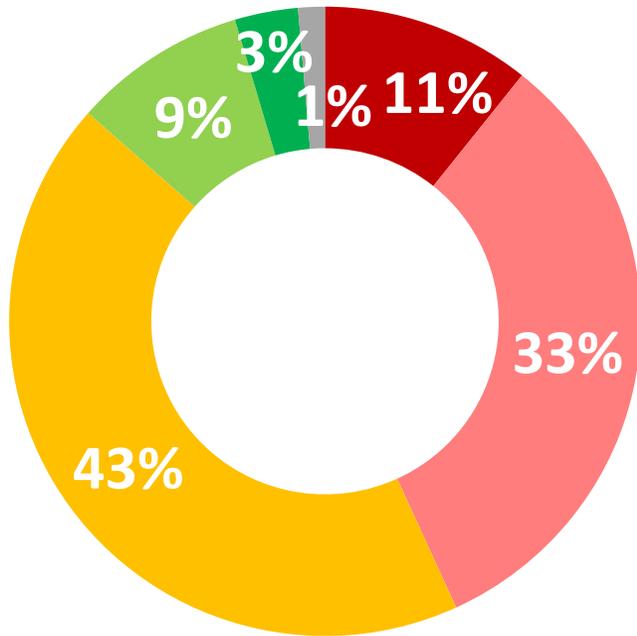


*Weighted to the true population proportion.

*Charts may not add up to 100 due to rounding.

Source: Nanos Research, representative online survey, February 8th to February 10th, 2023, n=1326 Canadians who have received care from their family physician since the start of the pandemic.

Difficulty of accessing family physician since pandemic



- Much harder
- Remained the same
- Much easier
- Somewhat harder
- Somewhat easier
- Unsure

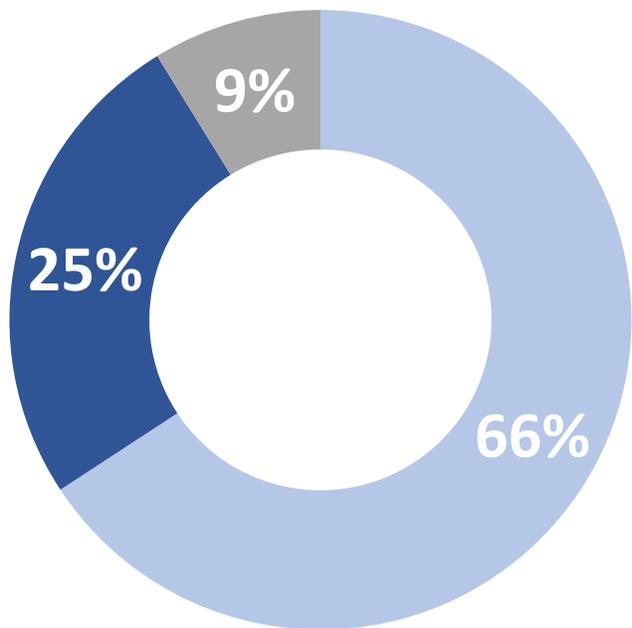
	Atlantic (n=135)	Quebec (n=272)	Ontario (n=436)	Manitoba/Saskatchewan (n=136)	Alberta (n=137)	BC (n=210)
Much harder/ Somewhat harder	47.7%	34.1%	47.6%	33.6%	39.5%	47.1%
	Men (n=631)	Women (n=694)	18 to 34 (n=283)	35 to 54 (n=586)	55 plus (n=457)	
	45.2%	41.4%	50.7%	41.1%	40.7%	
Much easier/ Somewhat easier	11.5%	10.3%	13.5%	9.5%	9.5%	13.9%
	Men (n=631)	Women (n=694)	18 to 34 (n=283)	35 to 54 (n=586)	55 plus (n=457)	
	12.9%	11.4%	14.5%	14.8%	9.0%	

*Weighted to the true population proportion.
 *Charts may not add up to 100 due to rounding.

Q – [IF HAS RECEIVED CARE FROM THEIR FAMILY PHYSICIAN]
 Thinking about all ways of receiving care, since the onset of pandemic did it become easier or harder to access your family physician?

Source: Nanos Research, representative online survey, February 8th to February 10th, 2023, n=1326 Canadians who have received care from their family physician since the start of the pandemic.

Preference between familiarity and speed for non-urgent medical concerns



- Prefer to be seen by my family physician within 2-4 days
- Prefer to be seen by a healthcare provider you don't know within hours
- Unsure

Prefer to be seen by my family physician within 2-4 days

	Atlantic (n=151)	Quebec (n=333)	Ontario (n=513)	Manitoba/Saskatchewan (n=156)	Alberta (n=161)	BC (n=238)
	72.5%	66.7%	60.9%	66.0%	72.8%	70.8%
Men (n=757)	66.8%	64.9%	60.3%	62.6%	71.4%	
Women (n=792)						
18 to 34 (n=347)						
35 to 54 (n=699)						
55 plus (n=506)						

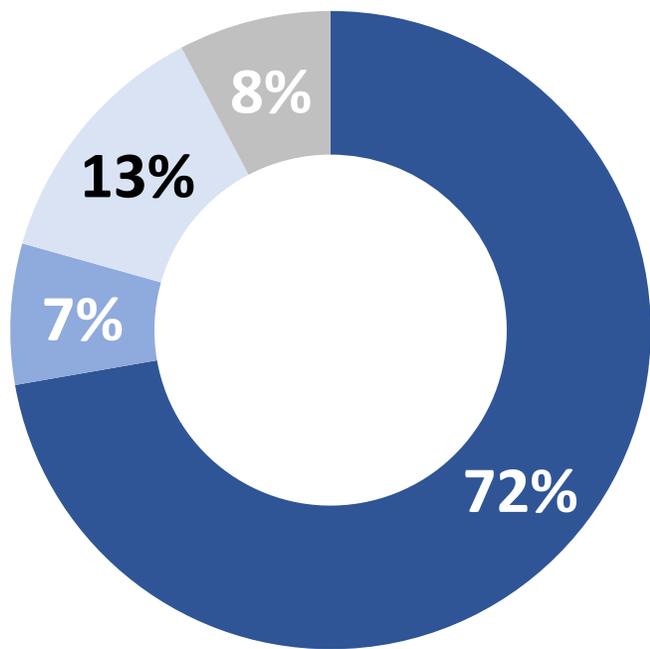
Prefer to be seen by a healthcare provider you don't know within hours

	Atlantic (n=151)	Quebec (n=333)	Ontario (n=513)	Manitoba/Saskatchewan (n=156)	Alberta (n=161)	BC (n=238)
	22.7%	25.2%	28.3%	26.5%	24.1%	18.8%
Men (n=757)	26.5%	24.4%	30.8%	28.5%	20.0%	
Women (n=792)						
18 to 34 (n=347)						
35 to 54 (n=699)						
55 plus (n=506)						

*Weighted to the true population proportion.
 *Charts may not add up to 100 due to rounding.

Q – [IF HAS A FAMILY PHYSICIAN] For a non-urgent medical concern, would you prefer to [ROTATE] be seen by your family physician, but you may have to wait 2-4 days OR be seen by a healthcare provider you don't know within hours in an urgent care / hospital / walk-in setting?

Source: Nanos Research, representative online survey, February 8th to February 10th, 2023, n=1552 Canadians who have a family physician.



- Government – invest additional resources, create more capacity in the system
- Health care workers – work more hours, offer more care
- Patients – reduce reliance on the system, be more selective with issues that need to be seen
- Unsure

Most responsible party for improving access to health care

	Atlantic (n=202)	Quebec (n=503)	Ontario (n=599)	Manitoba/Saskatchewan (n=200)	Alberta (n=205)	BC (n=301)
Government	74.6%	68.4%	74.5%	69.9%	70.3%	73.7%
	Men (n=994)	Women (n=1009)	18 to 34 (n=496)	35 to 54 (n=897)	55 plus (n=617)	
	69.1%	75.1%	74.9%	71.6%	70.9%	
Patients	8.7%	18.6%	9.7%	12.9%	16.9%	11.3%
	Men (n=994)	Women (n=1009)	18 to 34 (n=496)	35 to 54 (n=897)	55 plus (n=617)	
	15.6%	10.4%	8.9%	12.2%	16.2%	

*Weighted to the true population proportion.
 *Charts may not add up to 100 due to rounding.

Q – Who has the most responsibility for improving access to health care: [RANDOMIZE] (Select one)

Source: Nanos Research, representative online survey, February 8th to February 10th, 2023, n=2010 Canadians.

Preferred ways for the government to invest to support better access

Q – Thinking of access to healthcare, please rank the top three ways you would like to see government invest to support better access, where 1 is your top preferred way, 2 is your second preferred way and 3 is your third preferred way: [RANDOMIZE]

TOP RESPONSES

	Rank 1 (n=1985)	Rank 2 (n=1950)	Rank 3 (n=1922)
Train and hire more doctors and nurses locally	20.8%	16.3%	15.2%
Establish more urgent care centres and expand hospital capacity to be able to see more walk-in patients without a long-term relationship	16.2%	16.2%	15.0%
Invest more into nurses, pharmacists and other professionals providing care independently of family doctors	15.2%	16.4%	15.4%
Provide better pay for family doctors to make general family practice more appealing	11.9%	8.7%	9.4%
Increase support for health care teams to work better together	9.9%	12.2%	12.9%
Recruit more doctors and nurses internationally	9.1%	11.9%	10.5%
Offer better virtual care and electronic medical records that can be viewed anywhere patient receives care	8.4%	7.5%	10.0%
Reduce paperwork requirements so doctors have more time for medical care	7.1%	10.0%	10.6%
Unsure	1.4%	0.8%	1.0%

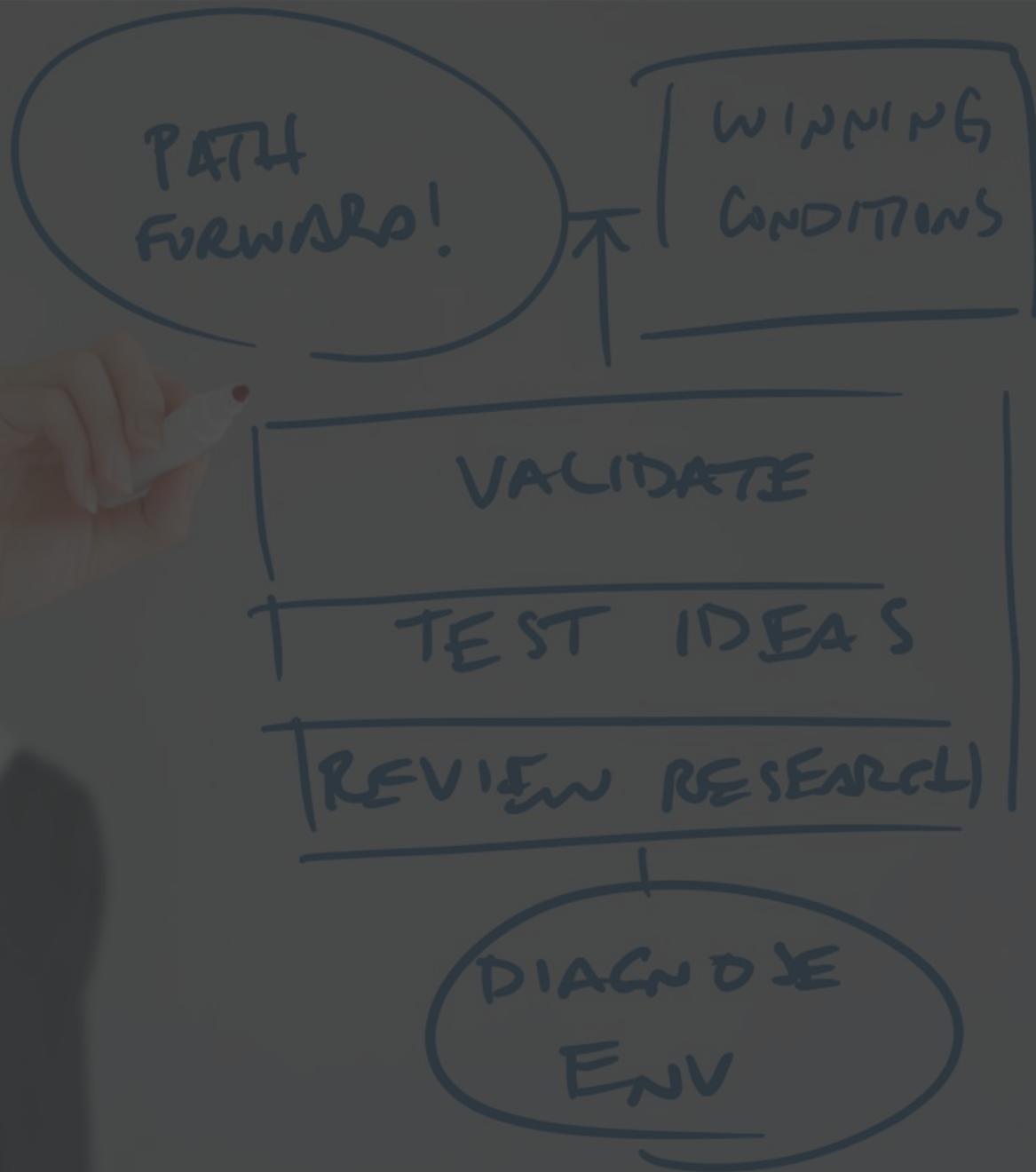
Source: Nanos Research, representative online survey, February 8th to February 10th, 2023, n=1985 Canadians.

Nanos conducted an online representative non-probability survey of 2,010 Canadians, 18 years of age or older, between February 8th to 10th, 2023. The results were statistically checked and weighted by age and gender using the latest Census information and the sample is geographically stratified to be representative of Canada.

The sample is geographically stratified to be representative of Canada.

The research was commissioned by College of Family Physicians of Canada (CFPC) and was conducted by Nanos Research.

Note: Charts may not add up to 100 due to rounding.



Element	Description	Element	Description
Research sponsor	College of Family Physicians of Canada	Weighting of Data	The results were weighted by age and gender using the latest Census information (2021) and the sample is geographically stratified to ensure a distribution across all regions of Canada. See tables for full weighting disclosure.
Population and Final Sample Size	2,010 Canadians	Screening	Screening ensured potential respondents did not work in the market research industry, in the advertising industry, in the media or a political party prior to administering the survey to ensure the integrity of the data.
Source of Sample	Prodege	Excluded Demographics	Individuals younger than 18 years old; individuals without internet access could not participate.
Type of Sample	Representative non-probability	Stratification	By age and gender using the latest Census information (2021) and the sample is geographically stratified to be representative of Canada. Smaller areas such as Atlantic Canada were marginally oversampled to allow for a minimum regional sample.
Margin of Error	No margin of error applies to this research.	Estimated Response Rate	Not applicable
Mode of Survey	Online survey	Question Order	Question order in the preceding report reflects the order in which they appeared in the original questionnaire.
Sampling Method Base	Non-probability	Question Content	All questions asked are contained in the report.
Demographics (Captured)	Atlantic Canada, Quebec, Ontario, Prairies, British Columbia; Men and Women; 18 years and older. Six digit postal code was used to validate geography.	Question Wording	The questions in the preceding report are written exactly as they were asked to individuals.
Fieldwork/Validation	Live CATI interviews with live supervision to validate work.	Research/Data Collection Supplier	Nanos Research
Field Dates	February 8 th to 10 th , 2023.	Contact	Contact Nanos Research for more information or with any concerns or questions. http://www.nanos.co Telephone:(613) 234-4666 ext. 237 Email: info@nanosresearch.com.
Language of Survey	The survey was conducted in both English and French.		
Standards	Nanos Research is a member of the Canadian Research Insights Council (CRIC) and confirms that this research fully complies with all CRIC Standards including the CRIC Public Opinion Research Standards and Disclosure Requirements. https://canadianresearchinsightscouncil.ca/standards/		



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TABULATIONS



2023-2311 – The College of Family Physicians Canada – National Survey – STAT SHEET

		Region								Gender			Age		
		Canada 2023-02	Atlantic	Quebec	Ontario	Man/Sask	Alberta	British Columbia	Male	Female	Other	18 to 34	35 to 54	55 plus	
Question - Do you currently have a regular family physician?	Total	Unwgt N	2002	201	501	598	198	205	299	990	1005	7	496	893	613
		Wgt N	1994	133	457	776	129	222	277	980	1007	7	551	645	799
	Yes	%	78.4	73.9	67.1	86.3	79.5	75.4	79.4	76.5	80.6		70.4	79.6	83.1
	No	%	21.6	26.1	32.9	13.7	20.5	24.6	20.6	23.5	19.4		29.6	20.4	16.9

		Region								Gender			Age		
		Canada 2023-02	Atlantic	Quebec	Ontario	Man/Sask	Alberta	British Columbia	Male	Female	Other	18 to 34	35 to 54	55 plus	
Question - [IF DOES NOT HAVE A FAMILY PHYSICIAN] Is it important, somewhat important, somewhat not important or not important for you to have a family physician?	Total	Unwgt N	449	50	168	85	42	43	61	233	212	4	149	193	107
		Wgt N	430	35	151	107	26	55	57	230	196	4	163	132	135
	Important	%	50.4	75.9	54.0	45.8	46.0	33.3	52.6	45.2	55.6		37.4	48.2	68.4
	Somewhat important	%	30.7	12.7	29.3	33.6	34.7	40.5	28.9	33.0	28.7		37.2	33.8	19.9
	Somewhat not important	%	12.0	5.3	7.6	13.9	12.4	19.0	17.4	13.5	10.5		16.1	10.4	8.7
	Not important	%	4.0	3.1	5.9	4.9	1.7	3.2	0.0	4.7	3.4		4.3	5.6	2.1
Unsure	%	2.8	3.1	3.2	1.9	5.3	3.9	1.1	3.7	1.8		5.1	1.9	0.8	

Nanos conducted an online representative non-probability survey of 2,010 Canadians, 18 years of age or older, between February 8th and 10th, 2023.

*Some results have been shaded due to small sample size (less than n=30).

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2023-2311 – The College of Family Physicians Canada – National Survey – STAT SHEET

			Region							Gender			Age		
			Canada 2023-02	Atlantic	Quebec	Ontario	Man/Sask	Alberta	British Columbia	Male	Female	Other	18 to 34	35 to 54	55 plus
Question - [THOSE WHO HAVE A FAMILY DOCTOR]	Total	Unwgt N	1552	151	333	512	156	162	238	756	793	3	346	700	506
On a scale from 0 to 10, where 0 is completely dissatisfied and 10 is completely satisfied, how satisfied or dissatisfied are you with your family physician?		Wgt N	1562	98	307	667	102	168	220	747	812	3	385	513	664
		Mean	7.7	7.9	8.0	7.5	7.8	8.0	7.6	7.7	7.8		7.2	7.5	8.2
		Median	8.0	8.0	8.0	8.0	8.0	8.0	8.0	8.0	8.0		8.0	8.0	9.0
	Completely dissatisfied (0)	%	1.2	1.8	0.6	1.7	0.9	0.0	1.2	1.3	1.0		2.3	1.1	0.5
	1	%	0.6	0.0	0.0	0.8	0.0	0.5	1.1	0.9	0.2		1.0	0.6	0.3
	2	%	1.5	1.6	0.7	1.9	0.6	0.5	2.6	1.3	1.6		1.8	2.2	0.8
	3	%	2.5	3.1	2.1	3.1	2.6	0.5	2.6	2.2	2.9		3.7	2.6	1.8
	4	%	2.0	4.4	1.3	1.9	1.7	0.7	3.1	2.0	1.8		2.8	0.8	2.3
	5	%	6.2	4.4	7.2	5.9	3.3	6.1	8.0	6.7	5.8		8.7	8.3	3.3
	6	%	6.8	7.8	4.3	7.6	7.7	9.3	5.0	5.3	8.2		8.7	8.9	4.1
	7	%	16.1	10.8	12.3	18.2	19.6	18.2	13.8	16.6	15.6		17.2	17.0	14.7
	8	%	21.2	15.8	27.0	19.2	25.1	19.9	21.0	23.1	19.6		21.0	21.6	21.1
	9	%	16.3	14.6	18.5	15.4	14.5	19.0	15.5	19.2	13.6		13.0	15.8	18.6
	Completely satisfied (10)	%	23.7	34.8	24.1	21.6	22.8	25.0	24.1	20.3	26.8		17.4	19.1	30.9
	Unsure	%	2.0	0.9	1.8	2.7	1.2	0.5	2.0	1.2	2.8		2.4	2.0	1.7

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Question - [THOSE WHO HAVE A FAMILY DOCTOR] Since the start of the pandemic, have you received care from your family physician?	Total	Unwgt N	Region							Gender			Age		
			Canada 2023-02	Atlantic	Quebec	Ontario	Man/Sask	Alberta	British Columbia	Male	Female	Other	18 to 34	35 to 54	55 plus
			Yes	%	86.0	90.1	83.3	85.4	88.4	85.5	89.1	84.2	87.9	3	81.0
No	%	14.0	9.9	16.7	14.6	11.6	14.5	10.9	15.8	12.1		19.0	16.1	9.4	

Question - [THOSE WHO HAVE A FAMILY DOCTOR] On a scale from 0 to 10, where 0 is completely dissatisfied and 10 is completely satisfied, how satisfied or dissatisfied are you with your ability to receive care from your family physician since the start of the pandemic?	Total	Unwgt N	Region							Gender			Age		
			Canada 2023-02	Atlantic	Quebec	Ontario	Man/Sask	Alberta	British Columbia	Male	Female	Other	18 to 34	35 to 54	55 plus
			Mean		7.7	8.0	8.0	7.5	7.9	7.9	7.6	7.7	7.7	1	7.3
Median		8.0	8.0	8.0	8.0	8.0	8.0	8.0	8.0	8.0		8.0	8.0	8.0	
Completely dissatisfied (0)	%	0.9	0.0	1.1	1.4	0.0	0.0	0.9	1.0	0.9		1.2	1.4	0.5	
1	%	1.0	0.9	0.0	1.4	1.0	0.5	1.7	1.1	0.9		2.1	0.6	0.8	
2	%	1.0	0.5	0.8	0.9	0.5	0.5	2.4	1.1	0.8		0.7	1.3	0.9	
3	%	2.9	1.4	1.1	4.7	2.0	0.5	3.0	2.3	3.5		3.0	3.5	2.4	
4	%	2.3	4.8	1.4	2.4	1.0	2.1	2.7	2.9	1.7		5.3	1.9	0.9	
5	%	6.2	4.8	5.8	6.4	10.0	3.4	6.7	5.5	6.7		6.1	7.6	5.2	
6	%	6.8	11.1	5.0	6.9	3.2	9.9	6.2	4.4	8.8		8.2	8.2	5.1	
7	%	15.7	9.0	14.0	16.6	15.6	21.3	14.4	19.0	12.9		18.9	17.7	12.6	
8	%	22.3	20.5	27.6	20.8	23.5	22.1	20.4	23.3	21.5		24.2	20.5	22.7	
9	%	15.1	11.5	16.2	14.0	17.3	17.2	15.4	15.9	14.3		11.4	15.1	16.9	
Completely satisfied (10)	%	24.8	35.7	26.3	22.8	25.8	22.3	25.2	22.7	26.6		18.5	20.2	31.3	
Unsure	%	1.0	0.0	0.7	1.8	0.0	0.0	0.9	0.8	1.2		0.3	2.0	0.7	

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			Region							Gender			Age		
			Canada 2023-02	Atlantic	Quebec	Ontario	Man/Sask	Alberta	British Columbia	Male	Female	Other	18 to 34	35 to 54	55 plus
Question - [THOSE WHO HAVE A FAMILY DOCTOR] Which of the ways did you access your family physician? [RANDOMIZE]	Total	Unwgt N	1326	135	272	436	135	138	210	631	694	1	283	587	456
		Wgt N	1339	88	255	569	89	143	194	625	713	1	314	428	598
	In-person visit	%	82.2	81.4	87.4	78.1	89.0	93.8	75.7	80.6	83.5		78.3	82.7	83.8
	Phone appointment	%	62.2	76.5	50.1	64.4	65.4	46.5	75.4	56.5	67.2		61.8	58.3	65.3
	Video appointment	%	9.1	7.3	5.0	11.5	3.4	6.3	12.8	12.3	6.2		13.2	11.1	5.4
	Message-based consultation (including e-mail and texts)	%	6.6	1.8	3.5	9.3	5.8	6.5	5.2	7.9	5.3		12.0	6.3	4.0
	Home visit	%	1.3	0.0	1.3	1.6	1.2	0.5	1.7	2.2	0.6		1.7	1.6	0.9

*Values are based on the percentage of positive responses to a specific response (columns exceed 100%)

**Multifrequency tab based on multiple responses

			Region							Gender			Age		
			Canada 2023-02	Atlantic	Quebec	Ontario	Man/Sask	Alberta	British Columbia	Male	Female	Other	18 to 34	35 to 54	55 plus
Question - [THOSE WHO HAVE A FAMILY DOCTOR] Which of the ways did you access your family physician? [RANDOMIZE]	Total	Unwgt N	2144	226	397	727	225	213	356	1007	1134	3	474	939	731
		Wgt N	2160	147	375	939	147	220	332	997	1160	3	524	684	952
	In-person visit	%	50.9	48.7	59.3	47.4	54.0	61.1	44.3	50.5	51.3		46.9	51.7	52.6
	Phone appointment	%	38.6	45.8	34.0	39.1	39.7	30.3	44.2	35.4	41.3		37.0	36.4	41.0
	Video appointment	%	5.6	4.4	3.4	6.9	2.1	4.1	7.5	7.7	3.8		7.9	7.0	3.4
	Message-based consultation (including e-mail and texts)	%	4.1	1.1	2.4	5.6	3.5	4.2	3.1	5.0	3.2		7.2	3.9	2.5
	Home visit	%	0.8	0.0	0.9	1.0	0.8	0.3	1.0	1.4	0.3		1.0	1.0	0.6

*Values are based on the proportion a response represents of all responses (columns add up to 100%)

**Multifrequency tab based on multiple responses

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			Region							Gender			Age		
			Canada 2023-02	Atlantic	Quebec	Ontario	Man/Sask	Alberta	British Columbia	Male	Female	Other	18 to 34	35 to 54	55 plus
Question - [THOSE WHO HAVE A FAMILY DOCTOR] Thinking about all ways of receiving care, since the onset of pandemic did it become easier or harder to access your family physician?	Total	Unwgt N	1326	135	272	436	136	137	210	631	694	1	283	586	457
		Wgt N	1339	88	255	569	90	143	194	625	713	1	314	427	598
	Much harder	%	10.7	4.7	9.5	13.3	6.2	8.1	11.5	9.8	11.6		11.3	12.4	9.2
	Somewhat harder	%	32.5	42.9	24.6	34.3	27.4	31.5	35.7	35.4	29.8		39.4	28.7	31.5
	Remained the same	%	43.3	39.6	54.1	37.1	54.8	51.0	38.2	41.0	45.5		33.0	42.2	49.5
	Somewhat easier	%	8.9	8.4	7.1	10.2	7.4	6.4	10.1	9.3	8.5		11.5	10.5	6.4
	Much easier	%	3.2	3.1	3.2	3.3	2.0	3.1	3.8	3.6	2.9		3.0	4.3	2.6
	Unsure	%	1.4	1.2	1.5	1.8	2.2	0.0	0.7	1.0	1.7		1.8	1.9	0.8

			Region							Gender			Age		
			Canada 2023-02	Atlantic	Quebec	Ontario	Man/Sask	Alberta	British Columbia	Male	Female	Other	18 to 34	35 to 54	55 plus
Question - [THOSE WHO HAVE A FAMILY DOCTOR] For a non-urgent medical concern, would you prefer to [ROTATE] be seen by your family physician, but you may have to wait 2-4 days OR be seen by a healthcare provider you don't know within hours in an urgent care / hospital / walk-in setting?	Total	Unwgt N	1552	151	333	513	156	161	238	757	792	3	347	699	506
		Wgt N	1564	98	307	669	102	167	220	749	811	3	388	512	664
	Prefer to be seen by my family physician within 2-4 days	%	65.8	72.5	66.7	60.9	66.0	72.8	70.8	66.8	64.9		60.3	62.6	71.4
	Prefer to be seen by a healthcare provider you don't know within hours	%	25.4	22.7	25.2	28.3	26.5	24.1	18.8	26.5	24.4		30.8	28.5	20.0
	Unsure	%	8.8	4.8	8.1	10.7	7.5	3.1	10.5	6.6	10.7		8.9	8.9	8.7

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		Region								Gender			Age		
		Canada 2023-02	Atlantic	Quebec	Ontario	Man/Sask	Alberta	British Columbia	Male	Female	Other	18 to 34	35 to 54	55 plus	
Question – Who has the most responsibility for improving access to health care: [RANDOMIZE] (Select one)	Total	Unwgt N	2010	202	503	599	200	205	301	994	1009	7	496	897	617
		Wgt N	2001	135	460	775	130	222	279	983	1011	7	550	648	802
	Government – invest additional resources, create more capacity in the system	%	72.2	74.6	68.4	74.5	69.9	70.3	73.7	69.1	75.1		74.9	71.6	70.9
	Health care workers – work more hours, offer more care	%	7.1	7.2	6.6	8.4	6.8	6.8	4.7	8.6	5.7		9.9	7.6	4.8
	Patients – reduce reliance on the system, be more selective with issues that need to be seen	%	12.9	8.7	18.6	9.7	12.9	16.9	11.3	15.6	10.4		8.9	12.2	16.2
	Unsure	%	7.7	9.4	6.4	7.3	10.5	6.0	10.2	6.7	8.8		6.2	8.5	8.0

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Thinking of access to healthcare, please rank the top three ways you would like to see government invest to support better access, where 1 is your top preferred way, 2 is your second preferred way and 3 is your third preferred way:[RANDOMIZE]

Question - Rank 1	Total	Unwgt N	Region							Gender			Age		
			Canada 2023-02	Atlantic	Quebec	Ontario	Man/Sask	Alberta	British Columbia	Male	Female	Other	18 to 34	35 to 54	55 plus
		Wgt N	1978	134	457	767	127	220	274	971	1001	6	541	642	795
	Train and hire more doctors and nurses locally	%	20.8	24.0	14.2	23.3	22.7	19.2	23.6	21.4	20.3		16.7	20.3	24.0
	Increase support for health care teams to work better together	%	9.9	5.1	8.3	11.5	10.0	9.1	11.2	9.0	10.6		12.9	11.4	6.7
	Reduce paperwork requirements so doctors have more time for medical care	%	7.1	8.2	13.6	5.0	4.9	5.0	4.4	7.4	6.9		5.3	6.6	8.8
	Provide better pay for family doctors to make general family practice more appealing	%	11.9	14.3	7.8	12.3	8.4	15.1	15.3	11.3	12.4		14.5	11.5	10.4
	Offer better virtual care and electronic medical records that can be viewed anywhere patient receives care	%	8.4	6.4	9.8	8.2	8.7	7.9	7.8	8.5	8.2		9.9	8.4	7.4
	Recruit more doctors and nurses internationally	%	9.1	13.9	11.4	6.6	8.8	5.7	12.6	10.2	8.0		7.0	9.0	10.6
	Invest more into nurses, pharmacists and other professionals providing care independently of family doctors	%	15.2	11.5	16.7	15.9	15.3	18.0	10.4	14.5	16.0		15.8	15.9	14.3
	Establish more urgent care centres and expand hospital capacity to be able to see more walk-in patients without a long-term relationship	%	16.2	14.8	16.6	15.9	18.9	18.6	14.1	16.0	16.5		16.2	15.3	17.0
	Unsure	%	1.4	1.7	1.6	1.3	2.4	1.3	0.6	1.7	1.1		1.8	1.6	0.8

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Thinking of access to healthcare, please rank the top three ways you would like to see government invest to support better access, where 1 is your top preferred way, 2 is your second preferred way and 3 is your third preferred way: [RANDOMIZE]

Question - Rank 2	Total	Unwgt N	Region							Gender			Age		
			Canada 2023-02	Atlantic	Quebec	Ontario	Man/Sask	Alberta	British Columbia	Male	Female	Other	18 to 34	35 to 54	55 plus
		Wgt N	1950	196	492	583	189	199	291	961	983	6	478	870	602
		%	1948	131	451	755	124	217	270	956	986	6	532	631	785
	Train and hire more doctors and nurses locally	%	16.3	19.8	11.2	17.0	17.3	20.2	17.3	15.5	17.1		14.4	15.2	18.4
	Increase support for health care teams to work better together	%	12.2	10.8	12.6	12.2	13.4	16.5	8.2	11.5	12.8		13.1	13.3	10.7
	Reduce paperwork requirements so doctors have more time for medical care	%	10.0	5.1	13.7	9.6	9.8	6.6	10.0	11.6	8.3		10.1	9.0	10.7
	Provide better pay for family doctors to make general family practice more appealing	%	8.7	8.6	5.3	9.0	8.8	11.0	11.7	8.0	9.5		9.6	9.6	7.3
	Offer better virtual care and electronic medical records that can be viewed anywhere patient receives care	%	7.5	4.9	11.6	6.6	7.4	6.5	5.3	7.0	8.0		9.6	7.1	6.4
	Recruit more doctors and nurses internationally	%	11.9	12.0	14.5	11.5	5.9	7.7	14.8	12.6	11.3		11.3	11.8	12.4
	Invest more into nurses, pharmacists and other professionals providing care independently of family doctors	%	16.4	22.2	15.4	14.8	17.4	19.2	17.4	17.6	15.1		14.8	16.6	17.4
	Establish more urgent care centres and expand hospital capacity to be able to see more walk-in patients without a long-term relationship	%	16.2	16.0	14.9	18.6	18.5	12.4	13.9	15.1	17.4		16.0	16.7	16.0
	Unsure	%	0.8	0.6	0.9	0.7	1.5	0.0	1.3	1.1	0.6		1.2	0.6	0.7

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Thinking of access to healthcare, please rank the top three ways you would like to see government invest to support better access, where 1 is your top preferred way, 2 is your second preferred way and 3 is your third preferred way: [RANDOMIZE]

Question - Rank 3	Total	Unwgt N	Region						Gender			Age			
			Canada 2023-02	Atlantic	Quebec	Ontario	Man/Sask	Alberta	British Columbia	Male	Female	Other	18 to 34	35 to 54	55 plus
		Wgt N	1922	196	480	577	182	199	288	942	974	6	468	860	594
			1920	131	440	748	118	217	267	936	979	6	521	623	776
	Train and hire more doctors and nurses locally	%	15.2	14.1	14.5	15.0	15.9	18.2	15.1	16.2	14.2		13.6	15.3	16.3
	Increase support for health care teams to work better together	%	12.9	14.3	9.9	13.1	14.6	14.8	14.1	11.9	13.8		14.8	13.6	11.0
	Reduce paperwork requirements so doctors have more time for medical care	%	10.6	11.9	16.7	8.8	6.4	8.8	8.1	9.3	11.9		9.8	9.8	11.7
	Provide better pay for family doctors to make general family practice more appealing	%	9.4	8.7	6.8	10.6	10.1	10.0	9.7	10.9	8.0		11.8	9.0	8.0
	Offer better virtual care and electronic medical records that can be viewed anywhere patient receives care	%	10.0	7.5	9.6	9.9	9.6	13.8	9.0	9.4	10.6		10.2	12.2	8.0
	Recruit more doctors and nurses internationally	%	10.5	10.7	9.8	10.3	12.3	10.6	11.5	11.6	9.5		11.4	10.0	10.4
	Invest more into nurses, pharmacists and other professionals providing care independently of family doctors	%	15.4	18.6	16.1	16.3	14.1	12.4	13.2	15.3	15.6		13.2	15.2	17.1
	Establish more urgent care centres and expand hospital capacity to be able to see more walk-in patients without a long-term relationship	%	15.0	13.5	15.6	15.0	15.3	10.4	18.3	14.3	15.6		14.8	13.6	16.2

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Unsure	%	1.0	0.6	0.9	1.0	1.6	1.2	1.0	1.2	0.9		0.4	1.3	1.2
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