

## BACKGROUND AND OBJECTIVES

Strong primary care is associated with better health outcomes, equity in care, and lower costs, yet many Canadians are struggling to access primary care. Reforms are needed and should be informed with patients and public.

Healthcare use increases as people age and develop more health issues. Understanding the experiences and needs of older adults is important when designing primary care reforms.

We conducted a survey to explore people’s experience with primary care and understand their views and preferences for care.

## APPROACH

We conducted a cross-sectional study of adults in Canada using an online bilingual survey in fall 2022.

We analyzed completed responses and weighted the data to ensure respondents reflected the demographics of Canada.

Weighting was done using age, gender, education, income, language and region and iteratively adjusted until the survey sample distribution aligned with the broader population.

## RESULTS

14018 people responded to the survey. We analyzed data for 9,279 completed surveys. 6,418 (69.2%) were completed in English and 2560 (27.6%) in French.

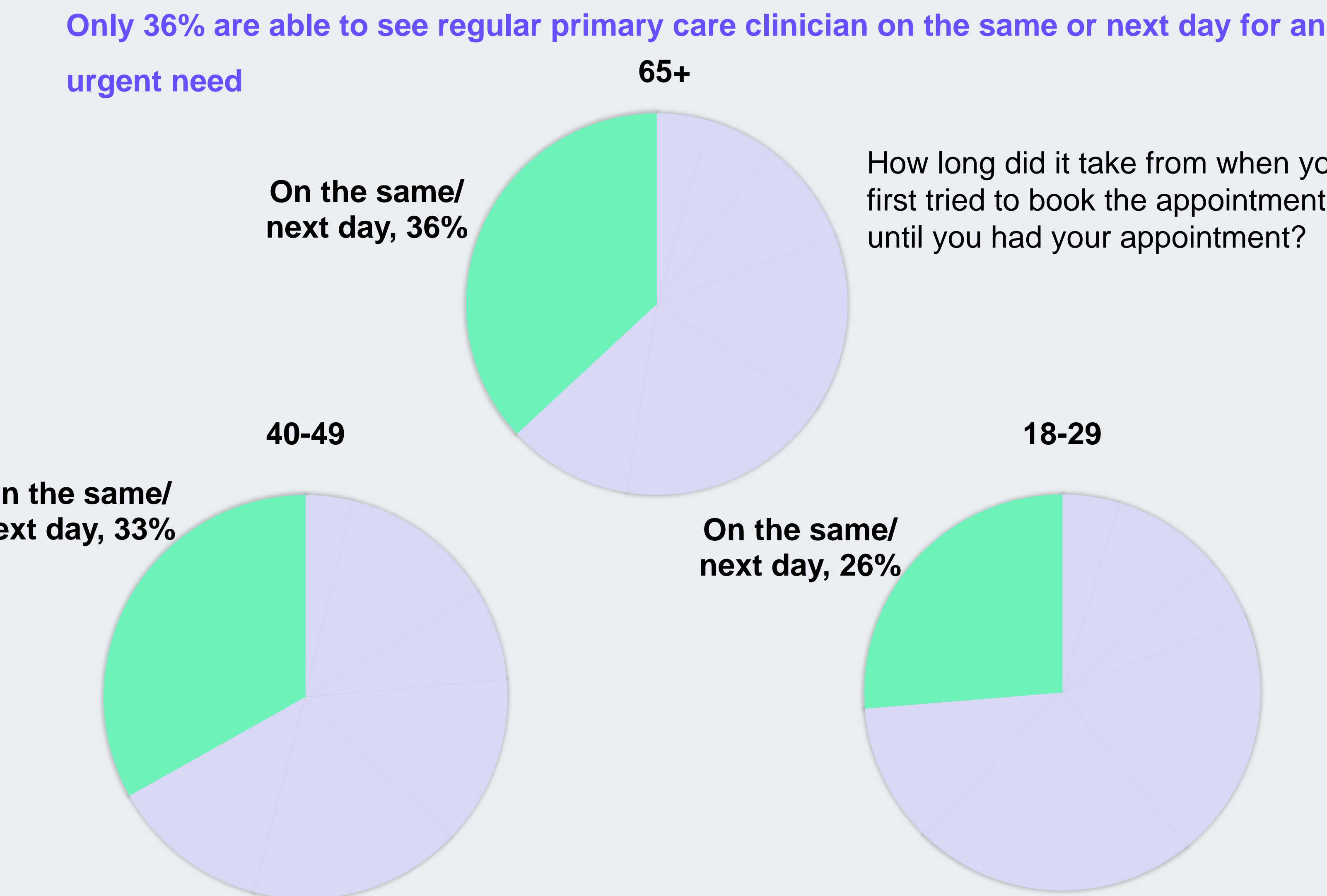
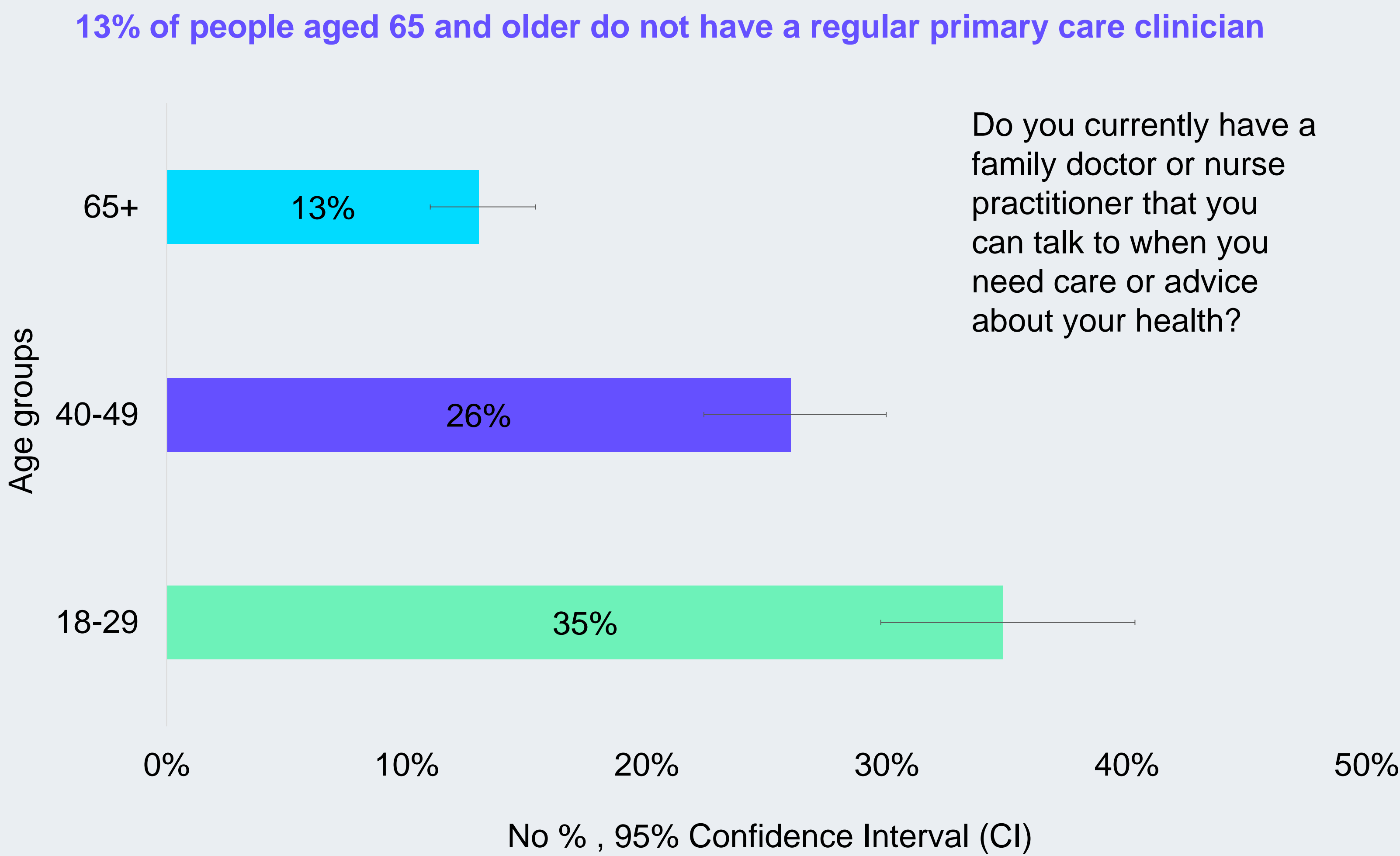
50.9% of respondents were women, 49.6% were 50 years or older, 39.3% were from Ontario and 24.5% had a University degree, 86.2% reported their race as White, 87.8% were Canadian born and 41.9% reported their health as very good or excellent.

People aged 65 and older constituted 31.6% (2929/ 9279) of survey respondents.

## CONCLUSION.

1 in 8 older adults did not have access to primary care. Older adults have different values and preferences that should be considered in design of primary care reforms.

## People 65 and older have different access and preferences for primary care



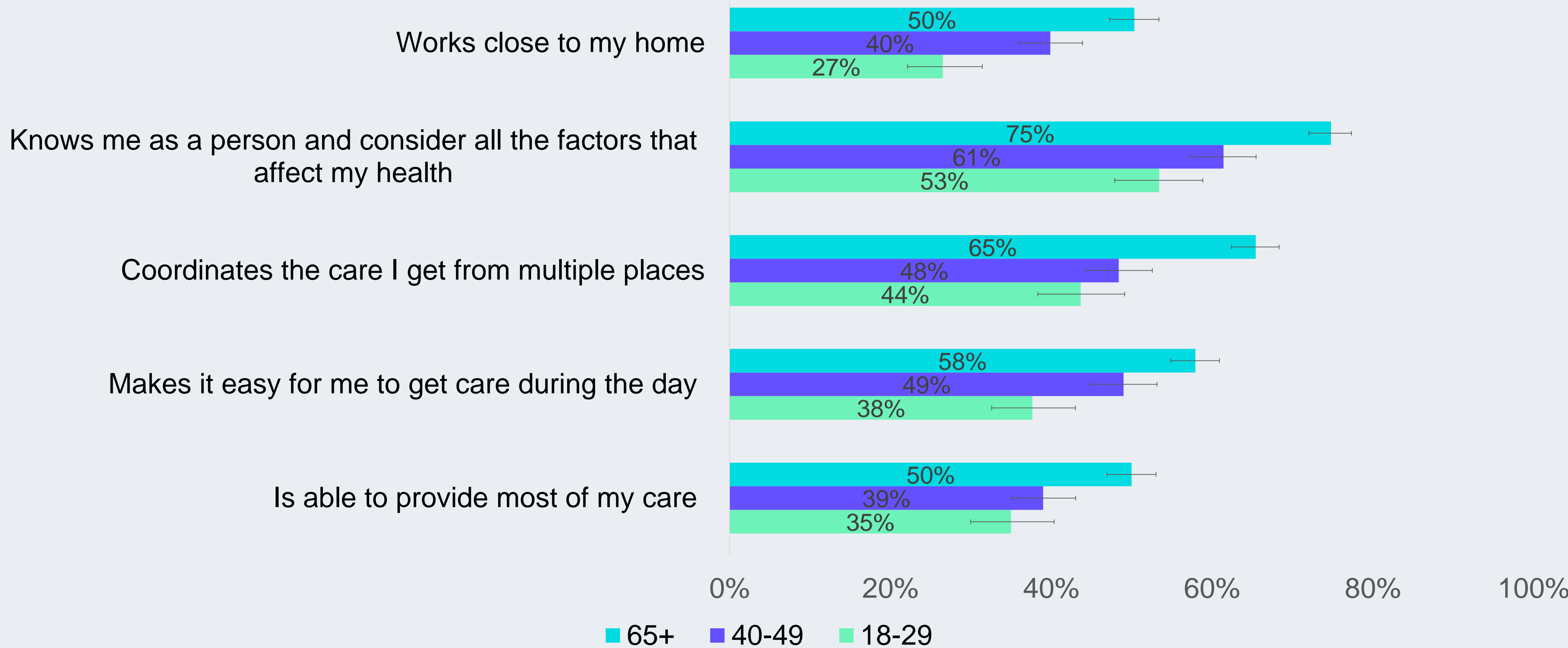
### Older adults are less interested in email, secure messaging, video appointments and communication by text message

Think about how you would like to get care from a family doctor or nurse practitioner. Which of the following are most important to you?

	65 and older % (95% CI)	40-49 % (95% CI)	18-29 % (95% CI)
In-person appointments booked in advance	93% (91%, 94%)	92% (89%, 94%)	94% (92%, 96%)
Phone appointments	64% (61%, 67%)	71% (67%, 75%)	61% (56%, 66%)
In person appointments- drop in or walk in	41% (38%, 44%)	65% (61%, 69%)	63% (58%, 69%)
Appointments on evenings and weekends	33% (30%, 35%)	60% (56%, 64%)	58% (53%, 64%)
Communication by email or secure messaging	32% (29%, 34%)	50% (46%, 54%)	41% (36%, 46%)
Video appointments	26% (23%, 29%)	53% (49%, 58%)	43% (38%, 49%)
Communication by text message	12% (10%, 14%)	23% (19%, 26%)	20% (16%, 25%)

### Longitudinal relationship, care coordination and timely access were among the most important attributes of primary care

When you think about getting care from a family doctor or nurse practitioner and the practice they work in, how important are each of the following to you? % very important



## ACKNOWLEDGEMENT

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## LEARN MORE

Explore the national survey data and related blogs at [OurCare.ca/nationalsurvey](https://ourcare.ca/nationalsurvey)  
[Data.ourcare.ca](https://data.ourcare.ca)



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