Is Ontario's Primary Care System Measuring up?



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Trillium Primary Health Care
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MAP Centre for Urban Health Solutions | St. Michael's Unity Health Toronto | Family & Community Medicine University of Toronto | Association Médicale Canadienne Canadian Medical Association

OurCare National Survey | 2025



In 2022/3, OurCare engaged nearly 10,000 people across Canada to understand their experiences, perspectives and priorities for primary care.

A Standard for the Future of Primary Care



The OurCare Standard

1. 

Everyone has a relationship with a primary care clinician who works with other health professionals in a publicly funded team.

2. 

Everyone receives ongoing care from their primary care team and can access them in a timely way.

3. 

Everyone's primary care team is connected to community and social services that together support their physical, mental and social well-being.

4. 

Everyone can access their health record online and share it with their clinicians.

5. 

Everyone receives culturally safe care that meets their needs from clinicians that represent the diversity of the communities they serve.

6. 

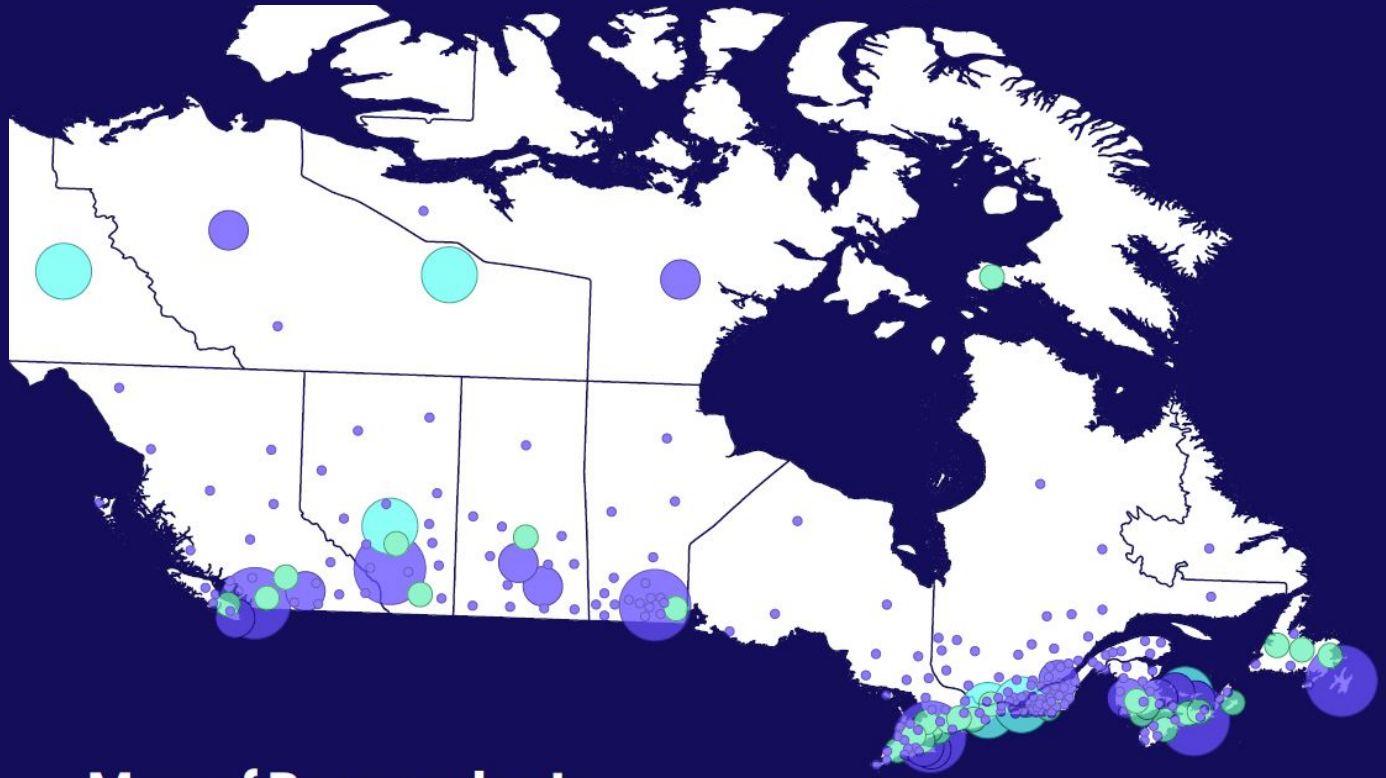
Everyone receives care from a primary care system that is accountable to the communities it serves.

2025 OurCare National Survey

The 2025 OurCare National Survey explored how adults' experiences with primary care align with the OurCare Standard.

Data were collected online between **April 16 and November 20, 2025** in **English, French and Inuktitut** . Participants were **adults aged 18 or older** living in Canada, recruited through online panels and public outreach. We analyzed data from **16,876** completed surveys.

Data were weighted to reflect the adult population in the respective region. National and provincial weights accounted for sex, age, education, region, language spoken at home, Canadian-born status, and race. Territorial weights accounted for sex, age, education, and Indigenous identity.



Map of Respondents

We analyzed responses for **16,876** people from across Canada who responded to our survey. The following map depicts the distribution of respondents by province and territory.

0 – 50 51 – 150 151 – 300 301 – 600 601 – 1059

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Patient and caregiver partners and organizations

OurCare Provincial Priority Panel Participants
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Patient Voice Advisory Group, Canadian Medical Association
Imagine Citizen's Network

The 2025 OurCare National Survey is led by Dr. Tara Kiran at the MAP Centre for Urban Health Solutions in partnership with the Canadian Medical Association

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- Department of Family Medicine at Providence Health Care (Vancouver)
- Ontario College of Family Physicians
- Ministère de la santé et des services sociaux du Québec
- BC Family Doctors

The views expressed in the report do not necessarily represent the views of our funders.

Key findings

Figure 2. Map of the overall percentage of respondents who reported having a family doctor, nurse practitioner or primary care setting by province and territory

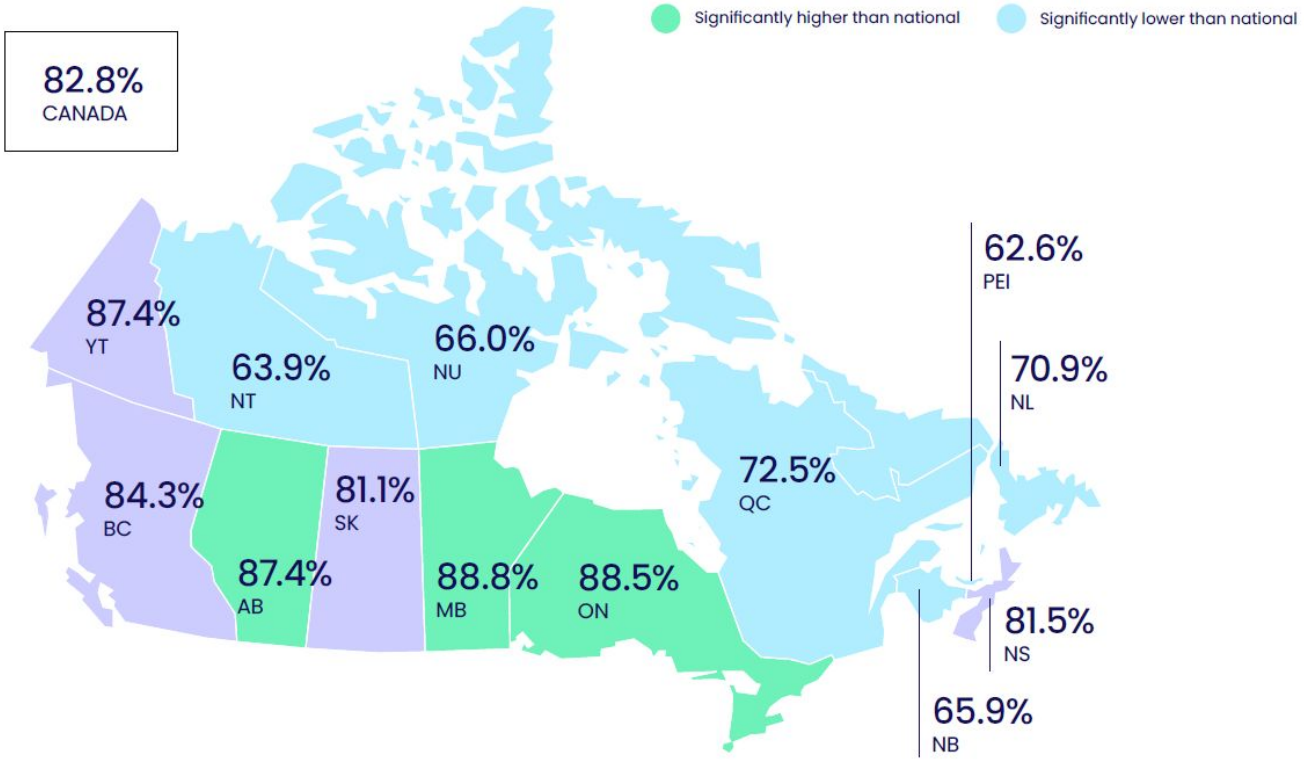
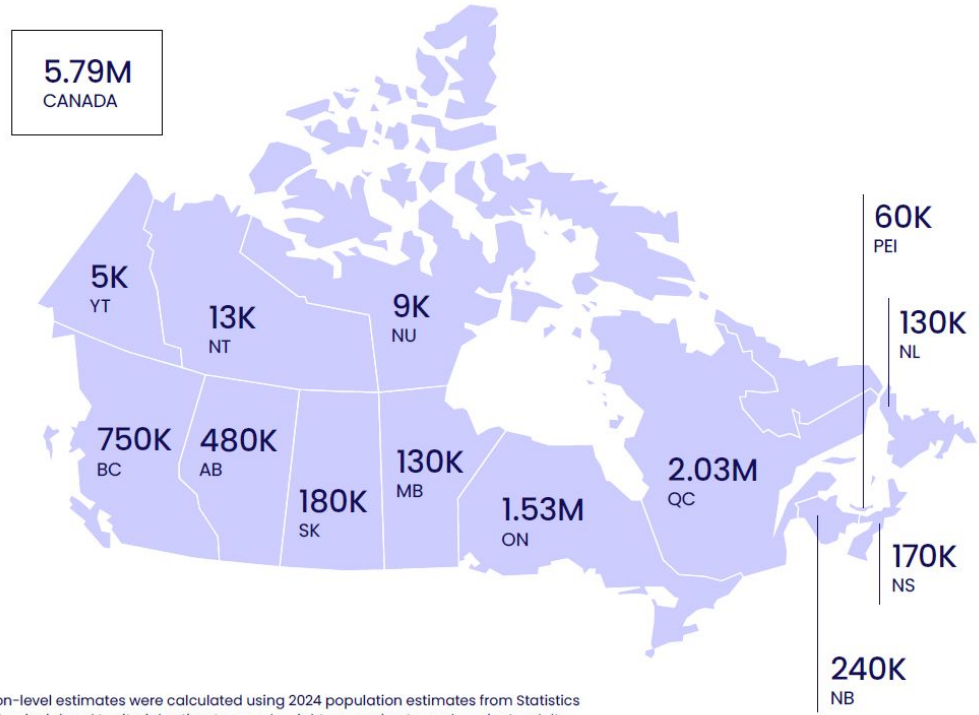
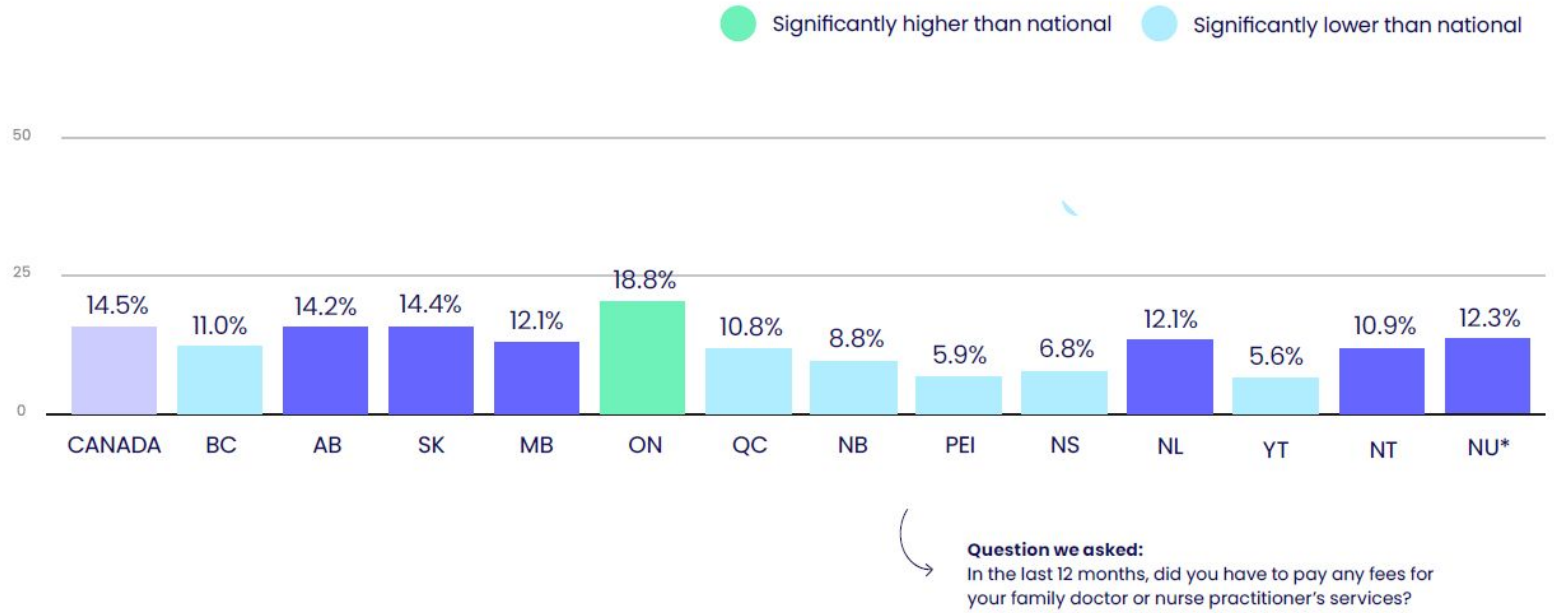


Figure 3. Estimated number of adults who do not have a family doctor, nurse practitioner or primary care setting*



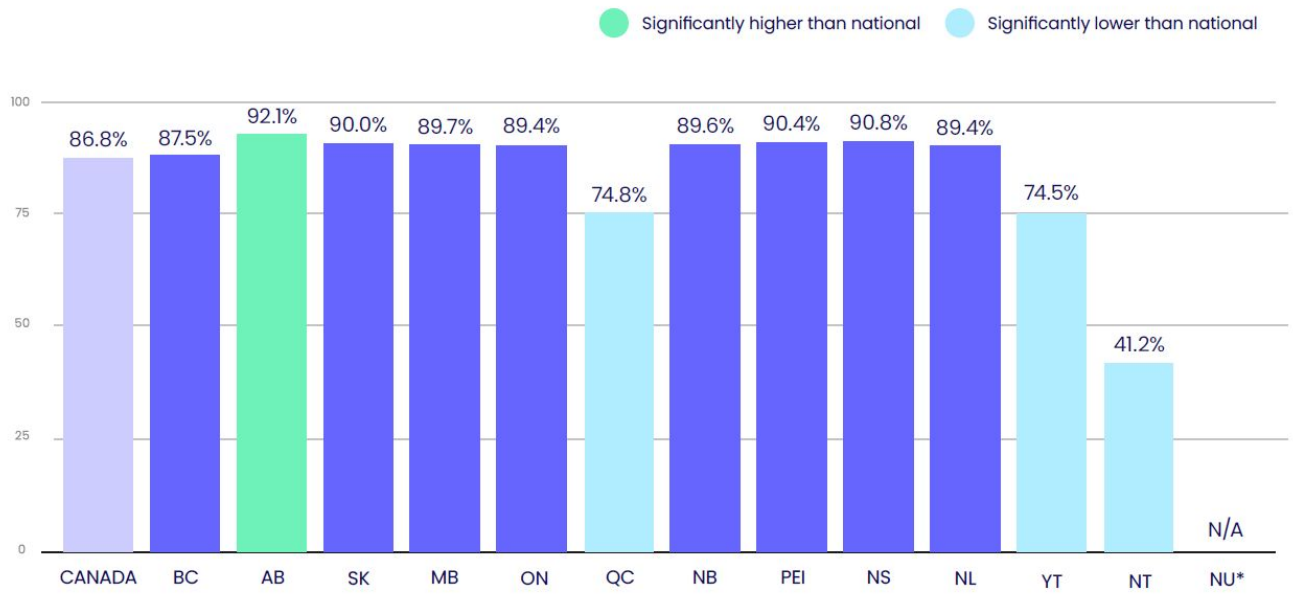
*Population-level estimates were calculated using 2024 population estimates from Statistics Canada. Provincial and territorial estimates used weights summing to each region's adult population to reflect regional demographics. Provincial and territorial estimates do not sum to the national total, which is based on nationally calibrated weights. Estimates were rounded to the nearest 10,000 for provinces and 1,000 for the Territories.

Figure 5a. Percentage of respondents **with** a primary care clinician who reported they paid any out-of-pocket fees to access primary care services



*Results may not be representative due to small sample size.

Figure 6. Percentage of respondents with a primary care clinician who reported they always or usually saw their own clinician instead of someone else in the clinic



Question we asked:
Thinking about your visits to your family doctor or nurse practitioner's clinic in the last 12 months, how often were you able to see your own family doctor or nurse practitioner instead of someone else in the clinic? The preceding question: In the past 12 months, how often have you visited your [family doctor/ nurse practitioner]'s clinic? Consider in person, phone and video visits.

*Results not available due to an insufficient sample size.

Even those with a family doctor reported struggling to access care

Among the 2025 Ontario OurCare survey respondents:

48%

said they could always or usually get care from another clinician if their family doctor or nurse practitioner (NP) was away

43% *

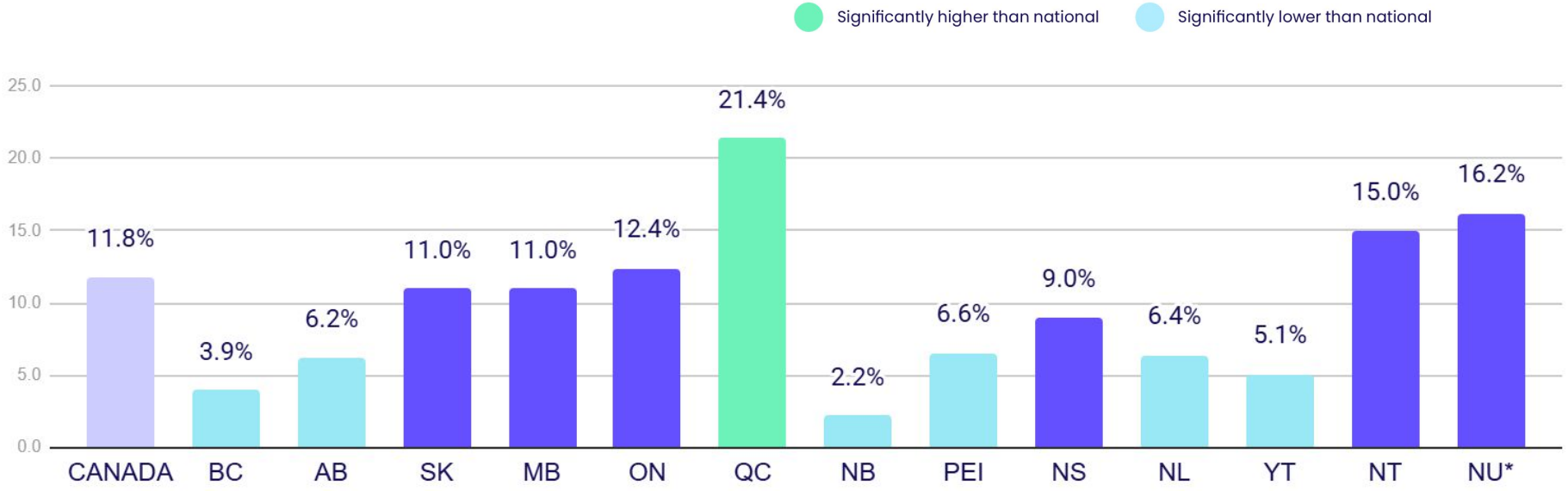
said that someone in their practice was available to help with urgent issues outside 9am to 5pm on weekdays

45% *

were able to get an appointment on the same or next day for an urgent issue

*Higher than national average

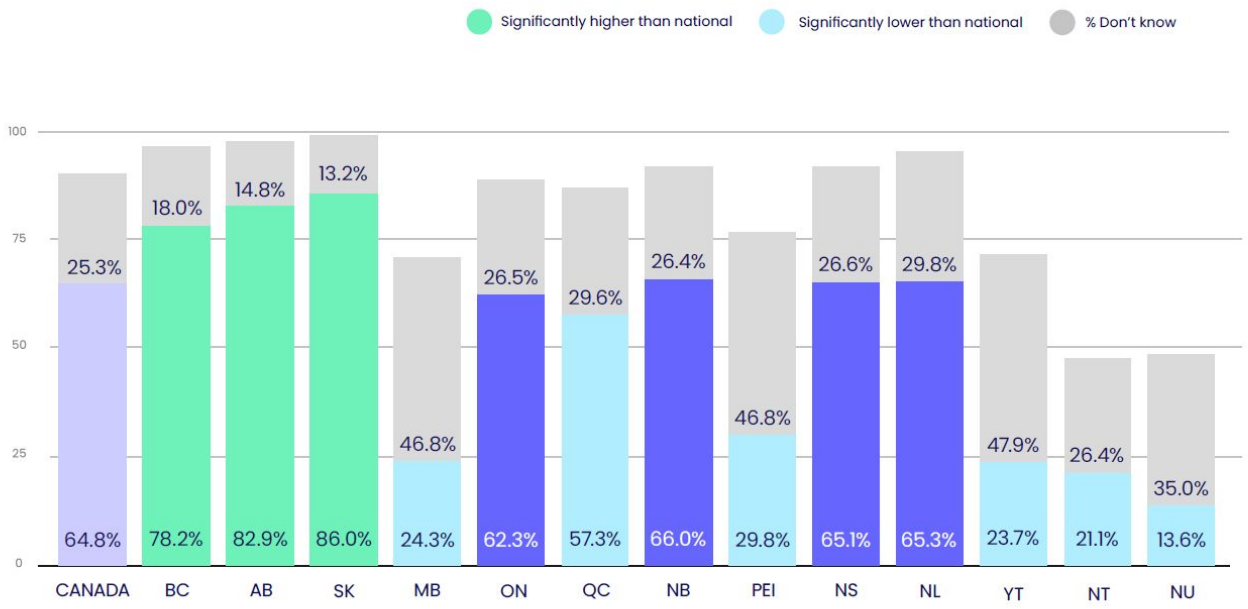
Figure 4. Percentage of respondents who reported having a **social worker** in the same clinic as their family doctor or nurse practitioner



*Results may not be representative due to small sample size

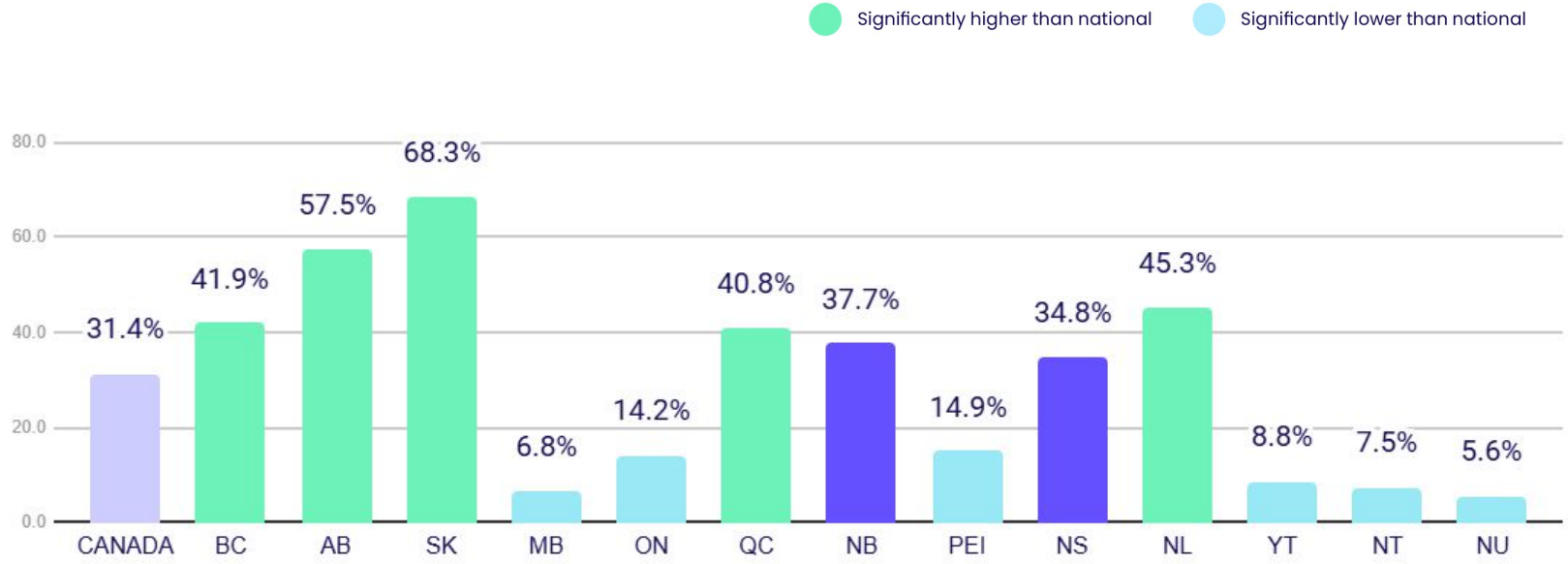
Question we asked: To your knowledge, who else works in the same clinic as your family doctor or nurse practitioner? (Respondents could select more than one option)

Figure 10. Percentage of respondents who reported **access to one or more health records**



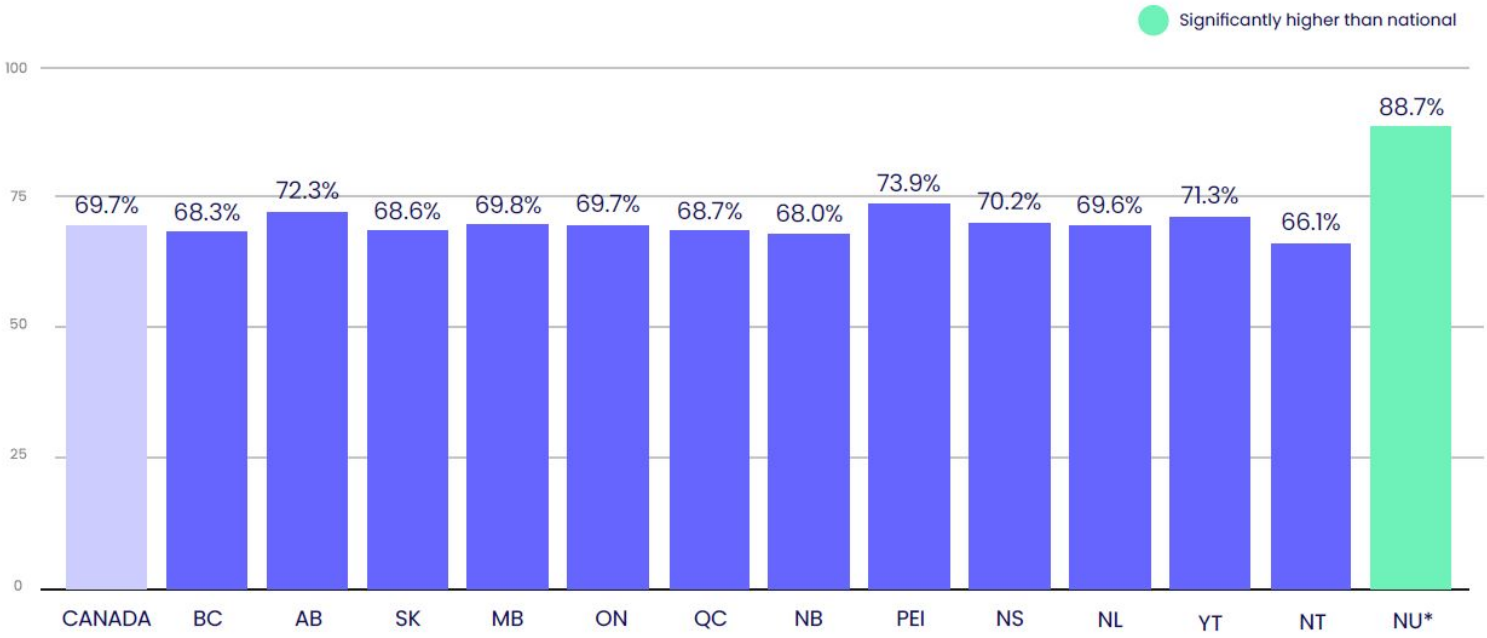
Question we asked:
To your knowledge, which of the following health records are available for you to personally access online? Response options included: Vaccination history, Medication records, Lab test results (e.g., results of a blood test), Imaging results (e.g., x-ray, ultrasound or CT scan report), Notes from a specialist visit, Records from a surgery or procedure, Records from a hospital stay, Records from an emergency department visit, Notes from your family doctor or nurse practitioner, Other, Don't know, None (Respondents could select more than one option, unless they chose "Don't know" or "None" in which case no other options could be selected).

Figure 7. Percentage of respondents who reported access to medication records



Question we asked: To your knowledge, which of the following health records are available for you to personally access online? (Respondents could select more than one option)

Figure 12. Percentage of respondents with a primary care clinician who agreed or strongly agreed that health professionals and staff at their clinic **understand and respect their cultural background**



Question we asked:
Think about the care you get at your family doctor or nurse practitioner's clinic, or the place you usually get care. Do you agree or disagree with the following statement? My family doctor or nurse practitioner and staff at their clinic **understand and respect** my cultural background.

*Results may not be representative due to small sample size.

Figure 15. Percentage of respondents who said they know what to do if they have a problem with the care they are getting

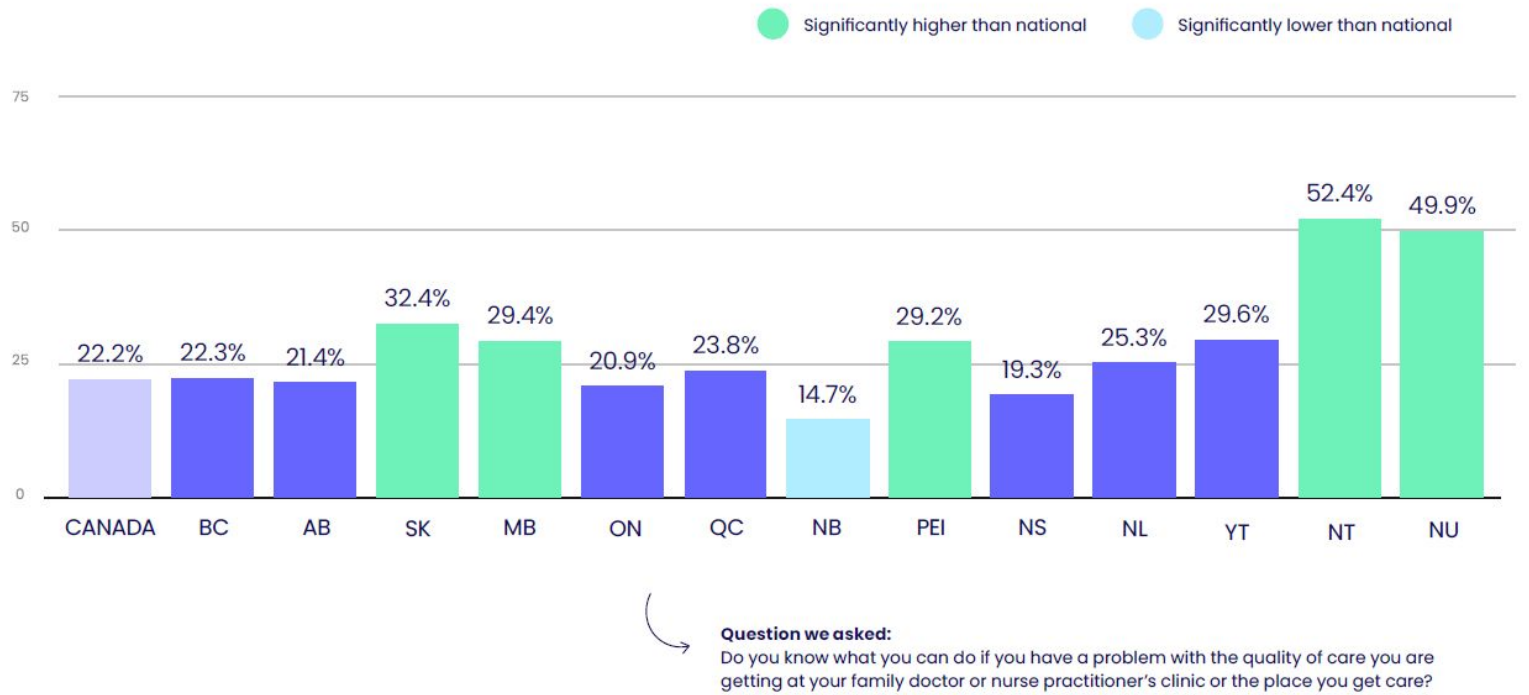
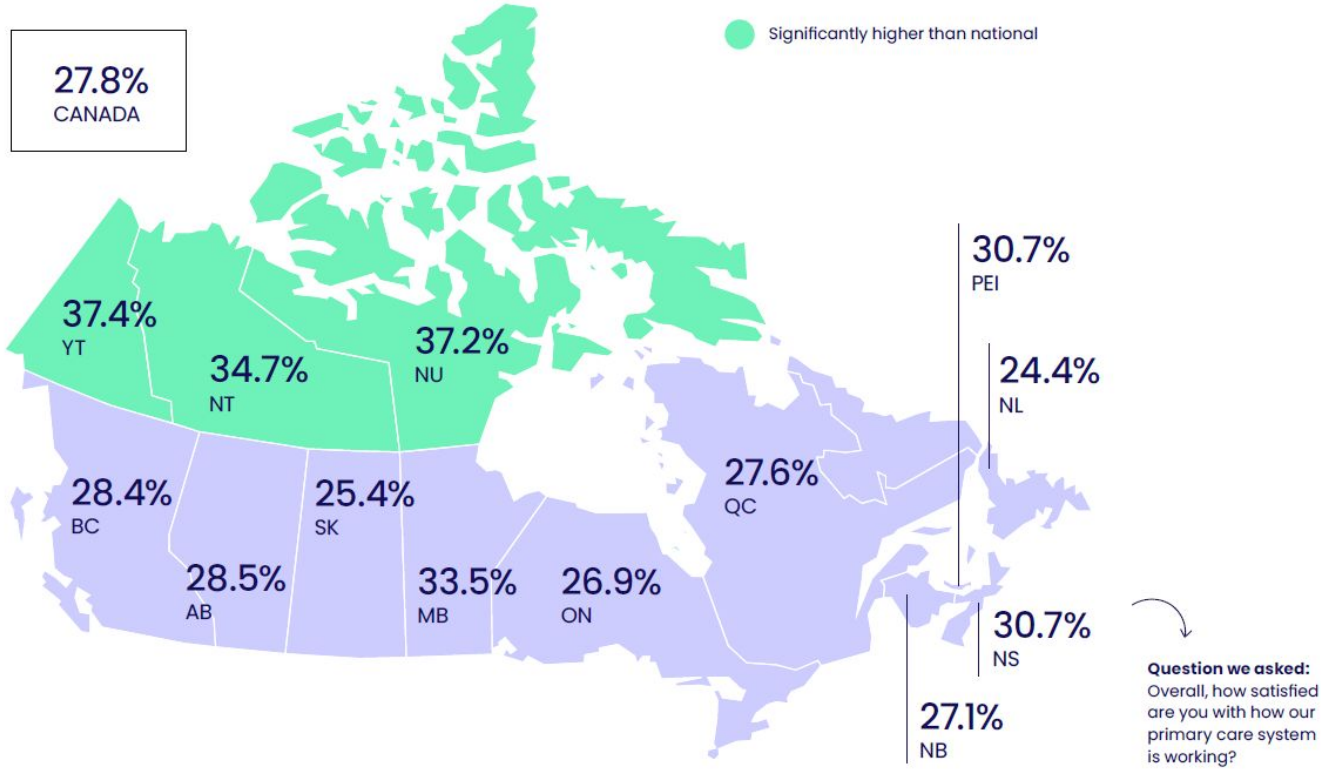
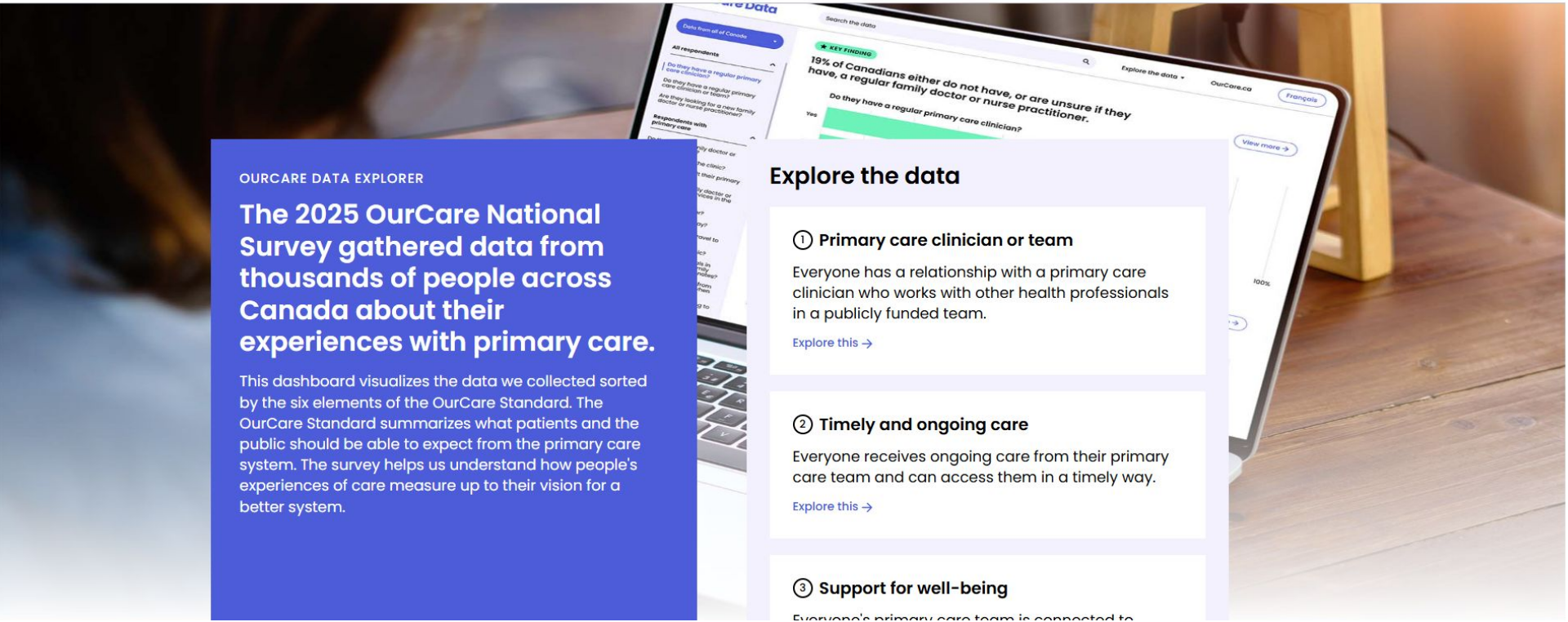


Figure 16. Percentage of respondents who were satisfied or very satisfied with how the primary care system is working





Explore the data at data.ourcare.ca

Reflections

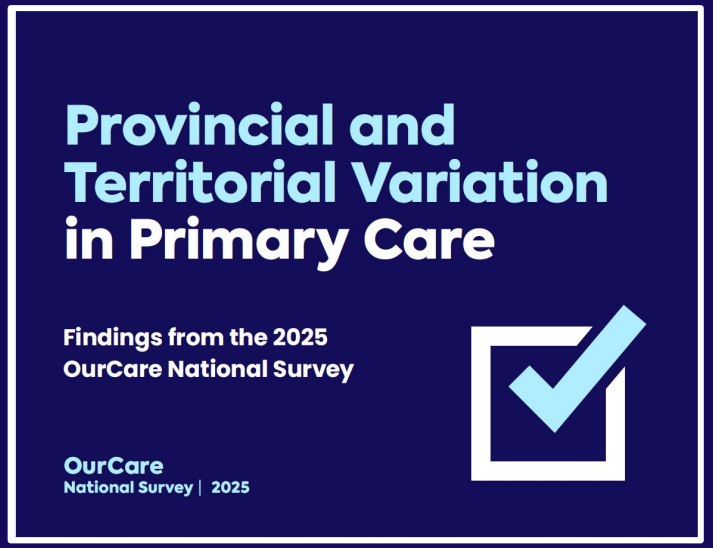
- Almost 89% of adults in Ontario reported a source of primary care which is higher than the national average. But 1.53 million continue to be unattached
- More people with primary care report timely and after-hours urgent care in Ontario compared to other provinces but there is still substantial room for improvement
- Ontario can learn from other provinces when it comes to providing patients access to their records, particularly medication records
- Satisfaction with care is uniformly low and not related to the percentage reporting they have a source of primary care. This result likely reflects the importance of dimensions aside from “attachment”

Visit **OurCare.ca** to learn more about OurCare and read the reports.

Explore more of the data yourself at **Data.OurCare.ca**

Subscribe to the podcast at **primaryfocus.ca** to hear stories of how we can build a better primary care system.

Email **OurCare@unityhealth.to** if you have further questions or suggestions.



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