

Canadians are split on whether access to their family physician has remained the same or gotten somewhat harder since the start of the pandemic.

# Key Findings

1

## ACCESS TO FAMILY PHYSICIAN SINCE THE PANDEMIC

One in two Canadians who have a family physician and have accessed care since the start of the pandemic say it is much harder (11%) or somewhat harder (39%) to access their physician. About two in five say it has remained the same (41%), while just under eight per cent say it has gotten somewhat or much easier. Canadians who identify as BIPOC are noticeably more likely to say it is much harder/ somewhat harder (59%) compared to those who identify as white (47%).

2

## SATISFACTION WITH ABILITY TO RECEIVE CARE FROM FP

About four in five Canadians who have a regular family physician say they are satisfied (46%) or somewhat satisfied (33%) with their ability to receive care from their physician since the start of the pandemic. Residents from the Prairies (55%) and the Atlantic provinces (54%) were more likely to say they were satisfied compared to residents from Ontario residents (38%).

3

## SATISFACTION WITH CARE RECEIVED VIRTUALLY

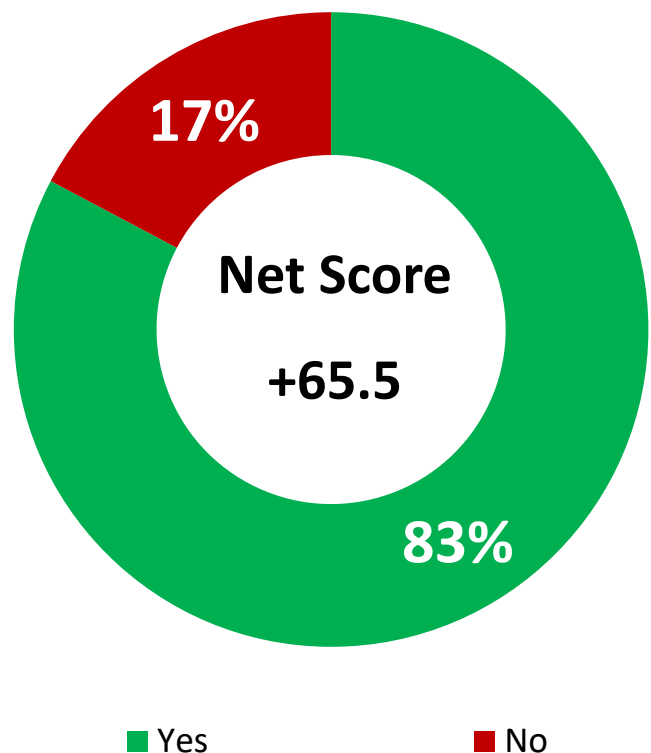
Over seven in ten Canadians who accessed their family physician by phone, video or messaged-based appointments say they were satisfied (43%) or somewhat satisfied (29%) with the care they received virtually.

4

## AVAILABILITY OF IN-PERSON APPOINTMENTS

Close to six in ten Canadians say they can schedule in person appointments at their regular place of medical care with some restrictions (56%), while three in ten say in-person appointments are available to schedule with no restrictions (30%). Residents of the Prairies are most likely to report in-person appointments are available with no restrictions (42%) compared to other residents from the other regions.

# Having a regular Family Physician



\*Weighted to the true population proportion.

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

\*The net score is the difference between all positive and negative numbers in a question.

Source: Nanos Research, online survey, December 3<sup>rd</sup> to December 7<sup>th</sup>, 2021, n=2,005 Canadians 18 years of age or older

## Q

Do you currently have a regular family physician?

Yes

Atlantic (n=200)	Quebec (n=504)	Ontario (n=601)	Prairies (n=400)	BC (n=300)
<b>84.9%</b>	<b>77.3%</b>	<b>86.6%</b>	<b>82.3%</b>	<b>80.6%</b>
Men (n=997)	Women (n=1001)	18 to 34 (n=582)	35 to 54 (n=624)	55 plus (n=799)
<b>82.3%</b>	<b>83.2%</b>	<b>75.7%</b>	<b>83.5%</b>	<b>87.1%</b>
BIPOC (n=260)	White (n=1723)			
<b>100%</b>	<b>79.7%</b>			

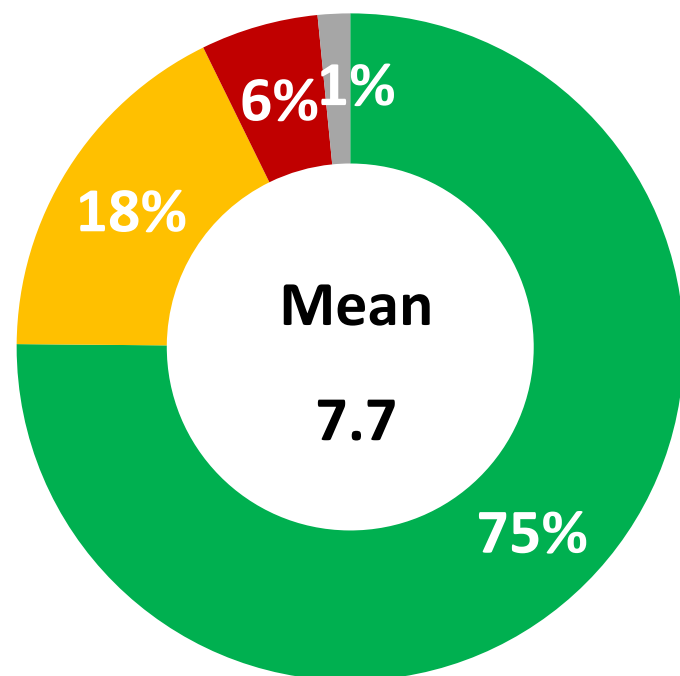
No

Atlantic (n=200)	Quebec (n=504)	Ontario (n=601)	Prairies (n=400)	BC (n=300)
<b>15.1%</b>	<b>22.7%</b>	<b>13.4%</b>	<b>17.7%</b>	<b>19.4%</b>
Men (n=997)	Women (n=1001)	18 to 34 (n=582)	35 to 54 (n=624)	55 plus (n=799)
<b>17.7%</b>	<b>16.8%</b>	<b>24.3%</b>	<b>16.5%</b>	<b>12.9%</b>
BIPOC (n=260)	White (n=1723)			
-	<b>20.3%</b>			

# Satisfaction with Family Physician

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 are you with your family physician?



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

Mean	Atlantic (n=169)	Quebec (n=391)	Ontario (n=520)	Prairies (n=330)	BC (n=240)
	<b>7.9</b>	<b>8.0</b>	<b>7.4</b>	<b>7.8</b>	<b>7.6</b>
Mean	Men (n=821)	Women (n=823)	18 to 34 (n=438)	35 to 54 (n=525)	55 plus (n=687)
	<b>7.7</b>	<b>7.7</b>	<b>7.3</b>	<b>7.4</b>	<b>8.1</b>
Mean	BIPOC (n=260)	White (n=1368)			
	<b>7.7</b>	<b>7.6</b>			

\*Weighted to the true population proportion.

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

Source: Nanos Research, online survey, December 3<sup>rd</sup> to December 7<sup>th</sup>, 2021, n=1,650 Canadians who have a family physician

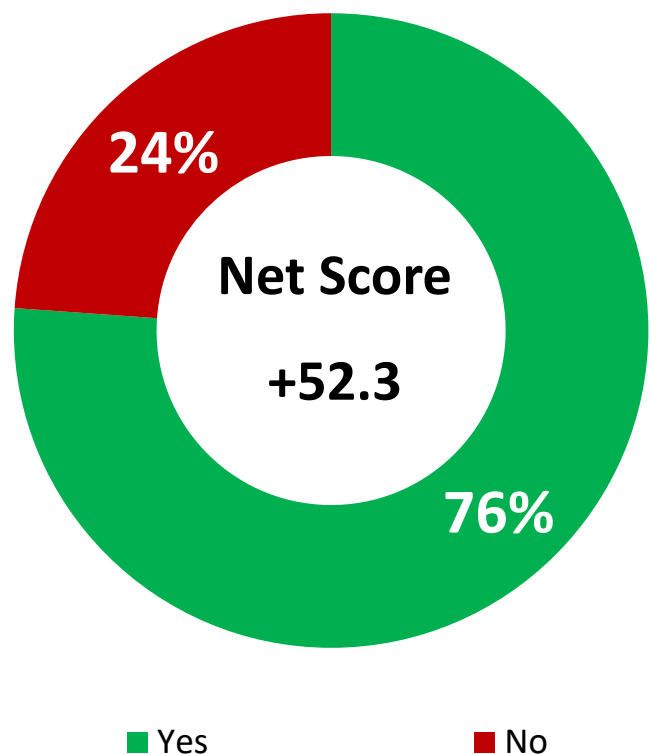
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# Received care from Family Physician



\*Weighted to the true population proportion.

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

\*The net score is the difference between all positive and negative numbers in a question.

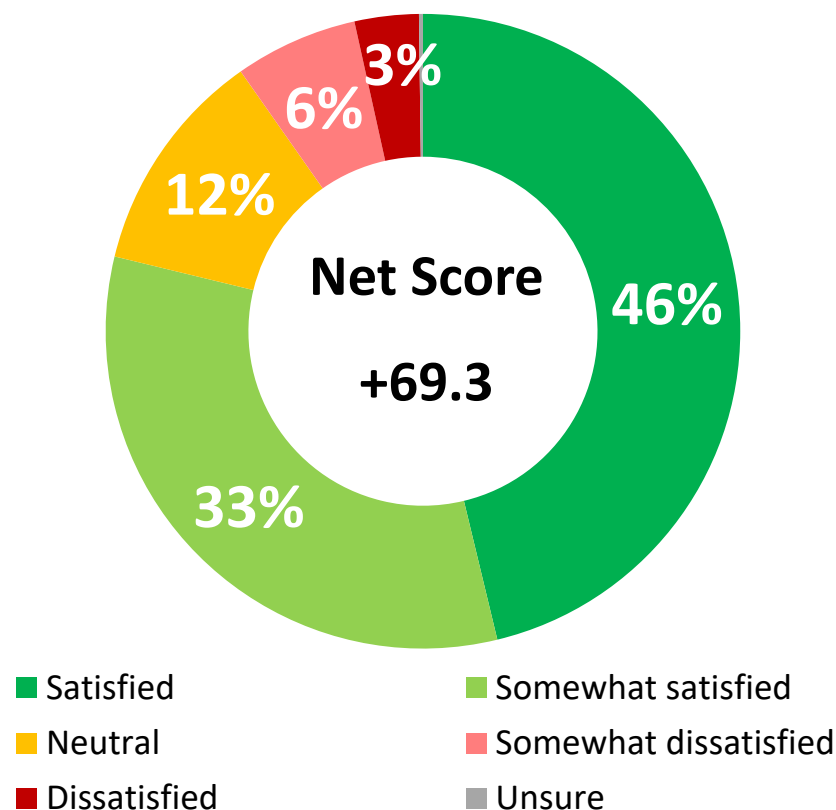
Source: Nanos Research, online survey, December 3<sup>rd</sup> to December 7<sup>th</sup>, 2021, n=1,651 Canadians who have a family physician

Q

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

	Atlantic (n=169)	Quebec (n=391)	Ontario (n=520)	Prairies (n=331)	BC (n=240)
<b>Yes</b>	<b>80.1%</b>	<b>73.3%</b>	<b>73.2%</b>	<b>80.8%</b>	<b>81.3%</b>
Men (n=822)	<b>73.2%</b>	<b>78.8%</b>	<b>71.0%</b>	<b>72.5%</b>	<b>82.4%</b>
Women (n=823)					
18 to 34 (n=438)					
35 to 54 (n=525)					
55 plus (n=688)					
BIPOC (n=260)					
White (n=1369)					
<b>No</b>	<b>19.9%</b>	<b>26.7%</b>	<b>26.8%</b>	<b>19.2%</b>	<b>18.7%</b>
Men (n=822)	<b>26.8%</b>	<b>21.2%</b>	<b>29.0%</b>	<b>27.5%</b>	<b>17.6%</b>
Women (n=823)					
18 to 34 (n=438)					
35 to 54 (n=525)					
55 plus (n=688)					
BIPOC (n=260)					
White (n=1369)					
-		<b>29.2%</b>			

# Satisfaction with ability to receive care from Family Physician



\*Weighted to the true population proportion.

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

\*The net score is the difference between all positive and negative numbers in a question.

Source: Nanos Research, online survey, December 3<sup>rd</sup> to December 7<sup>th</sup>, 2021, n=1,259 Canadians who have a family physician and have received care from them since the start of the pandemic

Q

[IF HAS A FAMILY PHYSICIAN AND RECEIVED CARE FROM THEM SINCE START OF THE PANDEMIC] How satisfied are you with your ability to receive care from your family physician since the start of the pandemic?

Satisfied/Somewhat satisfied

Atlantic (n=134)	Quebec (n=292)	Ontario (n=372)	Prairies (n=267)	BC (n=194)
<b>84.6%</b>	<b>82.7%</b>	<b>72.9%</b>	<b>83.9%</b>	<b>79.0%</b>
Men (n=608)	Women (n=646)	18 to 34 (n=309)	35 to 54 (n=382)	55 plus (n=568)
<b>79.4%</b>	<b>78.5%</b>	<b>74.7%</b>	<b>75.8%</b>	<b>83.2%</b>
BIPOC (n=259)	White (n=978)			
<b>78.1%</b>	<b>79.3%</b>			

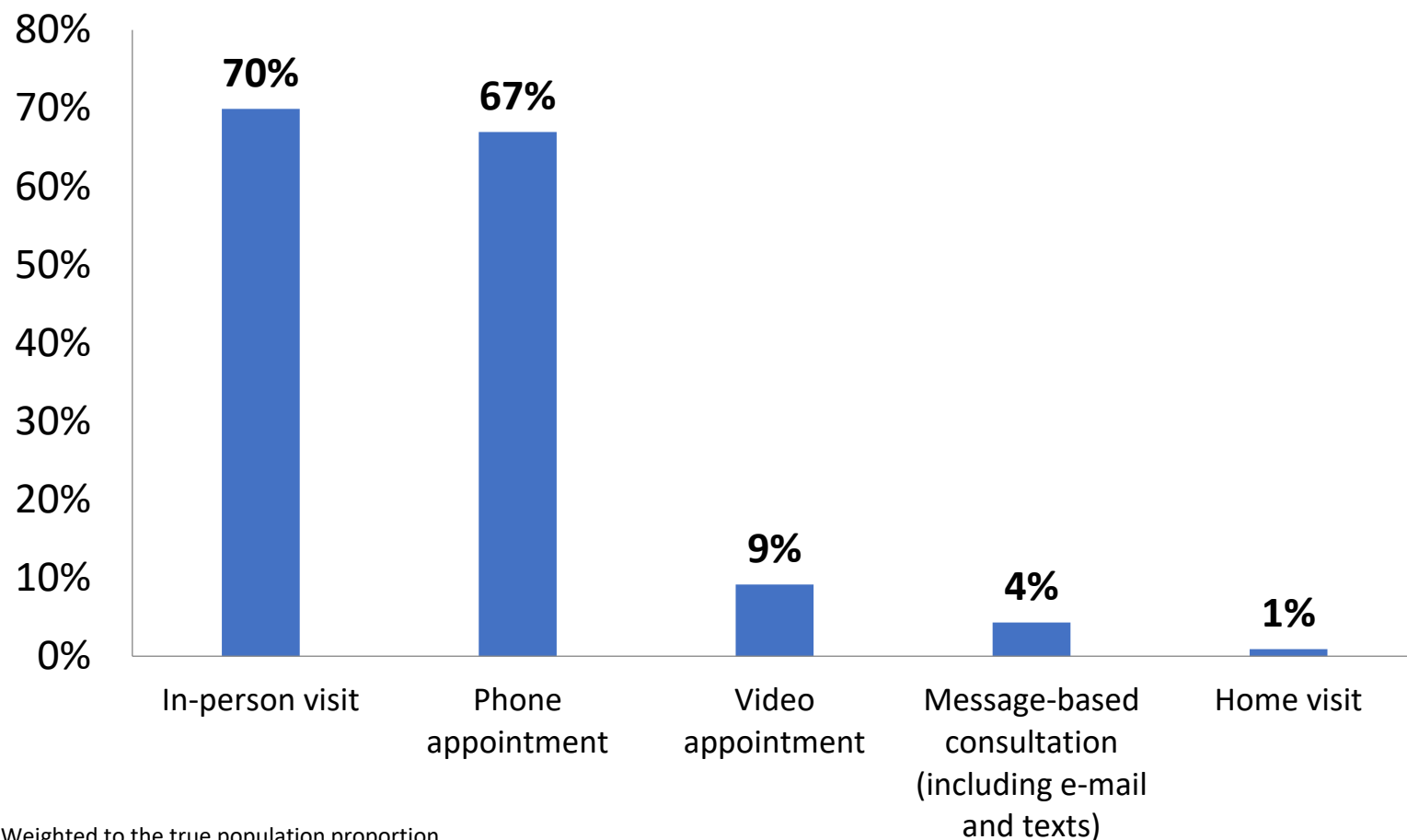
Disatisfied/Somewhat dissatisfied

Atlantic (n=134)	Quebec (n=292)	Ontario (n=372)	Prairies (n=267)	BC (n=194)
<b>6.4%</b>	<b>7.5%</b>	<b>13.3%</b>	<b>5.3%</b>	<b>9.9%</b>
Men (n=608)	Women (n=646)	18 to 34 (n=309)	35 to 54 (n=382)	55 plus (n=568)
<b>9.6%</b>	<b>9.4%</b>	<b>11.9%</b>	<b>9.6%</b>	<b>8.2%</b>
BIPOC (n=259)	White (n=978)			
<b>7.4%</b>	<b>9.9%</b>			

# Having an appointment with a Family Physician

Q

Which of the ways did you access your family physician? [RANDOMIZE]  
(Select all that apply)



“

A majority of Canadians with a family physician who have accessed care since the start of the pandemic, have accessed their FP through an in-person visit or a phone appointment.

”

\*Weighted to the true population proportion.

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

Source: Nanos Research, online survey, December 3<sup>rd</sup> to December 7<sup>th</sup>, 2021, n=1,259 Canadians who have a family physician and have received care from them since the start of the pandemic

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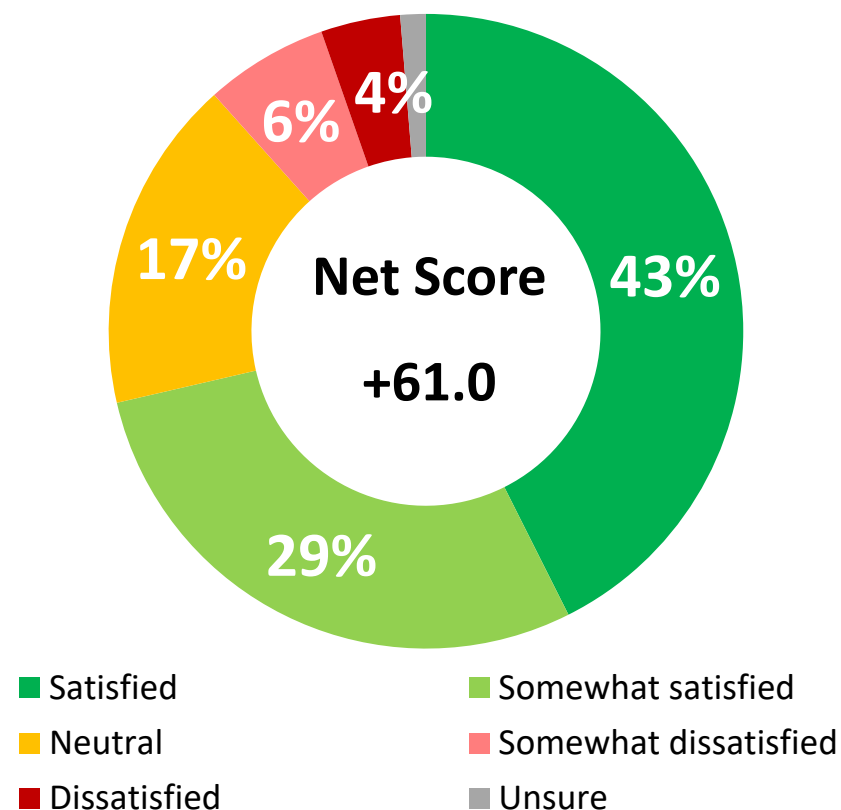


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# Satisfaction with receiving virtual care



\*Weighted to the true population proportion.

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

\*The net score is the difference between all positive and negative numbers in a question.

Q

[THOSE WHO NOTED USING PHONE/VIDEO/MESSAGING TO RECEIVE CARE] How satisfied were you in receiving care from your FP virtually?

Satisfied/Somewhat satisfied

Atlantic (n=913)	Quebec (n=179)	Ontario (n=294)	Prairies (n=170)	BC (n=168)
<b>76.0%</b>	<b>72.2%</b>	<b>65.3%</b>	<b>81.3%</b>	<b>74.0%</b>
Men (n=426)	Women (n=482)	18 to 34 (n=225)	35 to 54 (n=266)	55 plus (n=422)
<b>70.4%</b>	<b>72.5%</b>	<b>70.7%</b>	<b>70.0%</b>	<b>72.7%</b>
BIPOC (n=188)	White (n=706)			
<b>68.1%</b>	<b>72.7%</b>			

Dissatisfied/Somewhat dissatisfied

Atlantic (n=913)	Quebec (n=179)	Ontario (n=294)	Prairies (n=170)	BC (n=168)
<b>10.0%</b>	<b>10.6%</b>	<b>12.9%</b>	<b>5.2%</b>	<b>8.7%</b>
Men (n=426)	Women (n=482)	18 to 34 (n=225)	35 to 54 (n=266)	55 plus (n=422)
<b>10.2%</b>	<b>10.3%</b>	<b>12.2%</b>	<b>12.6%</b>	<b>7.8%</b>
BIPOC (n=188)	White (n=706)			
<b>8.4%</b>	<b>10.5%</b>			

Source: Nanos Research, online survey, December 3<sup>rd</sup> to December 7<sup>th</sup>, 2021, n=913 Canadians who noted using phone/video/messaging to receive care from their family physician since the start of the pandemic

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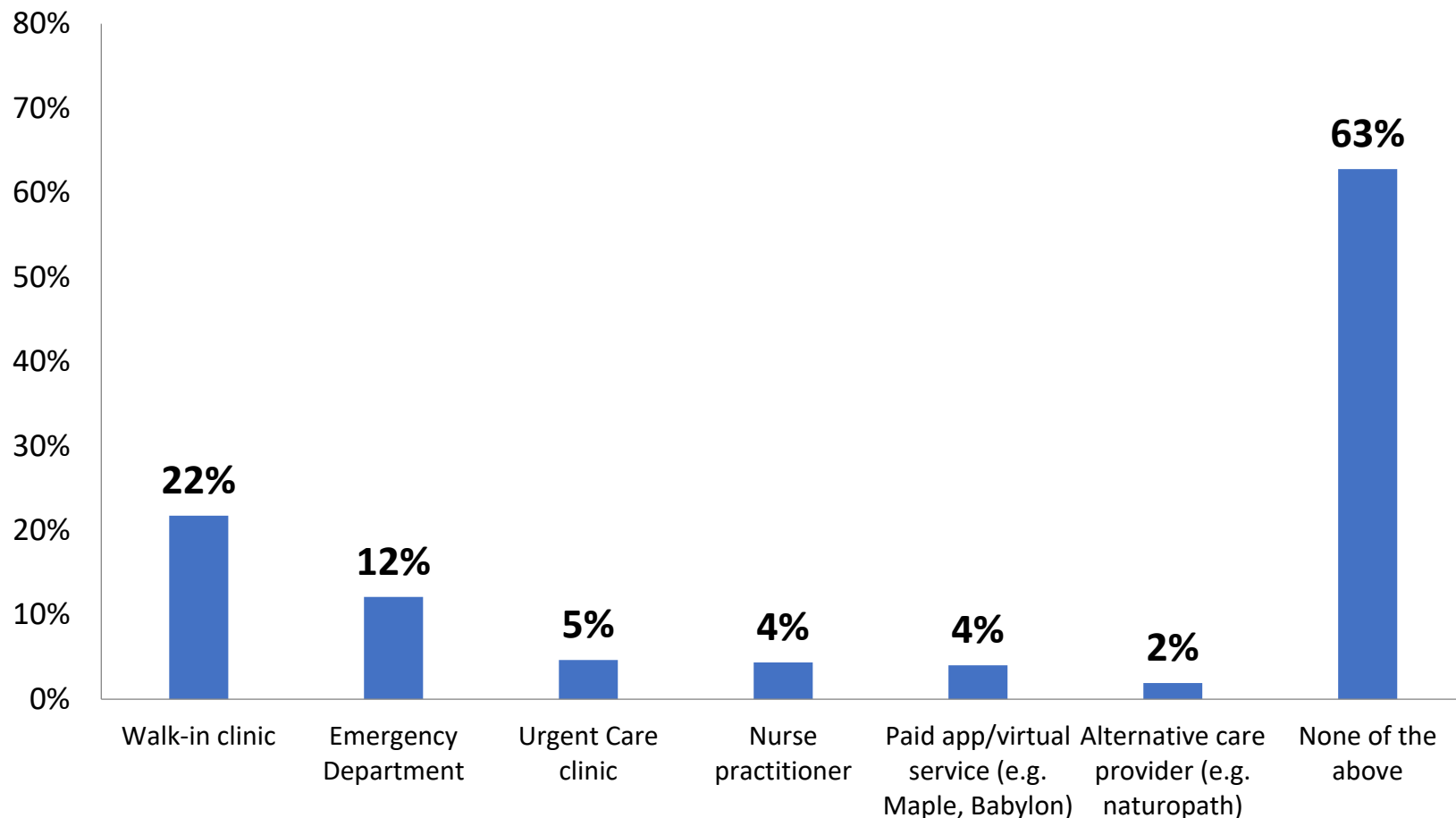




## Ways of receiving care because family physician could not see them in person

Q

Since the start of the pandemic, did you receive care using any of the following because your family physician could not see you in person?  
(Select all that apply)



“ Canadians most often report going to a walk-in clinic followed by an emergency department, because their family physician could not see them in person 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, online survey, December 3<sup>rd</sup> to December 7<sup>th</sup>, 2021, n=1,262 Canadians who have a family physician and have received care from them since the start of the pandemic

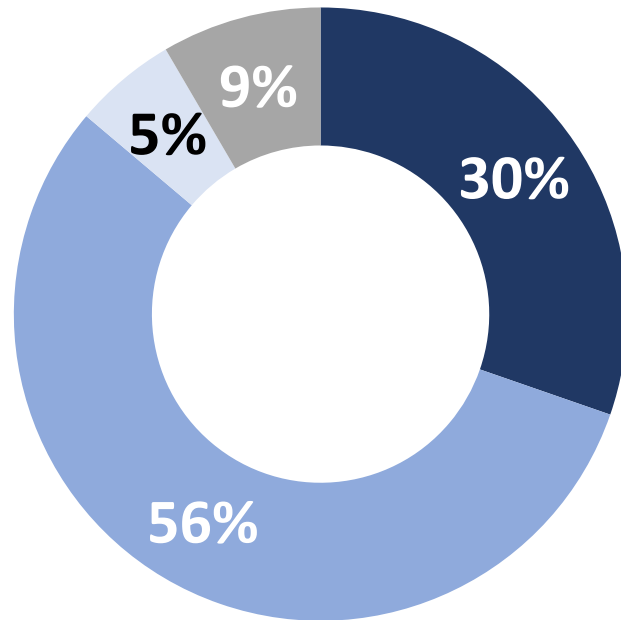
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## Ability to schedule in person appointments at regular place of medical care



- In-person appointments are available to schedule with no restrictions
- In-person appointments are available to schedule with some restrictions
- In-person appointments are not available
- I'm not sure

\*Weighted to the true population proportion.

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

Source: Nanos Research, online survey, December 3<sup>rd</sup> to December 7<sup>th</sup>, 2021, n=1,258 Canadians who have a family physician and have received care from them since the start of the pandemic

Q

Can you schedule in person appointments at your regular place of medical care (e.g. family practice)?

“

Close to six in ten Canadians say in-person appointments are available to schedule with some restrictions, while three in ten say in-person appointments are available to schedule with no restrictions.

”

# Ability to schedule in person appointments at regular place of medical care by demographics

Q

Can you schedule in person appointments at your regular place of medical care (e.g. family practice)?

## In-person appointments are available to schedule with no restrictions

Atlantic (n=134)	Quebec (n=292)	Ontario (n=373)	Prairies (n=266)	BC (n=193)
<b>26.3%</b>	<b>35.6%</b>	<b>23.1%</b>	<b>42.0%</b>	<b>27.8%</b>
Men (n=606)	Women (n=647)	18 to 34 (n=309)	35 to 54 (n=381)	55 plus (n=568)
<b>31.9%</b>	<b>29.0%</b>	<b>30.7%</b>	<b>25.6%</b>	<b>33.7%</b>
BIPOC (n=258)	White (n=978)			
<b>22.0%</b>	<b>32.8%</b>			

## In-person appointments are available to schedule with some restrictions

Atlantic (n=134)	Quebec (n=292)	Ontario (n=373)	Prairies (n=266)	BC (n=193)
<b>59.3%</b>	<b>48.5%</b>	<b>60.1%</b>	<b>51.8%</b>	<b>59.0%</b>
Men (n=606)	Women (n=647)	18 to 34 (n=309)	35 to 54 (n=381)	55 plus (n=568)
<b>56.0%</b>	<b>55.8%</b>	<b>59.3%</b>	<b>56.7%</b>	<b>53.3%</b>
BIPOC (n=258)	White (n=978)			
<b>62.6%</b>	<b>54.2%</b>			

Source: Nanos Research, online survey, December 3<sup>rd</sup> to December 7<sup>th</sup>, 2021, n=1,258 Canadians who have a family physician and have received care from them since the start of the pandemic

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# Ability to schedule in person appointments at regular place of medical care by demographics

Q

Can you schedule in person appointments at your regular place of medical care (e.g. family practice)?

## In-person appointments are not available

Atlantic (n=134)	Quebec (n=292)	Ontario (n=373)	Prairies (n=266)	BC (n=193)
<b>6.4%</b>	<b>5.0%</b>	<b>7.5%</b>	<b>1.5%</b>	<b>5.2%</b>
Men (n=606)	Women (n=647)	18 to 34 (n=309)	35 to 54 (n=381)	55 plus (n=568)
<b>6.3%</b>	<b>4.5%</b>	<b>3.9%</b>	<b>7.4%</b>	<b>4.8%</b>
BIPOC (n=258)	White (n=978)			
<b>7.2%</b>	<b>4.7%</b>			

## I'm not sure

Atlantic (n=134)	Quebec (n=292)	Ontario (n=373)	Prairies (n=266)	BC (n=193)
<b>7.9%</b>	<b>10.8%</b>	<b>9.3%</b>	<b>4.7%</b>	<b>8.0%</b>
Men (n=606)	Women (n=647)	18 to 34 (n=309)	35 to 54 (n=381)	55 plus (n=568)
<b>5.8%</b>	<b>10.6%</b>	<b>6.1%</b>	<b>10.3%</b>	<b>8.3%</b>
BIPOC (n=258)	White (n=978)			
<b>8.2%</b>	<b>8.3%</b>			

Source: Nanos Research, online survey, December 3<sup>rd</sup> to December 7<sup>th</sup>, 2021, n=1,258 Canadians who have a family physician and have received care from them since the start of the pandemic

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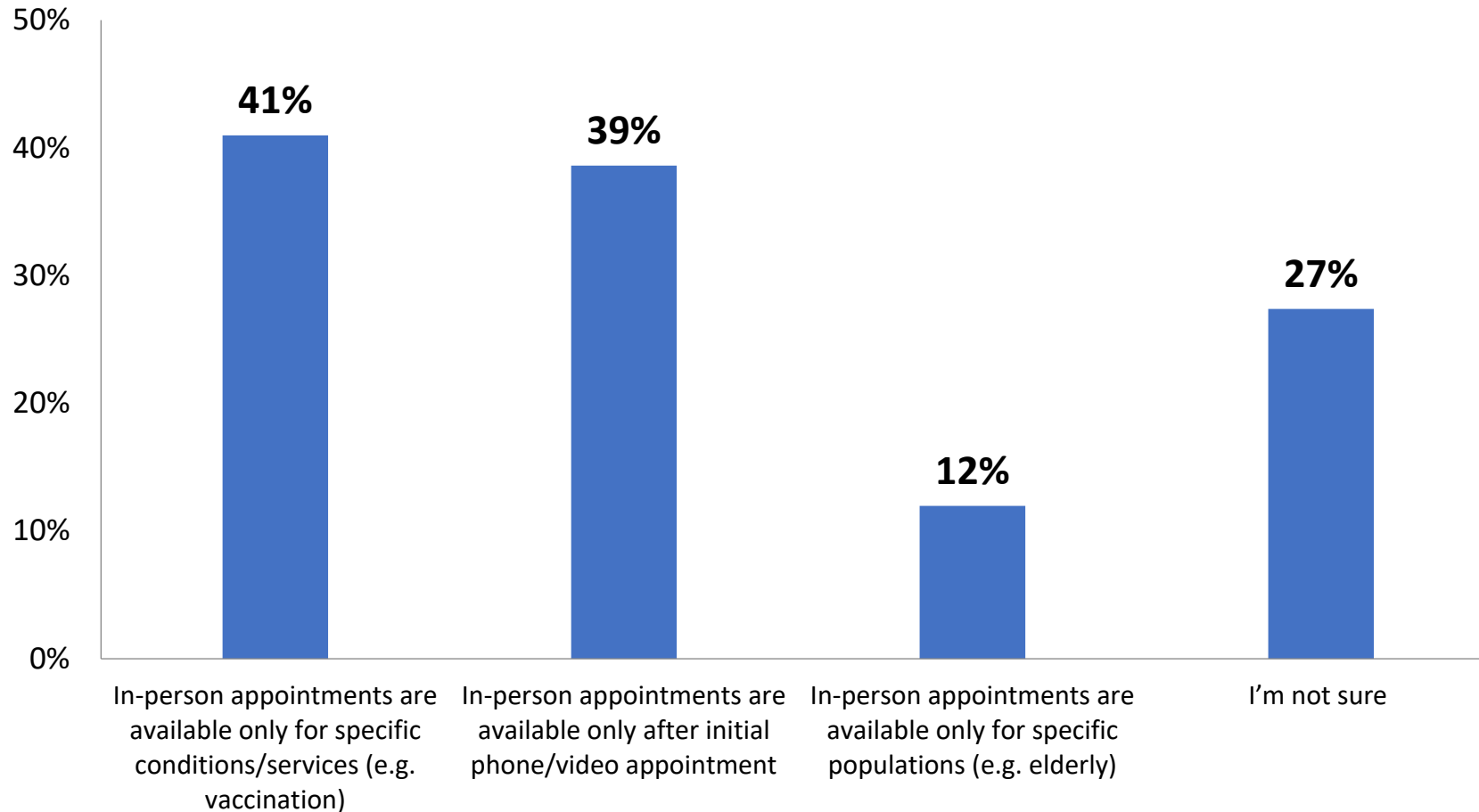
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## Restrictions in scheduling in person appointments

Q

[IF IN PERSON APPOINTMENTS ARE AVAILABLE WITH SOME RESTRICTIONS] What are the restrictions in scheduling in person appointments? [RANDOMIZE STATEMENTS 1-3] [SELECT AS MANY AS APPLY]



“

When it comes to restrictions to scheduling in-person appointments, Canadians most often report in-person appointments are only being available for specific conditions/services (e.g. vaccination), followed by them being available only after an initial phone /video appointment.

”

\*Weighted to the true population proportion.

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

Source: Nanos Research, online survey, December 3rd to December 7th, 2021, n=693 Canadians who have a family physician and have received care from them since the start of the pandemic

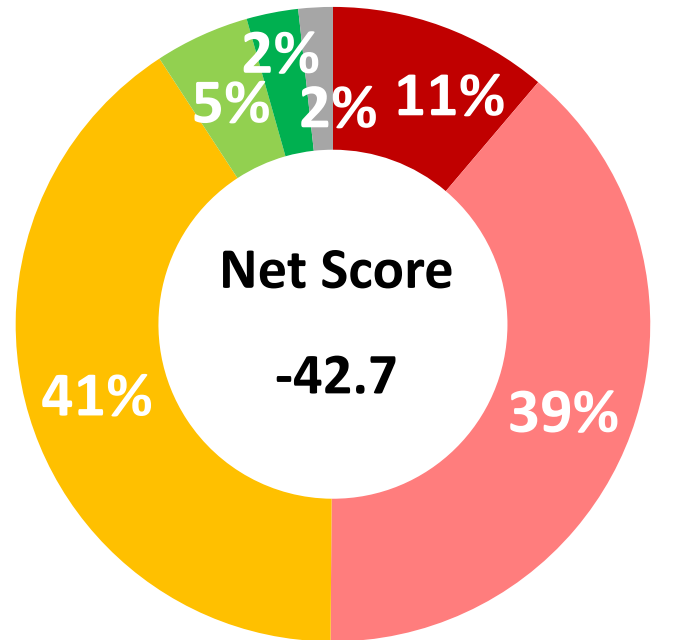
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**NANOS**

# Difficulty of accessing family physician since pandemic



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

\*Weighted to the true population proportion.

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

\*The net score is the difference between all positive and negative numbers in a question.

Source: Nanos Research, online survey, December 3rd to December 7th, 2021, n=1,261 Canadians who have a family physician and have received care from them since the start of the pandemic

Q

Thinking about all ways of receiving care, since the onset of pandemic did it become easier or harder to access your family physician?

Much harder/Somewhat harder

Atlantic (n=134)	Quebec (n=292)	Ontario (n=374)	Prairies (n=268)	BC (n=193)
<b>48.7%</b>	<b>48.6%</b>	<b>54.5%</b>	<b>39.6%</b>	<b>55.9%</b>
Men (n=607)	Women (n=649)	18 to 34 (n=310)	35 to 54 (n=381)	55 plus (n=570)
<b>53.6%</b>	<b>47.0%</b>	<b>55.4%</b>	<b>48.7%</b>	<b>48.3%</b>
BIPOC (n=260)	White (n=979)			
<b>58.9%</b>	<b>47.2%</b>			

Much easier/Somewhat easier

Atlantic (n=134)	Quebec (n=292)	Ontario (n=374)	Prairies (n=268)	BC (n=193)
<b>7.2%</b>	<b>5.4%</b>	<b>9.5%</b>	<b>6.3%</b>	<b>6.8%</b>
Men (n=607)	Women (n=649)	18 to 34 (n=310)	35 to 54 (n=381)	55 plus (n=570)
<b>6.5%</b>	<b>8.2%</b>	<b>6.5%</b>	<b>9.6%</b>	<b>6.3%</b>
BIPOC (n=260)	White (n=979)			
<b>7.0%</b>	<b>7.8%</b>			

# Suggested improvements on care

“

When asked what improvements they would like to see about the ability to receive care from their family physician in a way that suits their needs, Canadians with a regular family physicians who have accessed care since the start of the pandemic most often said there are none or there is nothing to improve (29%), followed by wanting more in-person appointments and less restrictions (14%) and longer hours or more availability (13%).

”

Q

Thinking about ability to receive care from your family physician in a way that suits your needs, what improvements would you like to see? [OPEN-ENDED]

	Frequency (n=1204)
TOP RESPONSES	Nothing/none
	28.9%
	More in-person appointments/less restrictions
	14.3%
	Longer hours/more availability
	12.7%
	Less waiting time/be on time
	12.2%
	Continue with phone/online/video appointments
	8.0%
	More ease to schedule appointments/online booking
	6.2%
	Better care/listen more/empathy
	2.9%
	Unsure
	4.6%

Source: Nanos Research, online survey, December 3rd to December 7th, 2021, n=1,204 Canadians who have a family physician and have received care from them since the start of the pandemic



# METHODOLOGY

Nanos conducted a representative online survey of 2,005 Canadians 18 years of age or older, between December 3<sup>rd</sup> to December 7<sup>th</sup>, 2021.

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

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



Element	Description
Research sponsor	The College of Family Physicians Canada
Population and Final Sample Size	2,000 Canadians drawn from a panel
Source of Sample	Prodege
Type of Sample	Representative non-probability
Margin of Error	No margin of error applies to this research.
Mode of Survey	Online survey
Sampling Method Base	Non-probability.
Demographics (Captured)	Men and Women; 18 years or older. Six digit postal code was used to validate geography.
Demographics (Other)	Age, gender, education, income
Field Dates	December 3 <sup>rd</sup> to December 7 <sup>th</sup>
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. <a href="https://canadianresearchinsightscouncil.ca/standards/">https://canadianresearchinsightscouncil.ca/standards/</a>

Element	Description
Weighting of Data	The results were weighted by age and gender using the latest Census information (2016) and the sample is geographically stratified to ensure a distribution across all regions of Canada. See tables for full weighting disclosure.
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.
Excluded Demographics	Individuals younger than 18 years old; individuals without internet access could not participate.
Stratification	By age and gender using the latest Census information (2016) and the sample is geographically stratified to be representative of Canada.
Estimated Response Rate	Not applicable.
Question Order	Question order in the preceding report reflects the order in which they appeared in the original questionnaire.
Question Content	All questions asked are contained in the report.
Question Wording	The questions in the preceding report are written exactly as they were asked to individuals.
Research/Data Collection Supplier	Nanos Research
Contact	Contact Nanos Research for more information or with any concerns or questions. <a href="http://www.nanos.co">http://www.nanos.co</a> Telephone: (613) 234-4666 ext. 237 Email: <a href="mailto:info@nanosresearch.com">info@nanosresearch.com</a> .



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# TABULATIONS





## 2021-2006 – College of Family Physicians of Canada – National Survey – STAT SHEET

			Region						Gender			Age		
			Canada 2021-12	Atlantic	Quebec	Ontario	Prairies	British Columbia	Male	Female	Other	18 to 34	35 to 54	55 plus
Question 1 - Do you currently have a regular family physician?	Total	Unwgt N	2005	200	504	601	400	300	997	1001	7	582	624	799
		Wgt N	2005	133	467	768	372	265	976	1022	7	550	686	769
	Yes	%	82.8	84.9	77.3	86.6	82.3	80.6	82.3	83.2		75.7	83.5	87.1
	No	%	17.2	15.1	22.7	13.4	17.7	19.4	17.7	16.8		24.3	16.5	12.9
			Region						Gender			Age		
			Canada 2021-12	Atlantic	Quebec	Ontario	Prairies	British Columbia	Male	Female	Other	18 to 34	35 to 54	55 plus
Question 2 – [THOSE WHO HAVE A REGULAR FAMILY PHYSICIAN] On a scale from 0 to 10, where 0 is completely dissatisfied and 10 is completely satisfied, how satisfied are you with your family physician?	Total	Unwgt N	1650	169	391	520	330	240	821	823	6	438	525	687
		Wgt N	1659	113	361	666	305	214	802	850	6	416	573	670
		Mean	7.7	7.9	8.0	7.4	7.8	7.6	7.7	7.7		7.3	7.4	8.1
		Median	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)	%	1.0	0.0	0.8	1.2	0.4	2.1	1.0	1.0		1.2	0.8	1.0
	1	%	0.7	0.9	0.4	1.2	0.5	0.0	0.8	0.5		1.0	0.8	0.4
	2	%	1.5	1.5	0.6	2.0	1.5	1.9	0.9	2.1		1.6	1.5	1.5
	3	%	2.4	1.5	1.7	3.6	1.6	1.7	2.1	2.8		3.5	2.7	1.6
	4	%	2.5	2.5	3.0	2.8	1.1	2.4	2.1	2.7		3.7	2.2	2.0
	5	%	7.7	10.3	8.1	6.7	7.2	9.0	7.3	7.9		9.0	10.3	4.6
	6	%	7.5	5.4	5.3	9.3	6.6	7.8	8.1	6.7		10.1	7.7	5.6
	7	%	14.8	13.5	11.9	16.2	18.2	11.3	15.3	14.4		16.3	17.1	12.0
	8	%	21.0	17.7	21.1	20.6	22.8	21.1	24.1	18.2		21.7	23.5	18.3
	9	%	15.3	14.3	14.9	15.3	13.9	18.4	15.6	15.2		12.3	13.0	19.1
	Completely satisfied (10)	%	24.0	30.2	30.6	19.3	25.0	22.9	21.7	26.4		18.4	18.6	32.2
	Unsure	%	1.6	2.2	1.5	1.8	1.1	1.3	1.0	2.1		1.2	1.7	1.6

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## 2021-2006 – College of Family Physicians of Canada – National Survey – STAT SHEET

			Region						Gender			Age		
			Canada 2021-12	Atlantic	Quebec	Ontario	Prairies	British Columbia	Male	Female	Other	18 to 34	35 to 54	55 plus
Question 3 – [THOSE WHO HAVE A REGULAR FAMILY PHYSICIAN] Since the start of the pandemic, have you received care from your family physician?	Total	Unwgt N	1651	169	391	520	331	240	822	823	6	438	525	688
		Wgt N	1659	113	361	666	306	214	803	850	6	416	573	670
	Yes	%	76.1	80.1	73.3	73.2	80.8	81.3	73.2	78.8		71.0	72.5	82.4
	No	%	23.9	19.9	26.7	26.8	19.2	18.7	26.8	21.2		29.0	27.5	17.6

			Region						Gender			Age		
			Canada 2021-12	Atlantic	Quebec	Ontario	Prairies	British Columbia	Male	Female	Other	18 to 34	35 to 54	55 plus
Question 4 - [THOSE WHO HAVE A REGULAR FAMILY PHYSICIAN AND HAVE RECEIVED CARE SINCE START OF THE PANDEMIC] How satisfied are you with your ability to receive care from your family physician since the start of the pandemic?	Total	Unwgt N	1259	134	292	372	267	194	608	646	5	309	382	568
		Wgt N	1258	90	265	482	246	174	588	665	5	294	415	549
	Satisfied	%	46.2	53.8	47.7	37.9	54.9	50.9	46.4	46.2		34.2	42.9	55.2
	Somewhat satisfied	%	32.6	30.7	35.0	35.0	28.9	28.1	33.0	32.3		40.5	32.9	28.1
	Neutral	%	11.5	9.0	9.6	13.6	10.8	10.5	10.5	12.1		13.4	14.2	8.4
	Somewhat dissatisfied	%	6.3	4.5	4.9	8.1	4.5	6.6	7.5	5.2		8.8	5.0	5.8
	Dissatisfied	%	3.3	1.9	2.6	5.2	0.8	3.3	2.1	4.2		3.1	4.5	2.4
	Unsure	%	0.2	0.0	0.3	0.2	0.0	0.5	0.4	0.0		0.0	0.4	0.1

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## 2021-2006 – College of Family Physicians of Canada – National Survey – STAT SHEET

			Region						Gender			Age		
			Canada 2021-12	Atlantic	Quebec	Ontario	Prairies	British Columbia	Male	Female	Other	18 to 34	35 to 54	55 plus
Question 5 - [THOSE WHO HAVE A REGULAR FAMILY PHYSICIAN AND HAVE RECEIVED CARE SINCE START OF THE PANDEMIC] Which of the ways did you access your family physician? [RANDOMIZE] (Select all that apply)	Total	Unwgt N	1259	134	291	373	267	194	607	647	5	309	381	569
		Wgt N	1259	90	264	484	246	174	587	667	5	294	414	550
	In-person visit	%	69.9	73.8	75.5	59.7	84.6	67.1	69.4	70.4		64.2	68.9	73.8
	Phone appointment	%	67.0	76.8	54.5	71.8	56.9	81.7	63.0	70.3		61.4	62.0	73.7
	Video appointment	%	9.2	0.0	8.0	11.3	7.2	12.6	11.1	7.2		15.6	9.9	5.2
	Message-based consultation (including e-mail and texts)	%	4.3	0.5	1.7	7.4	2.3	4.6	4.7	3.8		6.2	3.9	3.6
	Home visit	%	0.9	0.5	1.2	1.0	0.8	0.5	1.4	0.5		2.4	0.9	0.1

\*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 2021-12	Atlantic	Quebec	Ontario	Prairies	British Columbia	Male	Female	Other	18 to 34	35 to 54	55 plus
Question 5 - [THOSE WHO HAVE A REGULAR FAMILY PHYSICIAN AND HAVE RECEIVED CARE SINCE START OF THE PANDEMIC] Which of the ways did you access your family physician? [RANDOMIZE] (Select all that apply)	Total	Unwgt N	1908	207	410	561	408	322	909	989	10	467	556	885
		Wgt N	1904	137	372	732	373	289	878	1015	10	441	602	860
	In-person visit	%	46.2	48.7	53.6	39.5	55.8	40.3	46.4	46.3		42.9	47.3	47.2
	Phone appointment	%	44.3	50.6	38.6	47.5	37.5	49.1	42.1	46.2		41.0	42.6	47.1
	Video appointment	%	6.1	0.0	5.7	7.5	4.7	7.6	7.4	4.7		10.4	6.8	3.3
	Message-based consultation (including e-mail and texts)	%	2.8	0.4	1.2	4.9	1.5	2.7	3.1	2.5		4.2	2.7	2.3
	Home visit	%	0.6	0.4	0.9	0.7	0.5	0.3	0.9	0.3		1.6	0.6	0.1

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## 2021-2006 – College of Family Physicians of Canada – National Survey – STAT SHEET

			Region						Gender			Age		
			Canada 2021-12	Atlantic	Quebec	Ontario	Prairies	British Columbia	Male	Female	Other	18 to 34	35 to 54	55 plus
Question 6 – [THOSE WHO HAVE A REGULAR FAMILY PHYSICIAN AND HAVE RECEIVED CARE SINCE START OF THE PANDEMIC BY PHONE/VIDEO/MESSAGE] How satisfied were you in receiving care from your FP virtually?	Total	Unwgt N	913	102	179	294	170	168	426	482	5	225	266	422
		Wgt N	911	68	160	382	150	151	410	496	5	215	283	414
	Satisfied	%	42.6	54.2	39.1	36.7	51.5	47.2	42.6	42.8		36.9	39.4	47.7
	Somewhat satisfied	%	28.8	21.8	33.1	28.6	29.8	26.8	27.8	29.7		33.7	30.6	25.0
	Neutral	%	17.0	10.3	16.2	20.6	11.9	16.7	18.6	15.4		15.1	17.1	17.8
	Somewhat dissatisfied	%	6.3	8.2	7.0	7.1	3.1	5.7	6.7	6.0		9.0	6.9	4.4
	Dissatisfied	%	4.0	1.8	3.6	5.8	2.1	3.0	3.5	4.3		3.2	5.7	3.3
	Unsure	%	1.3	3.8	1.0	1.1	1.6	0.6	0.8	1.7		1.9	0.3	1.7

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## 2021-2006 – College of Family Physicians of Canada – National Survey – STAT SHEET

			Region						Gender			Age		
			Canada 2021-12	Atlantic	Quebec	Ontario	Prairies	British Columbia	Male	Female	Other	18 to 34	35 to 54	55 plus
Question 7 - [THOSE WHO HAVE A REGULAR FAMILY PHYSICIAN AND HAVE RECEIVED CARE SINCE START OF THE PANDEMIC] Since the start of the pandemic, did you receive care using any of the following because your family physician could not see you in person? (Select all that apply)	Total	Unwgt N	1262	133	292	375	268	194	607	650	5	310	382	570
		Wgt N	1262	90	265	487	247	174	587	670	5	295	415	552
	Walk-in clinic	%	21.7	11.9	21.3	21.6	29.0	17.6	22.0	21.4		34.1	22.1	14.9
	Paid app/virtual service (e.g. Maple, Babylon)	%	4.0	3.3	3.6	4.0	4.2	4.9	4.6	3.5		8.9	4.5	1.0
	Urgent Care clinic	%	4.6	3.6	5.8	4.7	5.0	2.7	4.4	4.8		6.5	5.9	2.7
	Emergency Department	%	12.1	14.7	8.8	14.0	6.7	18.3	12.4	11.8		14.3	14.6	9.1
	Nurse practitioner	%	4.4	6.8	3.2	6.0	2.8	2.3	3.5	4.9		7.2	3.0	3.8
	Alternative care provider (e.g. naturopath)	%	1.9	1.1	4.3	1.1	1.0	2.4	1.7	2.1		2.3	2.5	1.3
	None of the above	%	62.8	69.8	63.8	61.8	61.9	61.6	64.0	62.0		45.4	61.9	72.8

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\*\*Multifrequency tab based on multiple responses



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			Region						Gender			Age		
			Canada 2021-12	Atlantic	Quebec	Ontario	Prairies	British Columbia	Male	Female	Other	18 to 34	35 to 54	55 plus
Question 7 - [THOSE WHO HAVE A REGULAR FAMILY PHYSICIAN AND HAVE RECEIVED CARE SINCE START OF THE PANDEMIC] Since the start of the pandemic, did you receive care using any of the following because your family physician could not see you in person? (Select all that apply)	Total	Unwgt N	1408	150	319	429	296	214	682	719	7	370	437	601
		Wgt N	1409	100	293	551	274	191	661	740	7	350	475	583
	Walk-in clinic	%	19.5	10.7	19.2	19.1	26.2	16.0	19.5	19.4		28.7	19.3	14.1
	Paid app/virtual service (e.g. Maple, Babylon)	%	3.6	3.0	3.2	3.5	3.8	4.5	4.1	3.2		7.5	4.0	1.0
	Urgent Care clinic	%	4.2	3.2	5.3	4.1	4.6	2.5	3.9	4.3		5.5	5.2	2.6
	Emergency Department	%	10.9	13.2	8.0	12.4	6.0	16.6	11.0	10.7		12.1	12.8	8.6
	Nurse practitioner	%	3.9	6.1	2.9	5.3	2.6	2.1	3.1	4.4		6.1	2.6	3.6
	Alternative care provider (e.g. naturopath)	%	1.7	1.0	3.8	0.9	0.9	2.2	1.6	1.9		1.9	2.2	1.2
	None of the above	%	56.3	62.7	57.6	54.6	55.9	56.0	56.9	56.1		38.2	54.0	68.9

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			Region						Gender			Age		
			Canada 2021-12	Atlantic	Quebec	Ontario	Prairies	British Columbia	Male	Female	Other	18 to 34	35 to 54	55 plus
Question 8 – [THOSE WHO HAVE A REGULAR FAMILY PHYSICIAN AND HAVE RECEIVED CARE SINCE START OF THE PANDEMIC] Can you schedule in person appointments at your regular place of medical care (e.g. family practice)?	Total	Unwgt N	1258	134	292	373	266	193	606	647	5	309	381	568
		Wgt N	1257	90	265	484	245	173	586	666	5	294	414	549
	In-person appointments are available to schedule with no restrictions	%	30.3	26.3	35.6	23.1	42.0	27.8	31.9	29.0		30.7	25.6	33.7
	In-person appointments are available to schedule with some restrictions	%	55.9	59.3	48.5	60.1	51.8	59.0	56.0	55.8		59.3	56.7	53.3
	In-person appointments are not available	%	5.4	6.4	5.0	7.5	1.5	5.2	6.3	4.5		3.9	7.4	4.8
	I'm not sure	%	8.4	7.9	10.8	9.3	4.7	8.0	5.8	10.6		6.1	10.3	8.3

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			Region						Gender			Age		
			Canada 2021-12	Atlantic	Quebec	Ontario	Prairies	British Columbia	Male	Female	Other	18 to 34	35 to 54	55 plus
Question 9 - [THOSE WHO HAVE A REGULAR FAMILY PHYSICIAN AND HAVE RECEIVED CARE SINCE START OF THE PANDEMIC] [IF IN PERSON APPOINTMENTS ARE AVAILABLE WITH SOME RESTRICTIONS] What are the restrictions in scheduling in person appointments? [RANDOMIZE STATEMENTS 1-3] [SELECT AS MANY AS APPLY]	Total	Unwgt N	693	78	140	223	139	113	334	357	2	186	216	291
		Wgt N	699	52	127	291	127	102	327	370	2	175	233	291
	In-person appointments are available only for specific conditions/services (e.g. vaccination)	%	41.0	42.6	23.9	51.9	34.4	38.3	42.2	39.8		51.2	45.7	31.1
	In-person appointments are available only after initial phone/video appointment	%	38.6	36.9	37.5	40.5	30.1	46.1	41.3	36.2		38.6	44.0	34.3
	In-person appointments are available only for specific populations (e.g. elderly)	%	12.0	7.4	10.5	16.6	6.3	10.1	16.2	8.2		16.8	8.0	12.2
	I'm not sure	%	27.4	27.1	41.0	17.1	38.2	26.3	23.5	31.0		19.5	24.4	34.6

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			Region						Gender			Age		
			Canada 2021-12	Atlantic	Quebec	Ontario	Prairies	British Columbia	Male	Female	Other	18 to 34	35 to 54	55 plus
Question 9 - [THOSE WHO HAVE A REGULAR FAMILY PHYSICIAN AND HAVE RECEIVED CARE SINCE START OF THE PANDEMIC] [IF IN PERSON APPOINTMENTS ARE AVAILABLE WITH SOME RESTRICTIONS] What are the restrictions in scheduling in person appointments? [RANDOMIZE STATEMENTS 1-3] [SELECT AS MANY AS APPLY]	Total	Unwgt N	817	89	156	284	150	138	403	412	2	231	264	322
		Wgt N	831	59	143	367	139	123	403	426	2	220	285	326
	In-person appointments are available only for specific conditions/services (e.g. vaccination)	%	34.5	37.4	21.2	41.2	31.5	31.7	34.3	34.5		40.6	37.4	27.7
	In-person appointments are available only after initial phone/video appointment	%	32.5	32.4	33.2	32.1	27.6	38.1	33.5	31.4		30.7	36.0	30.6
	In-person appointments are available only for specific populations (e.g. elderly)	%	10.1	6.5	9.3	13.1	5.8	8.3	13.2	7.2		13.3	6.6	10.9
	I'm not sure	%	23.0	23.8	36.3	13.6	35.1	21.8	19.1	26.9		15.4	20.0	30.8

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			Canada 2021-12	Atlantic	Quebec	Ontario	Prairies	British Columbia	Male	Female	Other	18 to 34	35 to 54	55 plus
Question 10 - [THOSE WHO HAVE A REGULAR FAMILY PHYSICIAN AND HAVE RECEIVED CARE SINCE START OF THE PANDEMIC] 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	1261	134	292	374	268	193	607	649	5	310	381	570
		Wgt N	1261	90	265	486	247	173	587	669	5	295	414	552
	Much harder	%	11.2	11.0	10.0	14.2	6.3	11.7	11.0	11.3		12.2	11.7	10.3
	Somewhat harder	%	38.9	37.8	38.6	40.3	33.3	44.2	42.6	35.7		43.2	37.1	38.1
	Remained the same	%	40.7	43.2	43.8	34.3	53.4	34.1	39.0	42.3		36.1	39.5	44.0
	Somewhat easier	%	4.8	5.7	2.4	6.7	4.4	3.6	4.4	5.1		3.8	7.1	3.6
	Much easier	%	2.6	1.5	3.0	2.8	1.9	3.2	2.0	3.2		2.7	2.5	2.7
	Unsure	%	1.8	0.8	2.2	1.7	0.8	3.2	0.9	2.5		2.0	2.1	1.4

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			Canada 2021-12	Atlantic	Quebec	Ontario	Prairies	British Columbia	Male	Female	Other	18 to 34	35 to 54	55 plus
Question – [THOSE WHO HAVE A REGULAR FAMILY PHYSICIAN AND HAVE RECEIVED CARE SINCE START OF THE PANDEMIC] Thinking about ability to receive care from your family physician in a way that suits your needs, what improvements would you like to see? [OPEN-ENDED]	Total	Unwgt N	1204	130	276	360	255	183	579	621	4	291	365	548
		Wgt N	1204	88	249	467	236	165	557	643	4	278	397	530
	Nothing/none	%	28.9	27.0	33.8	23.2	37.4	26.2	27.5	30.2		22.2	24.8	35.4
	Longer hours/more availability	%	12.7	8.6	12.9	11.7	14.1	15.0	13.9	11.7		16.6	12.8	10.5
	Longer appointments	%	2.6	1.4	1.8	2.9	2.8	3.4	1.8	3.3		3.2	2.5	2.4
	More ways to contact them	%	1.0	0.0	1.0	1.2	1.0	1.1	1.3	0.8		1.9	1.6	0.2
	More in-person appointments/less restrictions	%	14.3	16.1	9.7	19.6	6.0	17.5	15.0	13.8		12.1	13.8	15.9
	Less waiting time/be on time	%	12.2	17.1	11.2	12.3	13.1	9.3	13.8	10.7		11.2	12.4	12.5
	More ease to schedule appointments/online booking	%	6.2	4.5	8.8	5.9	7.5	2.3	5.7	6.7		5.0	7.2	6.2
	Continue with phone/online/video appointments	%	8.0	11.2	7.8	7.4	6.2	11.2	7.9	8.2		7.1	9.7	7.3
	More/better physicians	%	1.5	2.0	1.3	1.5	2.2	0.5	2.0	1.1		2.8	0.7	1.4
	Better care/Listen more/empathy	%	2.9	4.1	0.9	3.8	1.8	4.0	2.7	2.9		6.2	2.6	1.3
	Less clients	%	0.3	0.0	0.0	0.5	0.3	0.5	0.3	0.3		0.8	0.4	0.0
	Better service/follow-up	%	2.4	0.9	3.9	2.9	0.3	2.2	1.9	2.7		3.0	2.7	1.8
	Other	%	2.4	4.3	1.8	2.5	2.3	2.2	2.7	2.0		2.8	2.7	2.0
	Unsure	%	4.6	2.8	5.1	4.5	5.0	4.6	3.4	5.5		5.2	6.1	3.2

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## 2021-2006 – College of Family Physicians of Canada – National Survey – By Ease of Access to FP and BIPOC vs White – STAT SHEET

			Thinking about all ways of receiving care, since the onset of pandemic did it become easier or harder to access your family physician?							BIPOC		
			Canada 2021-12	Much harder	Somewhat harder	Remained the same	Somewhat easier	Much easier	Unsure	BIPOC	White	Prefer not to say
Question 1 - Do you currently have a regular family physician?	Total	Unwgt N	1261	134	498	518	58	32	21	260	1723	22
		Wgt N	1261	141	491	513	61	33	22	279	1704	21
	Yes	%	100.0	100.0	100.0	100.0	100.0	100.0		100.0	79.7	
	No	%	0.0	0.0	0.0	0.0	0.0	0.0		0.0	20.3	

			Thinking about all ways of receiving care, since the onset of pandemic did it become easier or harder to access your family physician?							BIPOC		
			Canada 2021-12	Much harder	Somewhat harder	Remained the same	Somewhat easier	Much easier	Unsure	BIPOC	White	Prefer not to say
Question 2 – [THOSE WHO HAVE A REGULAR FAMILY PHYSICIAN] On a scale from 0 to 10, where 0 is completely dissatisfied and 10 is completely satisfied, how satisfied are you with your family physician?	Total	Unwgt N	1260	134	498	517	58	32	21	260	1368	22
		Wgt N	1261	141	491	512	61	33	22	279	1358	21
		Mean	7.9	6.5	7.7	8.4	7.7	8.6		7.7	7.6	
		Median	8.0	7.0	8.0	9.0	8.0	10.0		8.0	8.0	
	Completely dissatisfied (0)	%	0.7	4.0	0.6	0.1	0.0	0.0		0.0	1.2	
	1	%	0.5	1.8	0.3	0.3	1.3	0.0		0.5	0.7	
	2	%	1.3	4.2	1.1	0.7	0.0	4.3		1.2	1.5	
	3	%	2.1	9.7	1.3	1.0	3.2	0.0		0.6	2.9	
	4	%	2.0	3.4	2.3	1.5	1.0	4.3		1.6	2.6	
	5	%	5.7	11.2	5.8	4.9	1.5	4.7		7.0	7.6	
	6	%	6.5	7.0	9.2	3.5	8.4	4.8		8.4	7.3	
	7	%	14.6	16.8	18.1	9.3	31.7	1.9		19.0	14.0	
	8	%	22.0	16.4	23.8	23.1	19.6	9.1		27.9	19.6	
	9	%	16.0	8.2	17.8	16.0	16.5	17.0		15.3	15.5	
	Completely satisfied (10)	%	27.7	17.2	19.6	38.3	16.7	53.8		18.2	25.2	
	Unsure	%	0.7	0.0	0.0	1.1	0.0	0.0		0.2	1.9	

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## 2021-2006 – College of Family Physicians of Canada – National Survey – By Ease of Access to FP and BIPOC vs White – STAT SHEET

Thinking about all ways of receiving care, since the onset of pandemic did it become easier or harder to access your family physician?												
											BIPOC	
			Canada 2021-12	Much harder	Somewhat harder	Remained the same	Somewhat easier	Much easier	Unsure	BIPOC	White	Prefer not to say
Question 3 – [THOSE WHO HAVE A REGULAR FAMILY PHYSICIAN] Since the start of the pandemic, have you received care from your family physician?	Total	Unwgt N	1261	134	498	518	58	32	21	260	1369	22
		Wgt N	1261	141	491	513	61	33	22	279	1359	21
	Yes	%	100.0	100.0	100.0	100.0	100.0	100.0		100.0	70.8	
	No	%	0.0	0.0	0.0	0.0	0.0	0.0		0.0	29.2	

Thinking about all ways of receiving care, since the onset of pandemic did it become easier or harder to access your family physician?												
											BIPOC	
			Canada 2021-12	Much harder	Somewhat harder	Remained the same	Somewhat easier	Much easier	Unsure	BIPOC	White	Prefer not to say
Question 4 - [THOSE WHO HAVE A REGULAR FAMILY PHYSICIAN AND HAVE RECEIVED CARE SINCE START OF THE PANDEMIC] How satisfied are you with your ability to receive care from your family physician since the start of the pandemic?	Total	Unwgt N	1257	133	495	518	58	32	21	259	978	22
		Wgt N	1256	140	487	513	61	33	22	278	959	21
	Satisfied	%	46.1	17.2	35.8	60.5	53.5	82.7		34.8	49.7	
	Somewhat satisfied	%	32.6	25.6	43.4	26.8	26.6	11.7		43.3	29.6	
	Neutral	%	11.5	14.7	12.3	10.4	11.3	5.6		14.5	10.5	
	Somewhat dissatisfied	%	6.3	21.8	7.2	1.3	8.7	0.0		5.0	6.5	
	Dissatisfied	%	3.3	20.7	1.3	0.9	0.0	0.0		2.4	3.4	
	Unsure	%	0.2	0.0	0.0	0.2	0.0	0.0		0.0	0.3	

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## 2021-2006 – College of Family Physicians of Canada – National Survey – By Ease of Access to FP and BIPOC vs White – STAT SHEET

			Thinking about all ways of receiving care, since the onset of pandemic did it become easier or harder to access your family physician?							BIPOC		
			Canada 2021-12	Much harder	Somewhat harder	Remained the same	Somewhat easier	Much easier	Unsure	BIPOC	White	Prefer not to say
Question 5 - [THOSE WHO HAVE A REGULAR FAMILY PHYSICIAN AND HAVE RECEIVED CARE SINCE START OF THE PANDEMIC] Which of the ways did you access your family physician? [RANDOMIZE] (Select all that apply)	Total	Unwgt N	1257	134	497	515	58	32	21	260	977	22
		Wgt N	1257	141	490	509	61	33	22	279	958	21
	In-person visit	%	69.9	51.8	68.4	78.5	63.5	55.8		63.6	72.3	
	Phone appointment	%	66.9	77.5	68.6	60.1	80.0	73.7		65.1	67.1	
	Video appointment	%	9.2	15.0	10.6	5.8	12.8	13.2		14.5	7.7	
	Message-based consultation (including e-mail and texts)	%	4.3	5.2	4.8	3.1	8.4	3.3		4.8	4.0	
	Home visit	%	0.9	0.0	1.8	0.5	0.0	0.0		0.5	1.0	

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

\*\*Multifrequency tab based on multiple responses

			Thinking about all ways of receiving care, since the onset of pandemic did it become easier or harder to access your family physician?							BIPOC		
			Canada 2021-12	Much harder	Somewhat harder	Remained the same	Somewhat easier	Much easier	Unsure	BIPOC	White	Prefer not to say
Question 5 - [THOSE WHO HAVE A REGULAR FAMILY PHYSICIAN AND HAVE RECEIVED CARE SINCE START OF THE PANDEMIC] Which of the ways did you access your family physician? [RANDOMIZE] (Select all that apply)	Total	Unwgt N	1904	200	767	766	94	47	30	385	1490	33
		Wgt N	1900	211	755	754	100	49	31	414	1458	32
	In-person visit	%	46.2	34.7	44.4	53.0	38.6	38.3	40.9	42.9	47.5	30.8
	Phone appointment	%	44.3	51.8	44.5	40.6	48.6	50.5	51.8	43.9	44.1	57.9
	Video appointment	%	6.1	10.0	6.9	3.9	7.8	9.0	1.9	9.7	5.1	2.7
	Message-based consultation (including e-mail and texts)	%	2.9	3.5	3.1	2.1	5.1	2.2	5.4	3.2	2.6	8.5
	Home visit	%	0.6	0.0	1.2	0.4	0.0	0.0	0.0	0.3	0.7	0.0

\*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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**2021-2006 – College of Family Physicians of Canada – National Survey – By Ease of Access to FP and BIPOC vs White – STAT SHEET**

			Thinking about all ways of receiving care, since the onset of pandemic did it become easier or harder to access your family physician?							BIPOC		
			Canada 2021-12	Much harder	Somewhat harder	Remained the same	Somewhat easier	Much easier	Unsure	BIPOC	White	Prefer not to say
Question 6 – [THOSE WHO HAVE A REGULAR FAMILY PHYSICIAN AND HAVE RECEIVED CARE SINCE START OF THE PANDEMIC BY PHONE/VIDEO/MESSAGE] How satisfied were you in receiving care from your FP virtually?	Total	Unwgt N	911	111	377	329	51	26	17	188	706	19
		Wgt N	909	119	370	323	54	26	17	203	690	18
	Satisfied	%	42.5	14.1	35.3	56.1	52.6			35.4	45.0	
	Somewhat satisfied	%	28.9	25.4	33.4	26.3	30.4			32.7	27.8	
	Neutral	%	17.0	18.0	21.6	13.1	7.7			21.8	15.6	
	Somewhat dissatisfied	%	6.3	20.5	6.0	2.6	4.6			6.2	6.1	
	Dissatisfied	%	4.1	19.5	2.1	1.1	4.8			2.2	4.4	
	Unsure	%	1.3	2.5	1.7	0.9	0.0			1.6	1.2	

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## 2021-2006 – College of Family Physicians of Canada – National Survey – By Ease of Access to FP and BIPOC vs White – STAT SHEET

			Thinking about all ways of receiving care, since the onset of pandemic did it become easier or harder to access your family physician?							BIPOC		
			Canada 2021-12	Much harder	Somewhat harder	Remained the same	Somewhat easier	Much easier	Unsure	BIPOC	White	Prefer not to say
Question 7 - [THOSE WHO HAVE A REGULAR FAMILY PHYSICIAN AND HAVE RECEIVED CARE SINCE START OF THE PANDEMIC] Since the start of the pandemic, did you receive care using any of the following because your family physician could not see you in person? (Select all that apply)	Total	Unwgt N	1260	134	498	517	58	32	21	260	980	22
		Wgt N	1261	141	491	512	61	33	22	279	962	21
	Walk-in clinic	%	21.8	32.6	25.3	16.2	21.2	9.7		25.4	20.6	
	Paid app/virtual service (e.g. Maple, Babylon)	%	4.0	9.4	5.0	2.0	1.5	5.9		6.1	3.4	
	Urgent Care clinic	%	4.7	9.3	4.4	3.2	7.4	6.2		6.1	4.3	
	Emergency Department	%	12.1	20.7	13.5	7.5	19.0	15.4		13.5	11.6	
	Nurse practitioner	%	4.4	5.9	4.4	3.8	6.0	4.7		1.7	5.1	
	Alternative care provider (e.g. naturopath)	%	1.9	3.5	1.7	1.6	2.6	2.8		1.3	2.0	
	None of the above	%	62.7	43.3	58.5	71.6	57.4	69.8		55.9	64.8	

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

\*\*Multifrequency tab based on multiple responses

			Thinking about all ways of receiving care, since the onset of pandemic did it become easier or harder to access your family physician?							BIPOC		
			Canada 2021-12	Much harder	Somewhat harder	Remained the same	Somewhat easier	Much easier	Unsure	BIPOC	White	Prefer not to say
Question 7 - [THOSE WHO HAVE A REGULAR FAMILY PHYSICIAN AND HAVE RECEIVED CARE SINCE START OF THE PANDEMIC] Since the start of the pandemic, did you receive care using any of the following because your family physician could not see you in person? (Select all that apply)	Total	Unwgt N	1406	167	560	551	67	36	25	288	1093	27
		Wgt N	1407	176	554	543	70	38	26	308	1076	25
	Walk-in clinic	%	19.5	26.1	22.4	15.3	18.4	8.5		23.1	18.4	
	Paid app/virtual service (e.g. Maple, Babylon)	%	3.6	7.5	4.4	1.9	1.3	5.1		5.6	3.0	
	Urgent Care clinic	%	4.2	7.5	3.9	3.0	6.4	5.4		5.6	3.9	
	Emergency Department	%	10.9	16.6	12.0	7.1	16.5	13.5		12.3	10.4	
	Nurse practitioner	%	3.9	4.7	3.9	3.6	5.2	4.1		1.6	4.5	
	Alternative care provider (e.g. naturopath)	%	1.7	2.8	1.5	1.5	2.2	2.5		1.2	1.8	
	None of the above	%	56.2	34.7	51.9	67.6	49.9	61.0		50.8	57.9	

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**2021-2006 – College of Family Physicians of Canada – National Survey – By Ease of Access to FP and BIPOC vs White – STAT SHEET**

			Thinking about all ways of receiving care, since the onset of pandemic did it become easier or harder to access your family physician?							BIPOC		
			Canada 2021-12	Much harder	Somewhat harder	Remained the same	Somewhat easier	Much easier	Unsure	BIPOC	White	Prefer not to say
Question 8 – [THOSE WHO HAVE A REGULAR FAMILY PHYSICIAN AND HAVE RECEIVED CARE SINCE START OF THE PANDEMIC] Can you schedule in person appointments at your regular place of medical care (e.g. family practice)?	Total	Unwgt N	1256	132	497	516	58	32	21	258	978	22
		Wgt N	1255	138	490	511	61	33	22	277	958	21
	In-person appointments are available to schedule with no restrictions	%	30.3	10.6	25.2	42.3	24.1	27.9		22.0	32.8	
	In-person appointments are available to schedule with some restrictions	%	55.9	63.7	64.0	46.9	60.6	49.2		62.6	54.2	
	In-person appointments are not available	%	5.4	17.1	4.3	3.2	5.5	11.2		7.2	4.7	
	I'm not sure	%	8.4	8.7	6.5	7.7	9.8	11.7		8.2	8.3	

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## 2021-2006 – College of Family Physicians of Canada – National Survey – By Ease of Access to FP and BIPOC vs White – STAT SHEET

			Thinking about all ways of receiving care, since the onset of pandemic did it become easier or harder to access your family physician?							BIPOC		
			Canada 2021-12	Much harder	Somewhat harder	Remained the same	Somewhat easier	Much easier	Unsure	BIPOC	White	Prefer not to say
Question 9 - [THOSE WHO HAVE A REGULAR FAMILY PHYSICIAN AND HAVE RECEIVED CARE SINCE START OF THE PANDEMIC] [IF IN PERSON APPOINTMENTS ARE AVAILABLE WITH SOME RESTRICTIONS] What are the restrictions in scheduling in person appointments? [RANDOMIZE STATEMENTS 1-3] [SELECT AS MANY AS APPLY]	Total	Unwgt N	692	81	313	241	34	17	6	161	523	9
		Wgt N	698	88	313	238	36	16	7	174	516	9
	In-person appointments are available only for specific conditions/services (e.g. vaccination)	%	40.9	33.7	44.3	36.6	50.1			54.2	36.2	
	In-person appointments are available only after initial phone/video appointment	%	38.7	55.1	42.9	29.1	31.9			47.7	35.5	
	In-person appointments are available only for specific populations (e.g. elderly)	%	12.0	13.6	13.7	8.3	20.7			13.7	11.6	
	I'm not sure	%	27.4	22.7	18.4	39.5	28.8			13.7	32.1	

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

\*\*Multifrequency tab based on multiple responses



## 2021-2006 – College of Family Physicians of Canada – National Survey – By Ease of Access to FP and BIPOC vs White – STAT SHEET

			Thinking about all ways of receiving care, since the onset of pandemic did it become easier or harder to access your family physician?							BIPOC		
			Canada 2021-12	Much harder	Somewhat harder	Remained the same	Somewhat easier	Much easier	Unsure	BIPOC	White	Prefer not to say
Question 9 - [THOSE WHO HAVE A REGULAR FAMILY PHYSICIAN AND HAVE RECEIVED CARE SINCE START OF THE PANDEMIC] [IF IN PERSON APPOINTMENTS ARE AVAILABLE WITH SOME RESTRICTIONS] What are the restrictions in scheduling in person appointments? [RANDOMIZE STATEMENTS 1-3] [SELECT AS MANY AS APPLY]	Total	Unwgt N	816	102	370	271	44	20	9	207	599	11
		Wgt N	830	110	373	270	47	20	10	224	595	11
	In-person appointments are available only for specific conditions/services (e.g. vaccination)	%	34.4	27.0	37.2	32.3	38.1			41.9	31.4	
	In-person appointments are available only after initial phone/video appointment	%	32.5	44.0	35.9	25.7	24.2			36.9	30.8	
	In-person appointments are available only for specific populations (e.g. elderly)	%	10.1	10.8	11.5	7.3	15.7			10.6	10.0	
	I'm not sure	%	23.1	18.2	15.4	34.8	21.9			10.6	27.8	

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\*\*Multifrequency tab based on multiple responses



**2021-2006 – College of Family Physicians of Canada – National Survey – By Ease of Access to FP and BIPOC vs White – STAT SHEET**

			BIPOC			
			Canada 2021-12	BIPOC	White	Prefer not to say
Question 10 - [THOSE WHO HAVE A REGULAR FAMILY PHYSICIAN AND HAVE RECEIVED CARE SINCE START OF THE PANDEMIC] 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	1261	260	979	22
		Wgt N	1261	279	961	21
	Much harder	%	11.2	9.9	11.3	
	Somewhat harder	%	38.9	49.0	35.9	
	Remained the same	%	40.7	31.8	43.7	
	Somewhat easier	%	4.8	4.1	5.1	
	Much easier	%	2.6	2.9	2.6	
	Unsure	%	1.8	2.3	1.4	

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			Thinking about all ways of receiving care, since the onset of pandemic did it become easier or harder to access your family physician?							BIPOC		
			Canada 2021-12	Much harder	Somewhat harder	Remained the same	Somewhat easier	Much easier	Unsure	BIPOC	White	Prefer not to say
Question – [THOSE WHO HAVE A REGULAR FAMILY PHYSICIAN AND HAVE RECEIVED CARE SINCE START OF THE PANDEMIC Thinking about ability to receive care from your family physician in a way that suits your needs, what improvements would you like to see? [OPEN-ENDED]	Total	Unwgt N	1202	131	479	490	56	30	16	247	936	21
		Wgt N	1202	137	474	484	58	32	18	267	917	20
	Nothing/none	%	28.8	10.7	15.9	49.3	14.2	29.6		17.7	32.2	
	Longer hours/more availability	%	12.7	18.3	16.7	9.0	4.1	1.9		16.5	11.6	
	Longer appointments	%	2.6	2.2	2.8	2.2	1.9	8.1		2.5	2.6	
	More ways to contact them	%	1.0	2.7	0.4	1.1	1.9	0.0		2.0	0.8	
	More in-person appointments/less restrictions	%	14.4	33.1	19.4	5.6	9.8	6.5		15.6	14.0	
	Less waiting time/be on time	%	12.2	9.9	15.0	9.8	11.7	14.4		15.9	11.2	
	More ease to schedule appointments/online booking	%	6.2	7.4	7.5	4.3	7.6	5.2		4.4	6.6	
	Continue with phone/online/video appointments	%	8.1	1.1	7.4	7.1	28.5	29.7		8.5	8.1	
	More/better physicians	%	1.5	2.0	2.4	0.5	0.9	0.0		1.7	1.4	
	Better care/Listen more/empathy	%	2.9	4.1	2.6	2.1	8.0	1.9		4.3	2.5	
	Less clients	%	0.3	0.7	0.6	0.0	0.0	0.0		0.8	0.2	
	Better service/follow-up	%	2.4	3.1	3.0	1.8	0.0	0.0		2.8	2.2	
	Other	%	2.3	3.2	2.1	2.2	5.2	0.0		2.7	2.2	
	Unsure	%	4.6	1.5	4.0	5.0	6.1	2.7		4.6	4.5	

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