



# Most British Columbians Have a Family Physician but Face Challenges in Access to Timely Care

*Standard of care defined as access to episodic or longitudinal primary care within 24 hours for urgent, non-life-threatening conditions and within 7 days for non-urgent appointments*

The research gauged the opinions among residents of British Columbia on topics such as making healthcare better, who they prefer to receive care from, whether they have a regular family physician and their confidence on getting an appointment within a reasonable amount of time.

Nanos conducted an online non-probability representative survey of 1,004 British Columbians, 18 years of age or older, from April 16 to April 22, 2026. 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 British Columbia.

A margin of error cannot be calculated on a non-probability sample. For comparison purposes, a probability sample of 1,004 respondents would have a margin of error of  $\pm 3.1$  percentage points, 19 times out of 20.

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

[Full data tables with weighted and unweighted number of interviews is here.](#)

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

# FINDINGS

1. **The standard of care for timely access is only partially being met for urgent and non-urgent needs.**

While 63 per cent of British Columbians that have a regular family physician say they are confident they can get an appointment with their family physician within a reasonable time for general needs, confidence drops to 47 per cent when asked specifically about timely access for urgent, non-life-threatening conditions, short of the 24-hour benchmark for urgent care and the 7-day benchmark for non-urgent care.

2. **More than four in ten British Columbians waited more than a week for their most recent family physician appointment.**

Only four per cent report being seen the same day and 50 per cent within a week, while 43 per cent waited more than a week for their most recent appointment with their family physician.

## FINDINGS continued

- 3. A substantial share of urgent care needs are not met within the 24-hour standard.**  
Among those who needed care for an urgent, non-life-threatening condition, just 29 per cent received care the same day, 36 per cent received care within a week while 22 per cent waited more than a week and 12 per cent were unable to get an appointment at all.
- 4. Emergency departments are filling a gap in access to urgent primary care.**  
Although 52 per cent say they would prefer to receive urgent non-life-threatening care from their family doctor, only 41 per cent actually received that care from their family doctor; 33 per cent ended up in a hospital emergency room, and 14 per cent at an urgent care center.
- 5. One in five British Columbians do not have a regular family physician.**  
Overall, 79 per cent report having a regular family physician, leaving 21 per cent without one.
- 6. Access challenges are more pronounced among younger adults.**  
Thirty-one per cent of British Columbians aged 18–34 report not having a regular family physician, compared with 12 per cent among those aged 55 and over.

# FINDINGS continued

7. Continuity of care is disrupted when patients seek care outside their family practice.

Among those who received care elsewhere, only 55 per cent say they were able to have a successful follow-up with their family doctor, while 39 per cent were unable to do so.

8. Urgent care outcomes point to incomplete resolution for many patients.

Following their most recent urgent, non-life-threatening care visit, 25 per cent say their health issue remains unresolved and 45 per cent say they are only “on track” toward wellness, underscoring the importance of timely and continuous primary care.

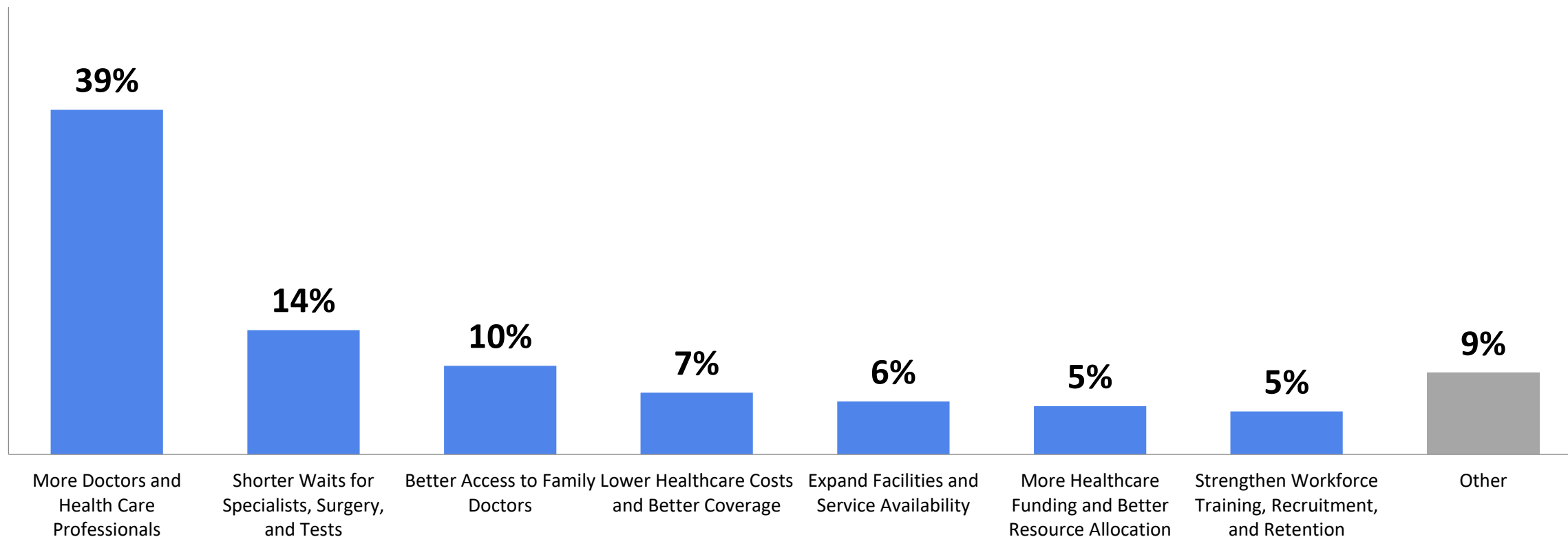
9. Despite access pressures, most British Columbians remain engaged with primary care.

In the past 12 months, 73 per cent had an in-person visit and 42 per cent had a remote appointment with their family physician, suggesting strong demand for primary care even as timely access falls short.

# Views on making healthcare better in British Columbia

## – Top responses

Q – [First mention] - What are the top three things that could make healthcare better in British Columbia? [OPEN-ENDED]



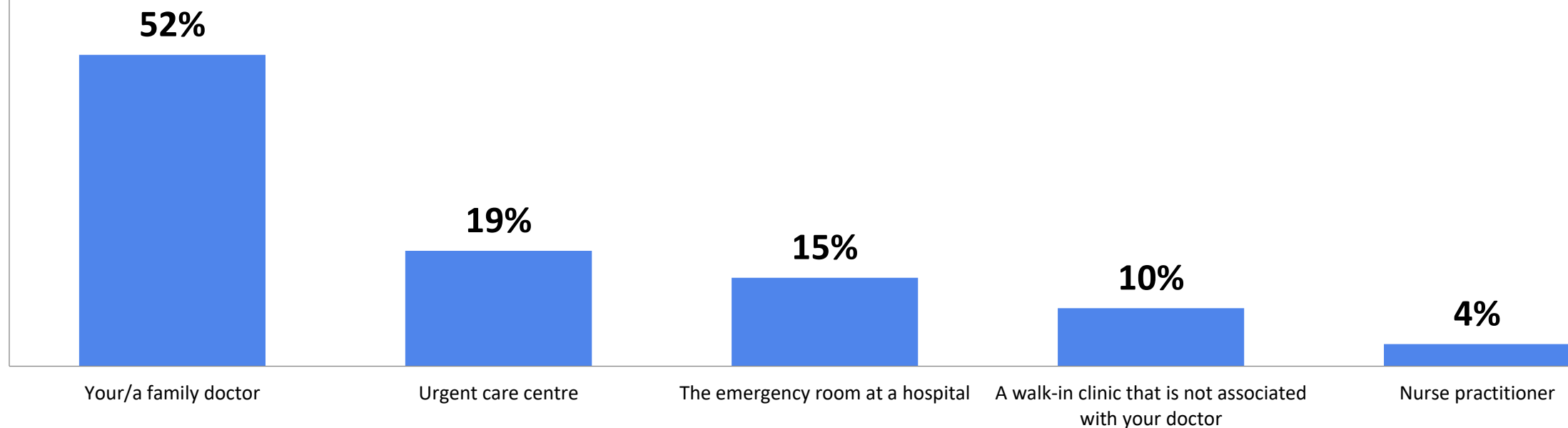
*Nearly two in five British Columbians (39%) say they need more doctors and health care professionals to make healthcare better in British Columbia.*

\*Weighted to the true population proportion.

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

# Preferences for receiving care for non-life-threatening conditions

Q – If you needed care for an urgent non-life-threatening condition, please rank who you would prefer to receive care from where 1 is the most preferred, 2 is the second most and 3 the third most. [First ranked]



*Over half of British Columbia residents say they would prefer to receive care from their/a family doctor (52%), if they needed care for an urgent non-life-threatening condition.*

\*Weighted to the true population proportion.

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

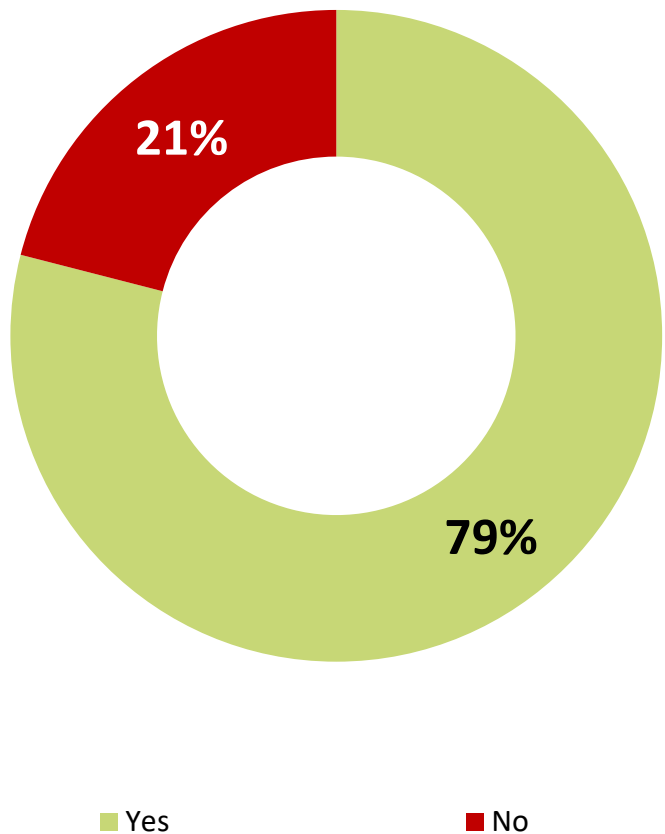
# Preferences for receiving care for non-life-threatening conditions – By demographics

Q – If you needed care for an urgent non-life-threatening condition, please rank who you would prefer to receive care from where 1 is the most preferred, 2 is the second most and 3 the third most. [First ranked]

	First ranked								
	British Columbia 2026-04 (n=994)	Lower Mainland (n=644)	Interior/No rth (n=174)	Vancouver Island (n=176)	Male (n=479)	Female (n=512)	18 to 34 (n=222)	35 to 54 (n=296)	55 plus (n=476)
Your/a family doctor	52.1%	48.8%	57.0%	57.7%	50.0%	54.3%	41.7%	52.1%	59.1%
Urgent care center	19.3%	20.0%	17.1%	19.1%	17.9%	20.6%	22.9%	19.6%	16.5%
The emergency room at a hospital	14.8%	14.8%	15.2%	14.3%	17.7%	11.8%	17.7%	13.2%	14.2%
A walk-in clinic that is not associated with your doctor	9.7%	11.8%	7.7%	5.2%	10.8%	8.8%	13.9%	10.6%	6.2%
Nurse practitioner	3.7%	4.2%	2.0%	3.7%	3.5%	3.8%	3.3%	4.2%	3.5%
Other	0.4%	0.4%	0.9%	-	0.2%	0.6%	0.5%	0.3%	0.5%

*Those ages 55 plus (59%) are more likely to say they would prefer to receive care from their/a family doctor compared to those ages 18 to 34 (42%).*

Question 3 - Do you currently have a regular family physician?



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

## Status of having a current regular family physician

Almost **4 in 5** British Columbians

say they currently have a regular family physician (79%). Meanwhile, one in five say they do not (21%).

## Status of having a current regular family physician – By demographics

Q – Do you currently have a regular family physician?

	British Columbia 2026-04 (n=1004)	Lower Mainland (n=647)	Interior/North (n=179)	Vancouver Island (n=178)	Male (n=482)	Female (n=519)	18 to 34 (n=224)	35 to 54 (n=297)	55 plus (n=483)
Yes	79.0%	81.4%	77.6%	72.3%	77.4%	80.8%	69.0%	76.4%	87.8%
No	21.0%	18.6%	22.4%	27.7%	22.6%	19.2%	31.0%	23.6%	12.2%

*Residents of British Columbia ages 55 plus (88%) are more likely to say they currently have a regular family physician than those ages 18 to 34 (69%).*

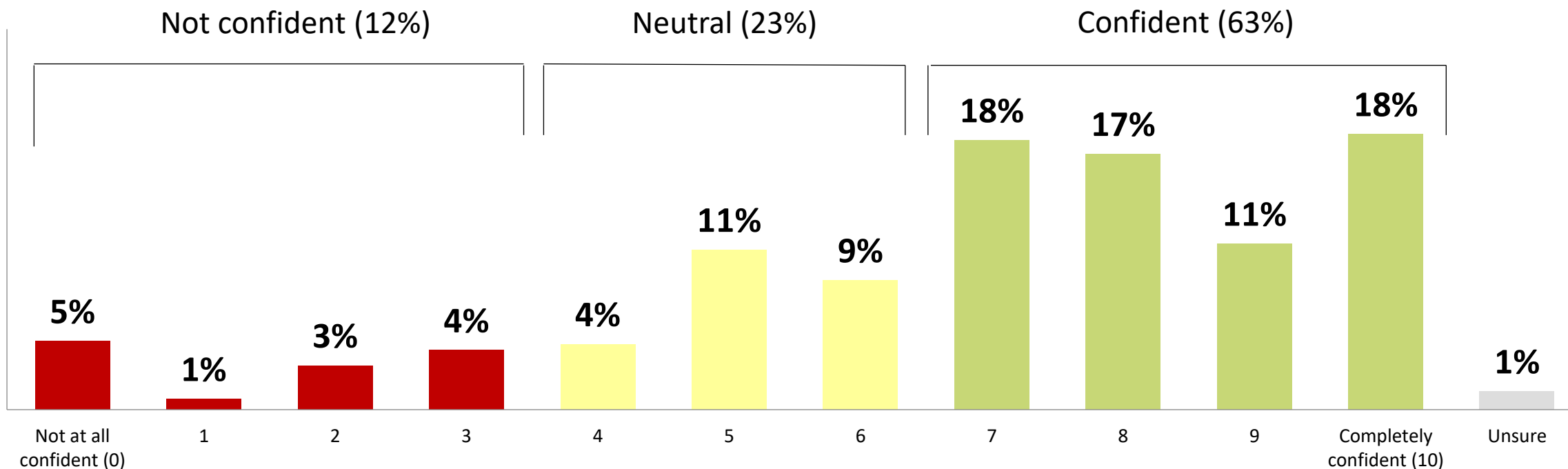
# Status of having a current regular family physician – By geographic community

Q – Do you currently have a regular family physician?

	British Columbia 2026-04 (n=1004)	Urban (n=914)	Rural (n=90)
Yes	79.0%	79.6%	73.2%
No	21.0%	20.4%	26.8%

# Confidence of getting an appointment with your family physician within a reasonable amount of time

Q – On a scale of 0 to 10 where 0 is not at all confident and 10 is completely confident, how confident are you that you can get an appointment with your family physician within a reasonable amount of time for your needs?



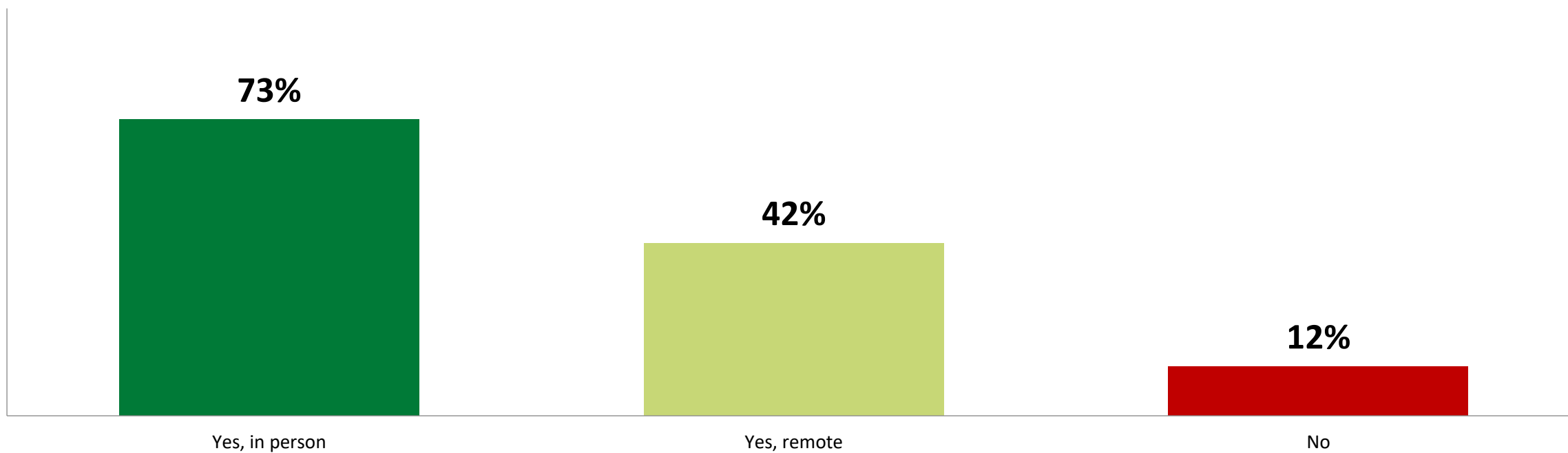
*Almost two in three British Columbians who have a regular family doctor are confident (63%; score 7-10 out of 10) that they can get an appointment with their family physician within a reasonable amount of time for their needs.*

\*Weighted to the true population proportion.

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

# Appointment with family physicians in the past 12 months

Q – In the past 12 months, have you had an appointment with your family physician? (Select all that apply)



*Close to three in four residents of British Columbia who have a regular family doctor say they have had an in-person (73%) appointment with their family physician in the past 12 months. This is followed by two in five who say they have had a remote (42%) appointment and less than one in six who say they have not had any type of appointment with their family physician in the past twelve months (12%).*

\*Weighted to the true population proportion.

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

# Appointment with family physicians in the past 12 months – By demographics

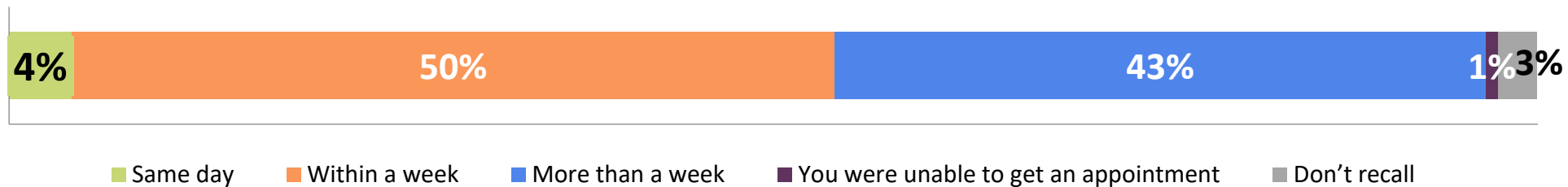
Q – In the past 12 months, have you had an appointment with your family physician? (Select all that apply)

	British Columbia 2026-04 (n=803)	Lower Mainland (n=531)	Interior/No rth (n=142)	Vancouver Island (n=130)	Male (n=383)	Female (n=419)	18 to 34 (n=153)	35 to 54 (n=227)	55 plus (n=423)
Yes, in person	72.7%	72.0%	71.6%	76.7%	71.5%	73.7%	63.4%	71.0%	78.8%
Yes, remote	42.4%	42.8%	39.4%	44.6%	43.7%	41.3%	34.7%	40.0%	48.0%
No	12.1%	12.0%	12.9%	11.8%	13.0%	11.4%	19.5%	12.0%	8.4%

*Residents in British Columbia ages 55 plus (79%) are more likely to say they have had an in-person appointment with their family physician in the past 12 months compared to those ages 18 to 34 (63%).*

# Time span between call and when the appointment happened

Q – For your most recent appointment with your family physician, how long was it between when you called and when your appointment happened?



Same day

Within a week

More than a week

You were unable to get an appointment

Don't recall

\*Weighted to the true population proportion.

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

## Over half of British Columbians

say their most recent appointment with their family physician, between when they called and when their appointment took place, was within the same day (4%) or within a week (50%). Over two in five (43%) say it took more than a week and one per cent say they were unable to get an appointment.

## Time span between call and when the appointment happened – By length of relationship with family physician

Q – For your most recent appointment with your family physician, how long was it between when you called and when your appointment happened?

	British Columbia 2026-04 (n=711)	Does not have a family physician (n=0)*	Has had a family physician for less than five years (n=222)	Has had a family physician for five years or more (n=404)
Same day	4.1%		3.1%	4.8%
Within a week	49.9%		58.4%	45.8%
More than a week	42.6%		36.1%	46.8%
You were unable to get an appointment	0.8%		0.4%	0.9%
Don't recall	2.5%		2.1%	1.6%

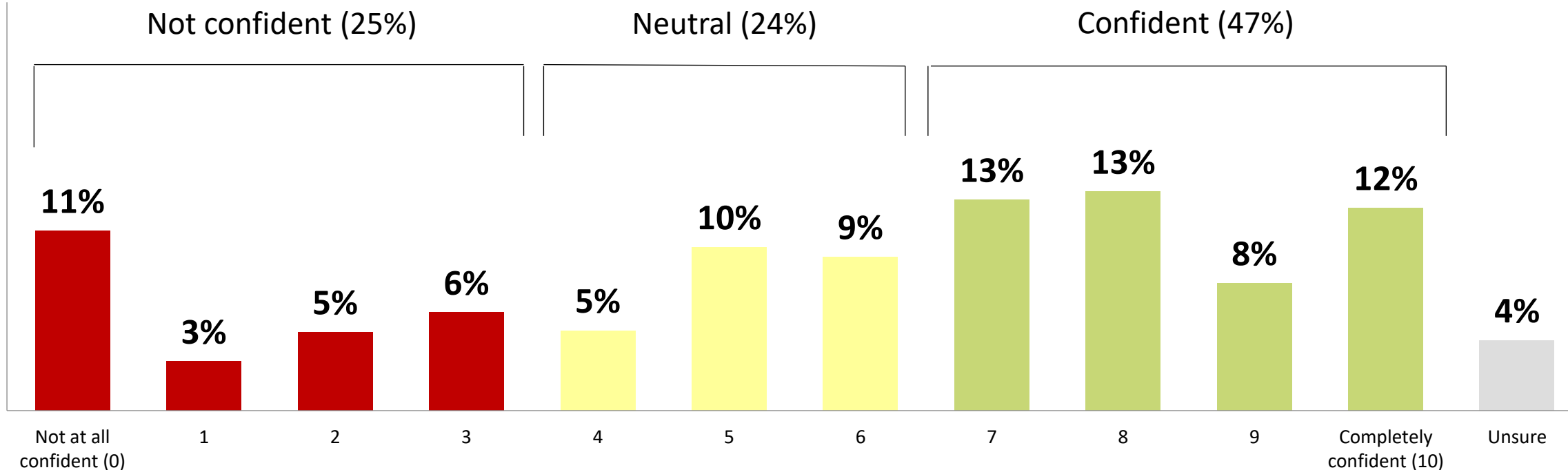
\*Shaded due to small sample size.

\*Approximately 11 per cent of British Columbians said they were unsure when asked how long they've had their current family physician.

*Residents of British Columbia who have had a family physician for less than five years are more likely to say they were able to be seen within a week (58%).*

## Confidence towards timely access to your family physician to deal with an urgent, non-life-threatening condition

Q – On a scale of 0 to 10 where 0 is not at all confident and 10 is completely confident, how confident are you that you can get timely access to your family physician to deal with an urgent, non-life-threatening condition within a reasonable amount of time?



*More than four in ten British Columbians (47%) say they are confident (score 7-10 out of 10) that they can get timely access to their family physician to deal with an urgent, non-life-threatening condition within a reasonable amount of time. One in four (25%) say they are not confident (score 0-3 out of 10) and 24 per cent are neutral.*

\*Weighted to the true population proportion.

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

# Confidence towards timely access to your family physician to deal with an urgent, non-life-threatening condition – By demographics

Q – On a scale of 0 to 10 where 0 is not at all confident and 10 is completely confident, how confident are you that you can get timely access to your family physician to deal with an urgent, non-life-threatening condition within a reasonable amount of time?

	British Columbia 2026-04 (n=1004)	Lower Mainland (n=648)	Interior/North (n=178)	Vancouver Island (n=178)	Male (n=481)	Female (n=520)	18 to 34 (n=223)	35 to 54 (n=298)	55 plus (n=483)
<b>Mean</b>	<b>5.7</b>	<b>5.9</b>	<b>5.3</b>	<b>5.6</b>	<b>5.9</b>	<b>5.6</b>	<b>5.6</b>	<b>5.1</b>	<b>6.3</b>
Net - Confident (7-10)	46.5%	48.2%	42.8%	45.4%	48.7%	44.6%	39.7%	41.1%	55.2%
Net - Neutral (4-6)	24.3%	26.6%	21.5%	20.2%	24.4%	24.5%	30.9%	21.7%	22.0%
Net - Not confident (0-3)	24.8%	21.9%	31.6%	26.6%	22.5%	26.8%	22.5%	33.8%	19.4%
Unsure	4.3%	3.4%	4.2%	7.8%	4.5%	4.2%	6.9%	3.4%	3.3%

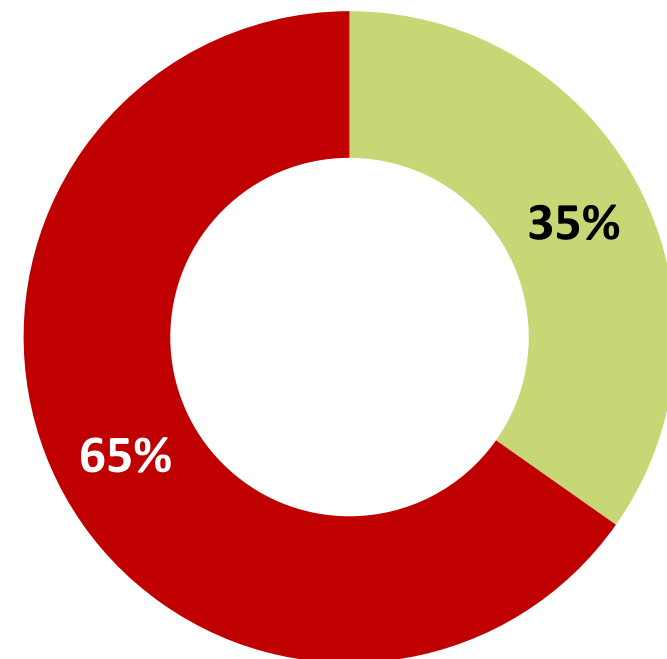
*Those aged 55 and older are more likely to say they are confident (55% ; score 7-10 out of 10) that they can get timely access to their family physician to deal with an urgent, non-life-threatening condition. A third of BC residents aged 35 to 54 (34%) say they are not confident (score of 0-3 out of 10) that they would get timely access to their family physician to deal with an urgent non-life-threatening condition.*

# Views towards care for an urgent, non-life-threatening condition in the past 12 months

## Nearly **2 in 3** British Columbians

say they have not needed care for an urgent, non-life-threatening condition in the past 12 months. In contrast, the remaining one third of British Columbians say they have needed it.

Q – In the past 12 months, have you needed care for an urgent, non-life-threatening condition?



■ Yes

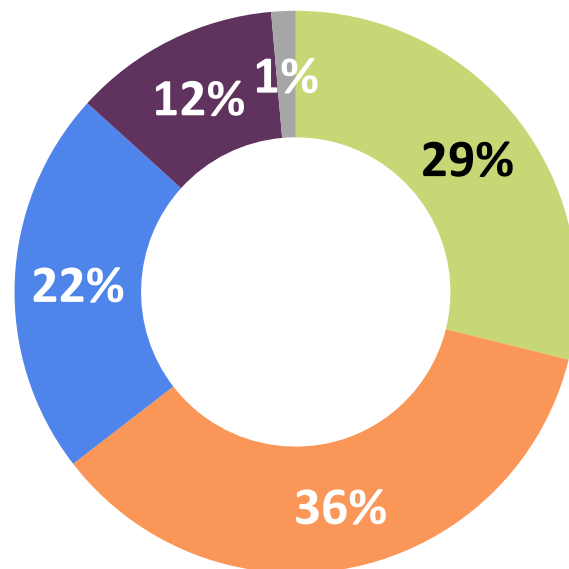
■ No

\*Weighted to the true population proportion.

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

# Time span for an appointment to see a healthcare provider

Q – [IF NEEDED CARE FOR AN URGENT, NON-LIFE-THREATENING CONDITION] For your urgent, non-life-threatening condition you needed care for, how long did it take to get an appointment to see a healthcare provider?



- Same day
- Within a week
- More than a week
- You were unable to get an appointment
- Don't recall

\*Weighted to the true population proportion.

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

## Almost **2 in 3** British Columbians

say they were able to see a health care provider on the same day (29%) or within a week (36%) for their urgent, non-life-threatening condition.

## Time span for an appointment to see a healthcare provider – By length of relationship with family physician

Q – [IF NEEDED CARE FOR AN URGENT, NON-LIFE-THREATENING CONDITION] For your urgent, non-life-threatening condition you needed care for, how long did it take to get an appointment to see a healthcare provider?

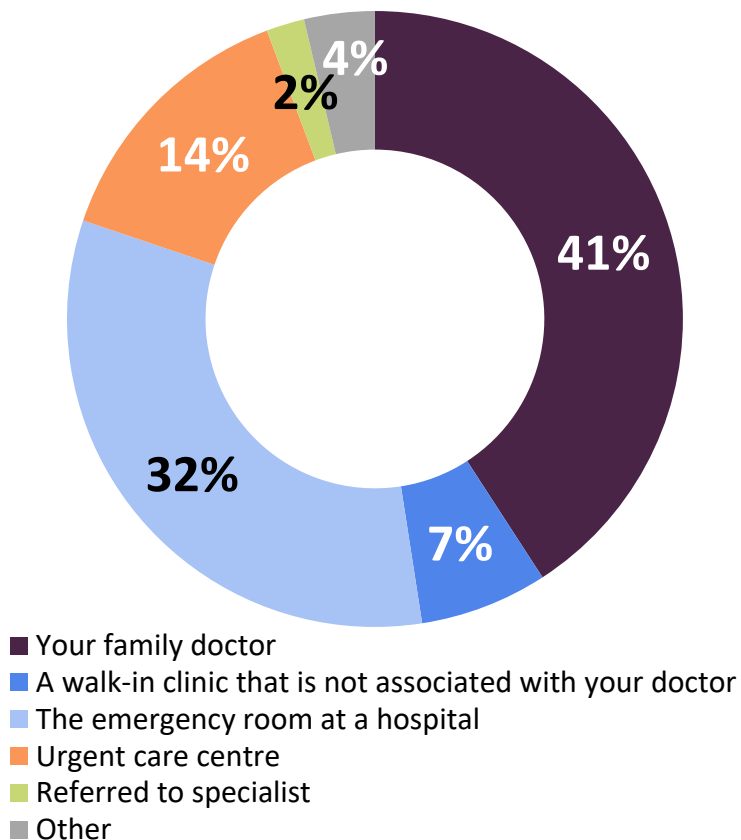
	British Columbia 2026-04 (n=346)	Does not have a family physician (n=74)	Has had a family physician for less than five years (n=81)	Has had a family physician for five years or more (n=152)
Same day	28.9%	30.9%	24.2%	29.4%
Within a week	35.7%	19.3%	48.4%	39.3%
More than a week	22.2%	19.6%	19.5%	25.3%
You were unable to get an appointment	11.9%	30.1%	7.8%	3.2%
Don't recall	1.4%	-	-	2.8%

\*Approximately 11 per cent of British Columbians said they were unsure when asked how long they've had their current family physician.

*Residents of British Columbia who have had a family physician for less than five years (48%) are more likely to say they were able to get an appointment to see a healthcare provider within a week than those who do not have a family physician (19%) for their urgent, non-life-threatening condition. Close to a third (30%) who do not have a family physician say they were unable to get an appointment with a healthcare provider.*

# Care provider for most recent urgent, non-life-threatening condition

Q – [IF NEEDED CARE FOR AN URGENT, NON-LIFE-THREATENING CONDITION AND ABLE TO GET APPOINTMENT] Thinking of your most recent need for urgent, non-life-threatening condition, who provided the care services?



## 4 in 10 British Columbians

say their family doctor provided the care services for them when thinking of their most recent urgent, non-life-threatening condition. Close to one in three British Columbians say the care was provided at the emergency room at a hospital, 14 per cent say urgent care and 7 per cent say a walk-in clinic that is not associated with their doctor.

\*Weighted to the true population proportion.

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

Source: Nanos Research, representative non-probability survey, April 16 to April 22, 2026, n=304 British Columbians who needed care for an urgent, non-life-threatening condition.

## Care provider for most recent urgent, non-life-threatening condition – By demographics

Q – [IF NEEDED CARE FOR AN URGENT, NON-LIFE-THREATENING CONDITION AND ABLE TO GET APPOINTMENT] Thinking of your most recent need for urgent, non-life-threatening condition, who provided the care services?

	British Columbia 2026-04 (n=304)	Lower Mainland (n=181)	Interior/North (n=60)	Vancouver Island (n=63)	Male (n=139)	Female (n=163)	18 to 34 (n=64)	35 to 54 (n=91)	55 plus (n=149)
Your family doctor	40.8%	39.7%	36.2%	49.4%	41.1%	41.0%	25.1%	43.2%	49.0%
The emergency room at a hospital	32.6%	31.2%	38.3%	29.8%	33.9%	30.7%	43.5%	27.8%	29.5%
Urgent care center	14.1%	13.8%	15.4%	13.1%	14.8%	13.7%	23.4%	11.8%	9.9%
A walk-in clinic that is not associated with your doctor	6.7%	9.5%	5.0%	1.4%	5.8%	7.6%	4.8%	11.3%	4.4%
Referred to specialist	2.0%	2.4%	2.6%	0.0%	2.5%	1.5%	-	3.1%	2.4%
Other	3.7%	3.3%	2.5%	6.3%	1.8%	5.5%	3.2%	2.9%	4.8%

*British Columbians ages 18 to 34 (25%) are less likely to say they have received care from their family doctor when thinking of their most recent need for urgent, non-life-threatening condition.*

## Care provider for most recent urgent, non-life-threatening condition – By length of relationship with family physician

Q – [IF NEEDED CARE FOR AN URGENT, NON-LIFE-THREATENING CONDITION AND ABLE TO GET APPOINTMENT] Thinking of your most recent need for urgent, non-life-threatening condition, who provided the care services?

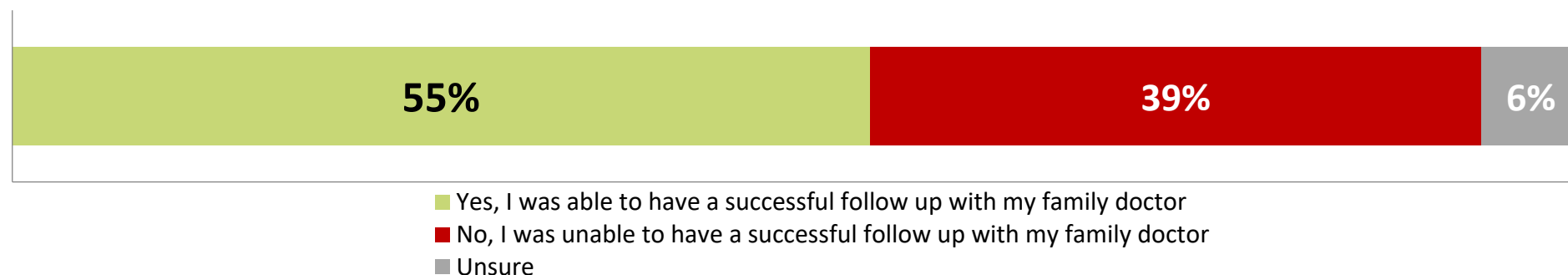
	British Columbia 2026-04 (n=304)	Does not have a family physician (n=51)	Has had a family physician for less than five years (n=75)	Has had a family physician for five years or more (n=146)
Your family doctor	40.8%	3.2%	47.0%	51.3%
The emergency room at a hospital	32.6%	38.2%	27.4%	31.7%
Urgent care center	14.1%	36.4%	11.9%	9.0%
A walk-in clinic that is not associated with your doctor	6.7%	16.3%	8.6%	2.4%
Referred to specialist	2.0%	-	3.8%	2.2%
Other	3.7%	5.9%	1.3%	3.4%

\*Approximately 11 per cent of British Columbians said they were unsure when asked how long they've had their current family physician.

*Residents of BC who have had a family physician for five years or more (51%) are more likely to say their family doctor provided care for their urgent, non-life-threatening condition than those who do not have a family physician (3%). Those who do not have a family physician are more likely to say they received care services from the urgent care center.*

# Degree of success on follow up with your family doctor

Q – If you have received care elsewhere, were you able or unable to have a successful follow up with your family doctor?



\*Weighted to the true population proportion.

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

Over **1 in 2**  
British Columbians

say they were able to have a successful follow up with their family doctor when receiving care elsewhere.

Conversely, **close to four in ten (39%)** say they were unable to and six per cent are unsure.

# Degree of success on follow up with your family doctor – By demographics

Q – If you have received care elsewhere, were you able or unable to have a successful follow up with your family doctor?

	British Columbia 2026-04 (n=155)	Lower Mainland (n=94)	Interior/North (n=33)	Vancouver Island (n=28)	Male (n=71)	Female (n=82)	18 to 34 (n=44)	35 to 54 (n=47)	55 plus (n=64)
Yes, I was able to have a successful follow up with my family doctor	54.7%	55.8%	51.4%	55.9%	53.0%	56.2%	51.6%	47.4%	64.2%
No, I was unable to have a successful follow up with my family doctor	39.0%	35.6%	45.2%	40.8%	40.6%	37.4%	43.9%	40.3%	33.0%
Unsure	6.3%	8.7%	3.3%	3.2%	6.4%	6.4%	4.5%	12.3%	2.8%

Source: Nanos Research, representative non-probability survey, April 16 to April 22, 2026, n=155 British Columbians who needed care for an urgent, non-life-threatening condition and received the care elsewhere (not their family physician).

# Number of occasions visiting your family doctor in the past 12 months – By demographics

Q – [IF NEEDED CARE FOR AN URGENT, NON-LIFE-THREATENING CONDITION AND ABLE TO GET APPOINTMENT] - In the past 12 months, on how many occasions have you visited one of these? **Your family doctor**

	British Columbia 2026-04 (n=300)	Lower Mainland (n=179)	Interior/North (n=59)	Vancouver Island (n=62)	Male (n=137)	Female (n=162)	18 to 34 (n=63)	35 to 54 (n=90)	55 plus (n=147)
<b>Mean</b>	<b>3.2</b>	<b>3.1</b>	<b>2.9</b>	<b>4.0</b>	<b>3.1</b>	<b>3.3</b>	<b>2.9</b>	<b>3.3</b>	<b>3.3</b>
Zero times	16.7%	15.0%	24.9%	11.2%	13.8%	19.3%	27.3%	15.1%	11.2%
1 to 2 times	30.4%	37.5%	24.7%	18.3%	33.3%	28.1%	22.1%	29.9%	36.1%
3 to 5 times	31.5%	27.8%	35.1%	37.2%	32.6%	30.2%	29.0%	32.5%	32.4%
6 or more times	17.9%	16.4%	14.0%	26.6%	16.5%	19.2%	18.7%	18.5%	16.9%
Unsure	3.5%	3.3%	1.3%	6.7%	3.8%	3.2%	2.9%	3.9%	3.5%

Source: Nanos Research, representative non-probability survey, April 16 to April 22, 2026, n=300 British Columbians who needed care for an urgent, non-life-threatening condition.

# Number of occasions visiting a walk-in clinic that is not associated with your doctor in the past 12 months – By demographics

Q – [IF NEEDED CARE FOR AN URGENT, NON-LIFE-THREATENING CONDITION AND ABLE TO GET APPOINTMENT] - In the past 12 months, on how many occasions have you visited one of these? **A walk-in clinic that is not associated with your doctor**

	British Columbia 2026-04 (n=288)	Lower Mainland (n=176)	Interior/North (n=56)	Vancouver Island (n=56)	Male (n=133)	Female (n=154)	18 to 34 (n=59)	35 to 54 (n=88)	55 plus (n=141)
<b>Mean</b>	<b>0.5</b>	<b>0.6</b>	<b>0.4</b>	<b>0.5</b>	<b>0.5</b>	<b>0.6</b>	<b>0.7</b>	<b>0.6</b>	<b>0.4</b>
Zero times	70.0%	65.2%	78.4%	73.3%	69.1%	70.6%	62.8%	64.7%	78.8%
1 or more times	26.2%	30.6%	21.6%	19.3%	27.0%	25.7%	32.3%	31.3%	18.3%
Unsure	3.8%	4.2%	-	7.4%	3.9%	3.6%	4.8%	4.0%	2.8%

Source: Nanos Research, representative non-probability survey, April 16 to April 22, 2026, n=288 British Columbians who needed care for an urgent, non-life-threatening condition.

# Number of occasions visiting the emergency room at a hospital in the past 12 months – By demographics

Q – [IF NEEDED CARE FOR AN URGENT, NON-LIFE-THREATENING CONDITION AND ABLE TO GET APPOINTMENT] - In the past 12 months, on how many occasions have you visited one of these? **The emergency room at a hospital**

	British Columbia 2026-04 (n=299)	Lower Mainland (n=180)	Interior/North (n=58)	Vancouver Island (n=61)	Male (n=138)	Female (n=159)	18 to 34 (n=64)	35 to 54 (n=90)	55 plus (n=145)
<b>Mean</b>	<b>1.1</b>	<b>1.0</b>	<b>1.4</b>	<b>0.9</b>	<b>1.1</b>	<b>1.1</b>	<b>1.4</b>	<b>1.2</b>	<b>0.9</b>
Zero times	39.8%	44.0%	27.8%	43.0%	35.3%	44.2%	33.6%	39.5%	44.2%
One time	35.0%	34.0%	42.0%	29.3%	40.0%	30.5%	40.4%	34.2%	32.1%
Two times	15.4%	13.8%	17.6%	17.0%	13.8%	16.3%	12.8%	17.0%	15.8%
3 or more times	7.9%	6.8%	12.6%	5.2%	8.2%	7.7%	10.4%	8.4%	5.8%
Unsure	1.9%	1.5%	-	5.4%	2.6%	1.4%	2.8%	0.9%	2.1%

Source: Nanos Research, representative non-probability survey, April 16 to April 22, 2026, n=299 British Columbians who needed care for an urgent, non-life-threatening condition.

# Number of occasions visiting the emergency room at a hospital in the past 12 months – By length of relationship with family physician

Q – [IF NEEDED CARE FOR AN URGENT, NON-LIFE-THREATENING CONDITION AND ABLE TO GET APPOINTMENT] - In the past 12 months, on how many occasions have you visited one of these? **The emergency room at a hospital**

	British Columbia 2026-04 (n=299)	Does not have a family physician (n=50)	Has had a family physician for less than five years (n=74)	Has had a family physician for five years or more (n=144)
<b>Mean</b>	<b>1.1</b>	<b>1.9</b>	<b>0.7</b>	<b>1.0</b>
Zero times	39.8%	27.8%	47.4%	41.8%
One time	35.0%	41.2%	34.9%	31.9%
Two times	15.4%	12.3%	14.3%	18.2%
3 or more times	7.9%	14.9%	3.4%	6.8%
Unsure	1.9%	3.7%	-	1.3%

Source: Nanos Research, representative non-probability survey, April 16 to April 22, 2026, n=299 British Columbians who needed care for an urgent, non-life-threatening condition.

# Number of occasions visiting the urgent care center in the past 12 months – By demographics

Q – [IF NEEDED CARE FOR AN URGENT, NON-LIFE-THREATENING CONDITION AND ABLE TO GET APPOINTMENT] - In the past 12 months, on how many occasions have you visited one of these? **Urgent care center**

	British Columbia 2026-04 (n=293)	Lower Mainland (n=177)	Interior/North (n=59)	Vancouver Island (n=57)	Male (n=134)	Female (n=157)	18 to 34 (n=61)	35 to 54 (n=87)	55 plus (n=145)
<b>Mean</b>	<b>0.6</b>	<b>0.6</b>	<b>0.7</b>	<b>0.8</b>	<b>0.6</b>	<b>0.6</b>	<b>0.9</b>	<b>0.7</b>	<b>0.5</b>
Zero times	57.6%	60.1%	55.8%	52.7%	57.7%	58.2%	34.5%	58.1%	71.6%
One time	24.3%	27.1%	22.0%	19.0%	23.3%	25.4%	40.1%	23.8%	14.7%
2 or more times	14.3%	10.0%	21.0%	18.1%	14.6%	13.0%	20.7%	16.2%	8.8%
Unsure	3.9%	2.8%	1.3%	10.3%	4.4%	3.4%	4.7%	1.9%	4.8%

*Residents of British Columbia ages 55 plus (72%) are more likely to say they have not visited the urgent care center in the past 12 months compared to those 18 to 34 (35%).*

# Number of occasions visiting the urgent care center in the past 12 months – By length of relationship with family physician

Q – [IF NEEDED CARE FOR AN URGENT, NON-LIFE-THREATENING CONDITION AND ABLE TO GET APPOINTMENT] - In the past 12 months, on how many occasions have you visited one of these? **Urgent care center**

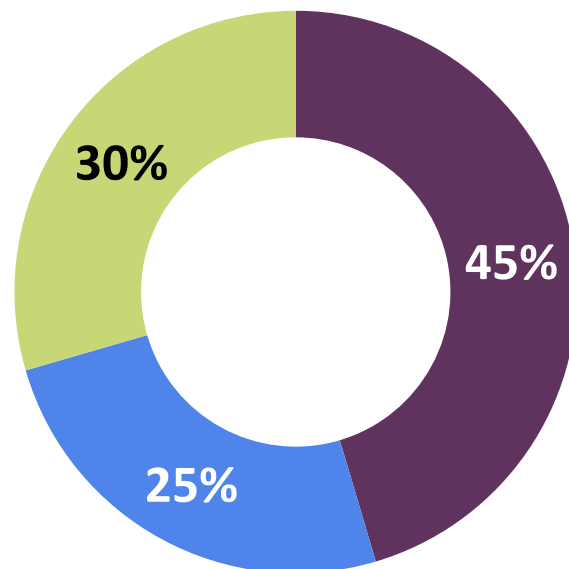
	British Columbia 2026-04 (n=293)	Does not have a family physician (n=49)	Has had a family physician for less than five years (n=73)	Has had a family physician for five years or more (n=141)
<b>Mean</b>	<b>0.6</b>	<b>1.4</b>	<b>0.6</b>	<b>0.4</b>
Zero times	57.6%	26.1%	58.6%	68.1%
One time	24.3%	33.8%	25.3%	20.8%
2 or more times	14.3%	34.6%	14.4%	7.2%
Unsure	3.9%	5.6%	1.8%	3.8%

\*Approximately 11 per cent of British Columbians said they were unsure when asked how long they've had their current family physician.

*Those who have had a family physician for five years or more (68%) are more likely to say they have not visited the urgent care center in the past 12 months.*

# Outcome of your most recent appointment to deal with an urgent, non-life-threatening health condition

Q – [IF NEEDED CARE FOR AN URGENT, NON-LIFE-THREATENING CONDITION AND ABLE TO GET APPOINTMENT] Which of the following best describes the outcome of your most recent appointment to deal with an urgent, non-life-threatening health condition?



- I am on track towards wellness
- My health issue is unresolved
- I need no further care for my health issue

\*Weighted to the true population proportion.

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

## Over **2 in 5** British Columbians

who have needed care for an urgent, non-life-threatening condition and were able to get an appointment say they are on track towards wellness (45%). Meanwhile, one in four say their health issue is unresolved (25%) and just below one in three (30%) say they need no further care for their health issue.

# Outcome of your most recent appointment to deal with an urgent, non-life-threatening health condition – By length of relationship with family physician

Q – [IF NEEDED CARE FOR AN URGENT, NON-LIFE-THREATENING CONDITION AND ABLE TO GET APPOINTMENT] Which of the following best describes the outcome of your most recent appointment to deal with an urgent, non-life-threatening health condition?

	British Columbia 2026-04 (n=303)	Does not have a family physician (n=51)	Has had a family physician for less than five years (n=75)	Has had a family physician for five years or more (n=146)
I am on track towards wellness	45.4%	33.2%	49.8%	44.5%
I need no further care for my health issue	29.5%	25.4%	35.6%	31.1%
My health issue is unresolved	25.1%	41.4%	14.7%	24.4%

\*Approximately 11 per cent of British Columbians said they were unsure when asked how long they've had their current family physician.

*Those who do not have a family physician are more likely to say their health issue is unresolved (41%) compared to those who have had a family physician for less than five years (15%) and those who have had one for five years or more (24%).*

Element	Description	Element	Description
Research sponsor	BC College of Family Physicians	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 Lower Mainland, Interior/North and Vancouver Island. See tables for full weighting disclosure.
Population and Final Sample Size	1,004 British Columbians.	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	Bonning and Associates	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 Lower Mainland, Interior/North and Vancouver Island.
Margin of Error (for a comparative probability sample)	For comparison purposes, a probability sample of 1,004 respondents would have a margin of error of $\pm 3.1$ percentage points, 19 times out of 20.	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)	Lower Mainland, Interior/North and Vancouver Island; Men and Women; 18 years or 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.
Demographics (Other)	Age, gender, education, income	Research/Data Collection Supplier	Nanos Research
Field Dates	April 16 to April 22, 2026	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> .
Language of Survey	The survey was conducted in English.	Data Tables	<u>By region, age and gender and length of relationship with family physician</u>
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>		



As one of North America's premier market and public opinion research firms, we put strategic intelligence into the hands of decision makers. The majority of our work is for private sector and public facing organizations and ranges from market studies, managing reputation through to leveraging data intelligence. Nanos Research offers a vertically integrated full service quantitative and qualitative research practice to attain the highest standards and the greatest control over the research process. [www.nanos.co](http://www.nanos.co)

nanos dimap analytika



This international joint venture between [dimap](http://www.dimap.com) and [Nanos](http://www.nanos.co) brings together top research and data experts from North American and Europe to deliver exceptional data intelligence to clients. The team offers data intelligence services ranging from demographic and sentiment microtargeting; consumer sentiment identification and decision conversion; and, data analytics and profiling for consumer persuasion. [www.nanosdimap.com](http://www.nanosdimap.com)

EthicStratēgies

Ethic Strategies was created by the founding partners of [PAA Advisory](http://www.paaadvisory.com) and the [Nanos Research Corporation](http://www.nanos.co), both recognized leaders in research, advocacy, and advisory. Ethic provides bespoke strategic counsel, advice, and communications strategies to organizations facing serious issues. [www.ethicstrategies.com](http://www.ethicstrategies.com)

# Any questions?

---



Nanos Research

(613) 234-4666, ext. 237

[ea@nanosresearch.com](mailto:ea@nanosresearch.com)

For more information on the firm, please visit [www.nanos.co](http://www.nanos.co)



**NANOS IS YOUR GO-TO HIGH-STAKES RESEARCH PARTNER.**

Delivering world-class solutions since 1987,  
we are the leader in high velocity data insights and visualization.

**Market | Consumer | Reputation | Policy | Insight**

For more information about our services, please visit us at:

[www.nanos.co](http://www.nanos.co)