



JUNE 2026

STATE OF HEALTH CARE - TRACKING SURVEY RESEARCH FINDINGS

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Research Methodology



- **Approach:** Online survey of Adult Albertans
- **Region:** Alberta
- **Field dates:** May 12 – May 19, 2026
- **Sample size:** n=1,100
- **Sampling:** A random stratified sample of panelists was invited to complete the survey from panel partners
- **Weighting:** Weighted to reflect gender, age and region of the Alberta population according to Stats Canada
- **Margin of error:** The margin of error for a comparable probability-based random sample of this size is **+/- 2.9 percentage points, 19 times out of 20**

Sample sizes:	Unweighted	Weighted	MOE*
Alberta total	n=1,100	n=1,100	+/- 2.9
Calgary	n=382	n=394	+/- 5.0
Edmonton	n=339	n=356	+/- 5.3
Northern Alberta	n=138	n=124	+/- 8.3
Central Alberta	n=122	n=118	+/- 8.9
Southern Alberta	n=119	n=108	+/- 9.0

*Margin of error: Percentage points 19 times out of 20.

The margin of error is associated with a probability sample of this size.

Accuracy of sub-samples of the data decline based on sample sizes



HEALTH CARE SYSTEM VIEWS



Top Health Care Issues in Alberta



What do you consider to be the most important issues facing the health care system in Alberta today?



Base: All respondents (n=1,100) | Multiple mentions – top three selected

Top Health Care Issues in Alberta

Tracking



What do you consider to be the most important issues facing the health care system in Alberta today?

	May'26	Jun'25	Jul'24
Base: All respondents	(n=1,100)	(n=1,120)	(n=1,150)
Delays for procedures/seeing specialists	45%	41% ↑	37%
Underfunding of the system	32%	31%	28%
Too much political interference	32%	32% ↑	24%
AHS bad management	25%	25% ↑	20%
Availability of family doctors	23% ↓	27% ↓	34%
Too many managers, admin, bureaucrats	22%	25%	26%
Not enough care facilities	19% ↑	13%	14%
Doctor shortages	19% ↓	26% ↓	37%
People using system who don't need to	15%	12%	11%
System too disorganized, inefficient	13% ↓	18%	17%
Nurse shortages	10%	10%	13%
Quality of care being delivered	9%	8%	8%
Seniors' care	7% ↑	4%	5%
Nurses paid too much	2%	2%	1%
Doctors paid too much	1%	1%	1%
Something else	1%	2%	2%
Unsure	1%	1%	1%

Base: All respondents | Multiple mentions – top three selected

Top 10 Health Care Issues in Alberta

By Region



What do you consider to be the most important issues facing the health care system in Alberta today?

	Total	Region				
		Calgary CMA	Edmonton CMA	North	Central	South
Base: All respondents	(n=1,100)	(n=394)	(n=356)	(n=124)	(n=118)	(n=108)
Delays for procedures/seeing specialists	45%	45%	44%	45%	50%	38%
Underfunding of the system	32%	33%	37%	20%	28%	31%
Too much political interference	32%	36%	37%	20%	16%	28%
AHS bad management	25%	22%	27%	30%	28%	22%
Availability of family doctors	23%	18%	24%	29%	20%	28%
Too many managers, admin, bureaucrats	22%	21%	14%	38%	26%	27%
Not enough care facilities	19%	19%	24%	9%	22%	8%
Doctor shortages	19%	16%	16%	27%	15%	30%
People using system who don't need to	15%	18%	11%	11%	21%	17%
System too disorganized, inefficient	13%	11%	12%	16%	17%	14%

Base: All respondents | Multiple mentions – top three selected

Note: Shading [blue] denotes significant differences among sub-samples

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Top 10 Health Care Issues in Alberta

By Region



What do you consider to be the most important issues facing the health care system in Alberta today?

Region

	Total	Calgary Proper	Edmonton Proper	Small urban	Rural
Base: All respondents	(n=1,100)	(n=354)	(n=246)	(n=357)	(n=142)
Delays for procedures/seeing specialists	45%	45%	42%	46%	44%
Underfunding of the system	32%	33%	39%	30%	22%
Too much political interference	32%	37%	40%	23%	24%
AHS bad management	25%	22%	26%	26%	28%
Availability of family doctors	23%	19%	24%	25%	23%
Too many managers, admin, bureaucrats	22%	21%	13%	25%	32%
Not enough care facilities	19%	19%	26%	16%	11%
Doctor shortages	19%	17%	16%	21%	21%
People using system who don't need to	15%	18%	9%	15%	19%
System too disorganized, inefficient	13%	11%	12%	15%	14%

Base: All respondents | Multiple mentions – top three selected

Note: Shading [blue] denotes significant differences among sub-samples

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Top 10 Health Care Issues in Alberta

By Gender and Age



What do you consider to be the most important issues facing the health care system in Alberta today?

	Gender			Age (years)		
	Total	Men	Women	18-34	35-54	55+
Base: All respondents	(n=1,100)	(n=533)	(n=544)	(n=318)	(n=387)	(n=395)
Delays for procedures/seeing specialists	45%	38%	51%	43%	45%	45%
Underfunding of the system	32%	30%	32%	39%	35%	23%
Too much political interference	32%	33%	30%	29%	34%	31%
AHS bad management	25%	25%	25%	23%	25%	27%
Availability of family doctors	23%	22%	23%	25%	26%	17%
Too many managers, admin, bureaucrats	22%	24%	21%	16%	23%	26%
Not enough care facilities	19%	16%	21%	21%	18%	18%
Doctor shortages	19%	19%	19%	20%	17%	19%
People using system who don't need to	15%	20%	11%	12%	14%	18%
System too disorganized, inefficient	13%	14%	12%	12%	15%	12%

Base: All respondents | Multiple mentions – top three selected

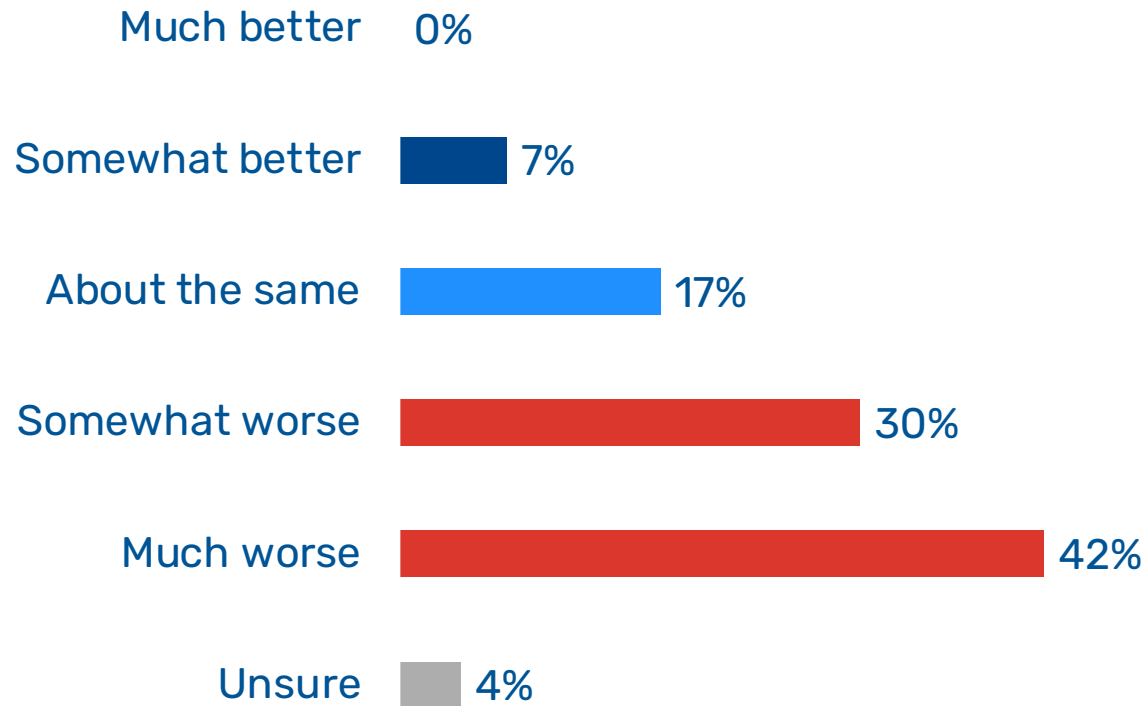
Note: Shading [blue] denotes significant differences among sub-samples

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Alberta's Health Care System: Today vs. Past 5 Years



Generally speaking, do you personally feel Alberta's health care system today is better, worse or about the same as it was five years ago?



Summary

Better	7%
The same/unsure	21%
Worse	72%
NET	-65

Base: All respondents (n=1,100) | NET: Better minus worse

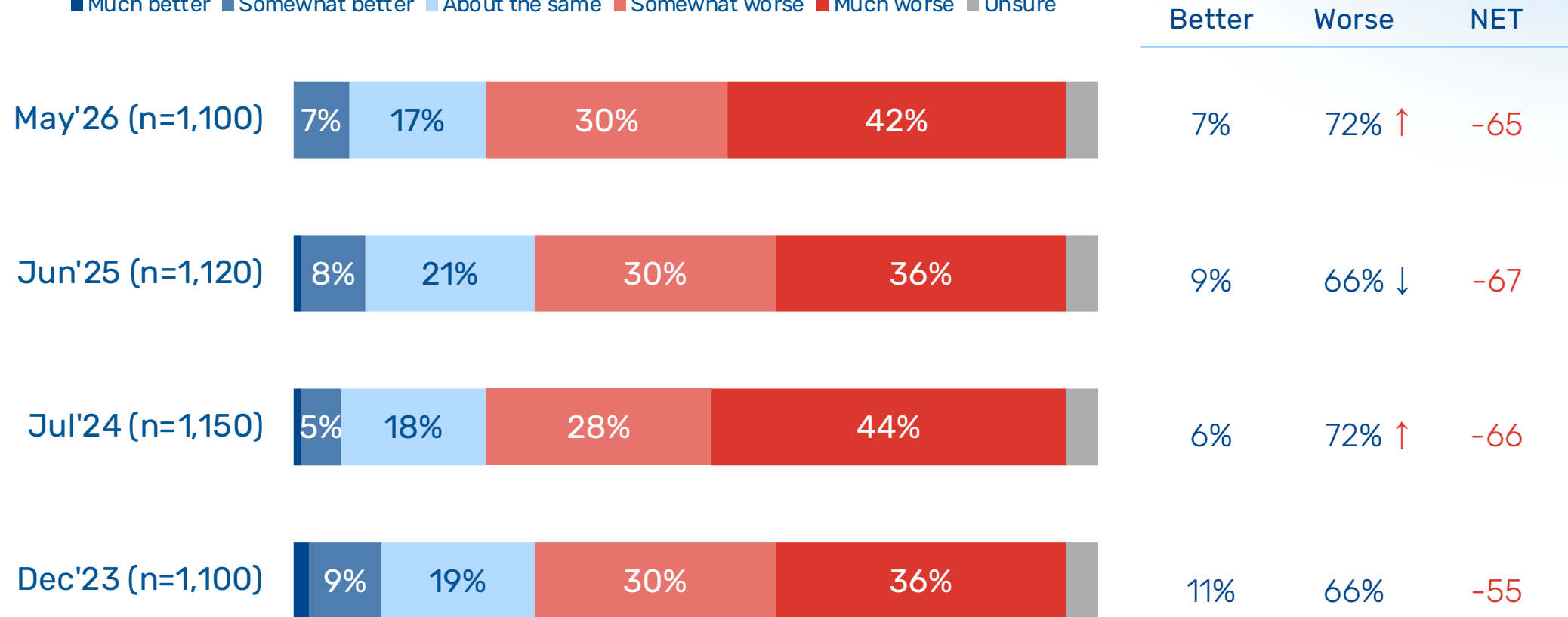
Alberta's Health Care System: Today vs. Past 5 Years

Tracking



Do you personally feel Alberta's health care system today is better, worse or about the same as it was five years ago?

■ Much better ■ Somewhat better ■ About the same ■ Somewhat worse ■ Much worse ■ Unsure



Base: All respondents | NET: Better minus worse

Alberta's Health Care System: Today vs. Past 5 Years

By Region (Edmonton), Age and Gender



Do you personally feel Alberta's health care system today is better, worse or about the same as it was five years ago?

■ Much better ■ Somewhat better ■ Same/Unsure ■ Somewhat worse ■ Much worse

					Better	Worse	NET
Total (n=1,100)	7%	21%	30%	42%	7%	72%	-65
Region							
EDM (n=356)	18%	31%	48%		3%	79%	-76
Age (years)							
18-34 (n=318)	5%	25%	31%	38%	6%	69%	-63
35-54 (n=387)	7%	18%	31%	44%	7%	75%	-68
55+ (n=395)	8%	21%	28%	43%	8%	71%	-63
Gender							
Men (n=533)	7%	24%	31%	37%	8%	68%	-60
Women (n=544)	7%	19%	29%	45%	7%	74%	-67

Base: All respondents | NET: Better minus worse

79% Significantly worse

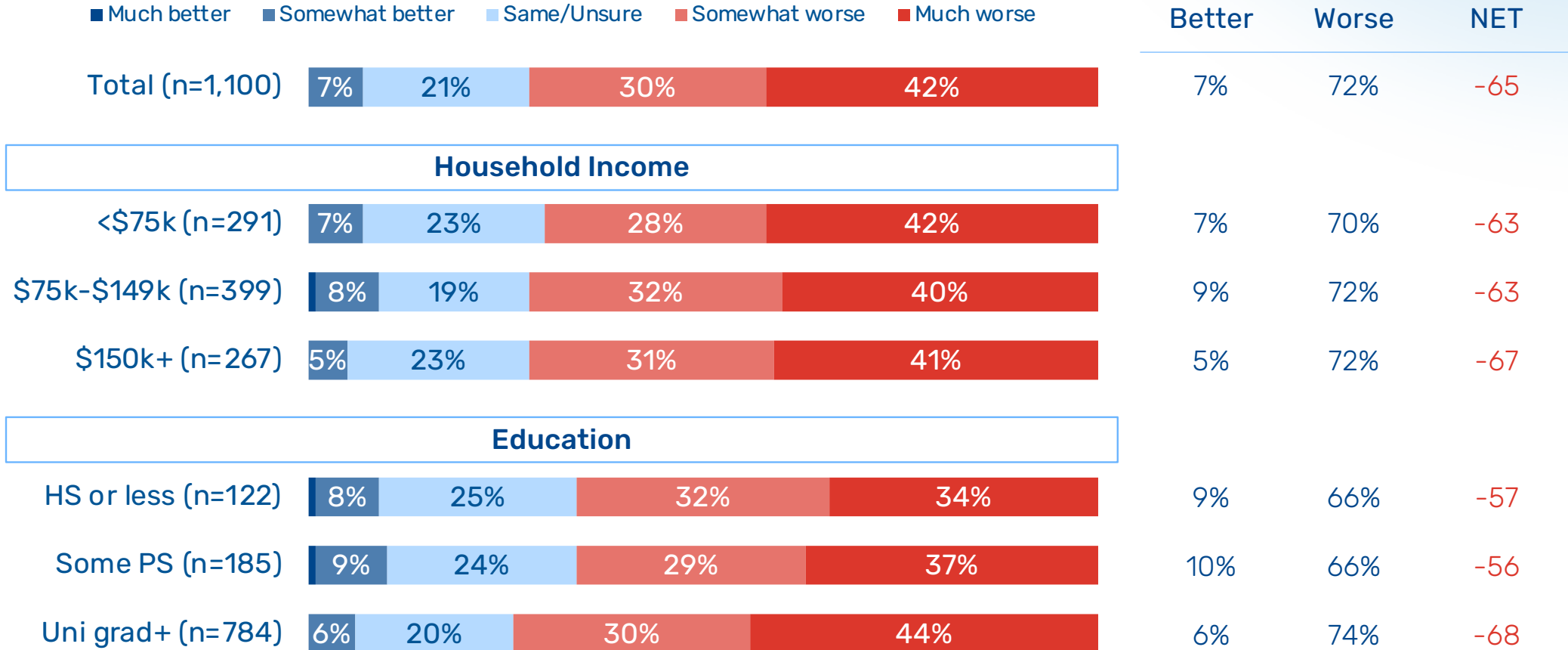
Alberta's Health Care System: Today vs. Past 5 Years

By Household Income and Education



Do you personally feel Alberta's health care system today is better, worse or about the same as it was five years ago?

■ Much better ■ Somewhat better ■ Same/Unsure ■ Somewhat worse ■ Much worse



Base: All respondents | NET: Better minus worse

Alberta's Health Care System: Today vs. Past 5 Years

By Family Doctor Status/Access



Do you personally feel Alberta's health care system today is better, worse or about the same as it was five years ago?

■ Much better ■ Somewhat better ■ Same/Unsure ■ Somewhat worse ■ Much worse

					Better	Worse	NET
Total (n=1,100)	7%	21%	30%	42%	7%	72%	-65
Family Doctor Status							
Has fam dr (n=917)	7%	21%	29%	43%	7%	72%	-65
Seeking dr (n=74)*	4%	18%	37%	41%	4%	78%	-74
No fam dr (n=99)*	6%	26%	32%	35%	7%	67%	-60
Family Doctor Access							
Good (n=485)	10%	24%	32%	34%	10%	66%	-56
Modest (n=283)	4%	18%	29%	49%	4%	78%	-74
Poor (n=149)	4%	16%	21%	58%	5%	79%	-74

Base: All respondents | *Caution: Small base size | NET: Better minus worse

78% Significantly worse

Ratings of Health Care System on Patient Care



Please rate the following elements of Alberta's health care system and how you feel they are performing in providing quality patient care today:

■ 5 - Provides excellent care ■ 4 ■ 3 ■ 2 ■ 1 - Provides very poor care ■ Unsure

		Good (rating 4,5)	Poor (rating 1,2)	NET
Primary care/Family drs	11% 35% 21% 23% 7%	46%	30%	+16
Hospital/acute care specialty drs	9% 33% 16% 24% 7% 11%	42%	31%	+11
Acute care/hospital care	7% 31% 19% 25% 7% 11%	38%	32%	+6
Emergency/urgent care	5% 25% 15% 34% 15% 6%	30%	49%	-19
Seniors' care	17% 17% 32% 10% 22%	19%	42%	-23
The health care system overall	15% 23% 40% 16%	18%	56%	-38
Mental health services	12% 13% 31% 16% 26%	14%	47%	-33
Addiction services	10% 13% 25% 15% 34%	13%	40%	-27

Base: All respondents (n=1,100) | NET: Good minus poor

Ratings of Health Care System on Patient Care

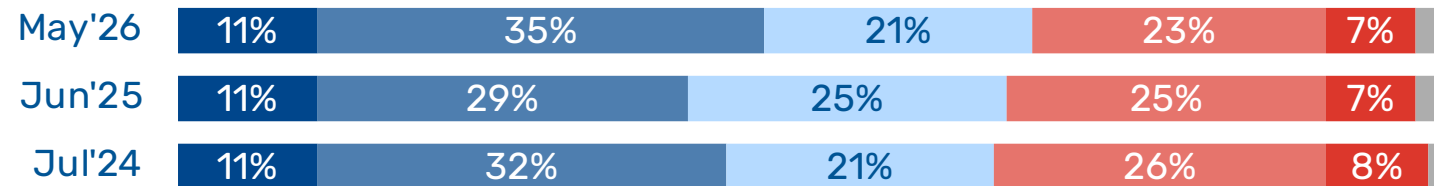
Tracking



Please rate each on how you feel they are performing in providing quality patient care today:

■ 5 - Provides excellent care ■ 4 ■ 3 ■ 2 ■ 1 - Provides very poor care ■ Unsure

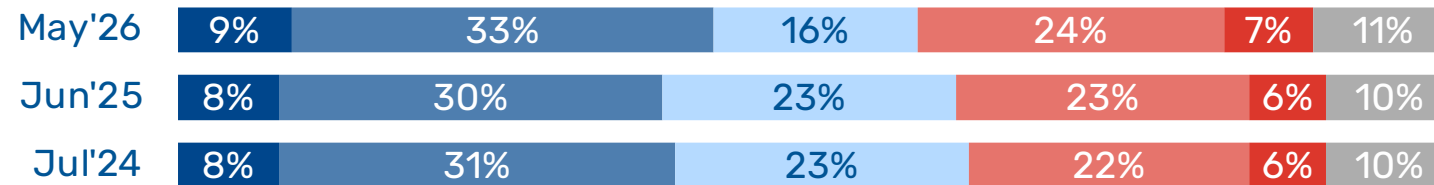
Primary care/Family doctors



Good (rating 4,5)	Poor (rating 1,2)	NET
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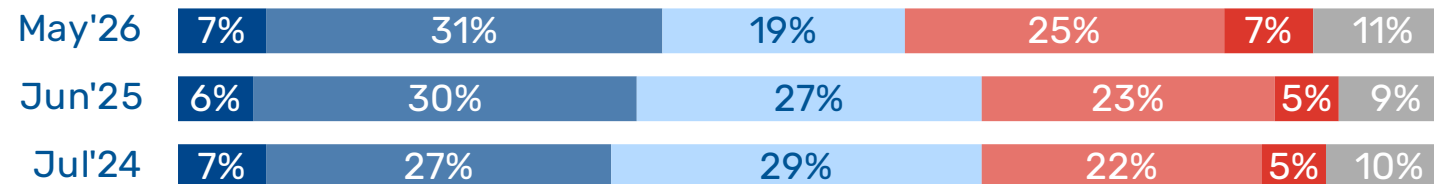
46%	30%	+16
40%	32%	+8
43%	34%	+9

Hospital/acute care specialty doctors



42%	31%	+11
38%	29%	+9
39%	28%	+11

Acute care/hospital care



38%	32%	+6
36%	28%	+8
34%	27%	+7

Base: All respondents: May'26 (n=1,100); Jun'25 (n=1,120), Jul'24 (n=1,150) | NET: Good minus poor

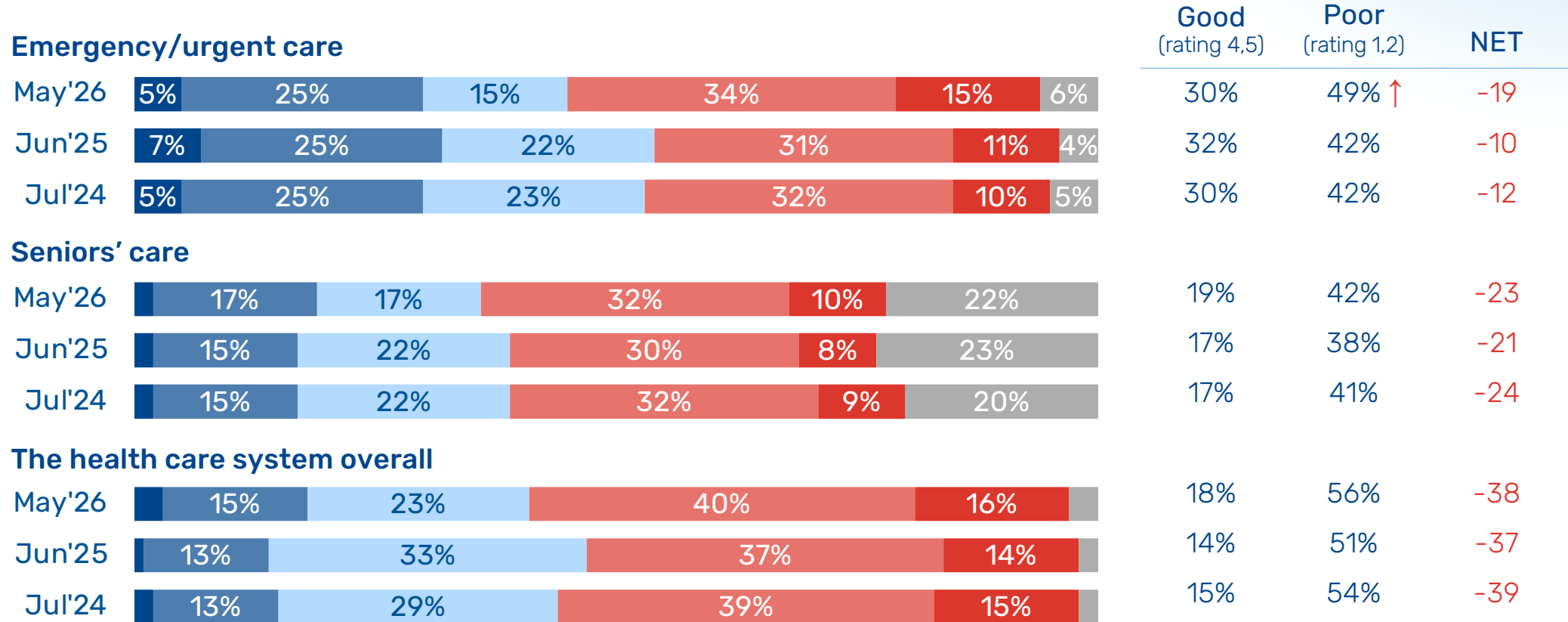
Ratings of Health Care System on Patient Care

Tracking ... continued



Please rate each on how you feel they are performing in providing quality patient care today:

■ 5 - Provides excellent care ■ 4 ■ 3 ■ 2 ■ 1 - Provides very poor care ■ Unsure



Base: All respondents: May'26 (n=1,100); Jun'25 (n=1,120), Jul'24 (n=1,150) | NET: Good minus poor

Ratings of Health Care System on Patient Care

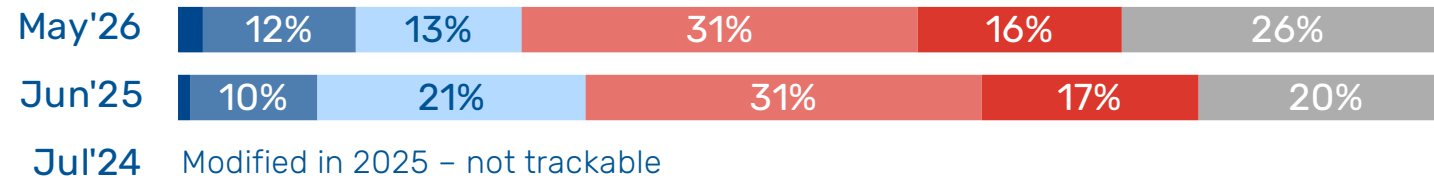
Tracking ... continued



Please rate each on how you feel they are performing in providing quality patient care today:

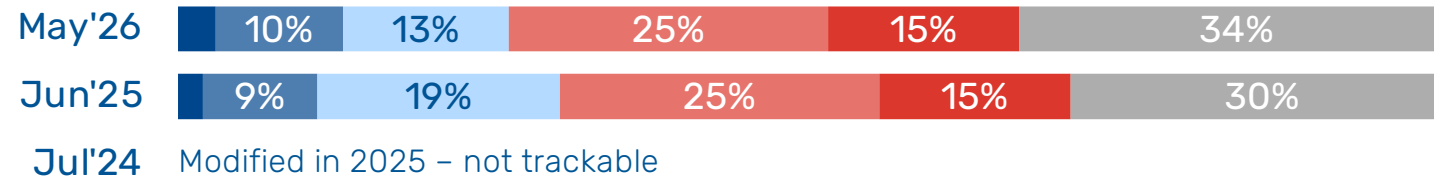
■ 5 - Provides excellent care ■ 4 ■ 3 ■ 2 ■ 1 - Provides very poor care ■ Unsure

Mental health services



Good (rating 4,5)	Poor (rating 1,2)	NET
14%	47%	-33
11%	48%	-37
-	-	-

Addiction services



13%	40%	-27
11%	40%	-29
-	-	-

Base: All respondents: May'26 (n=1,100); Jun'25 (n=1,120), Jul'24 (n=1,150) | NET: Good minus poor

Ratings of Health Care System on Patient Care

By Region



Please rate each on how you feel they are performing in providing quality patient care today:

		Region					
		Total	Calgary	Edmonton	North	Central	South
Base: All respondents		(n=1,100)	(n=394)	(n=356)	(n=124)	(n=118)	(n=108)
Primary care/ family doctors	Good	46%	47%	48%	40%	39%	52%
	Poor	30%	27%	31%	34%	32%	27%
	NET	+16	+20	+17	+6	+7	+25
Hospital/acute care specialty doctors	Good	42%	45%	41%	37%	34%	46%
	Poor	31%	29%	31%	28%	36%	30%
	NET	+11	+16	+10	+9	-2	+16
Acute care/ hospital care	Good	38%	41%	34%	32%	37%	45%
	Poor	32%	30%	35%	33%	35%	23%
	NET	+6	+11	-1	-1	+2	+22
Emergency/ Urgent care	Good	30%	32%	27%	34%	30%	33%
	Poor	49%	48%	51%	44%	53%	44%
	NET	-19	-16	-24	-10	-23	-11

Base: All respondents | NET: Good minus poor

Note: Shading [blue] denotes significant differences among sub-samples

Ratings of Health Care System on Patient Care

By Region ... continued



Please rate each on how you feel they are performing in providing quality patient care today:

		Region					
		Total	Calgary	Edmonton	North	Central	South
Base: All respondents		(n=1,100)	(n=394)	(n=356)	(n=124)	(n=118)	(n=108)
Seniors' care	Good	19%	18%	18%	15%	21%	26%
	Poor	42%	41%	43%	43%	43%	38%
	NET	-23	-23	-25	-28	-22	-12
The health care system overall	Good	18%	22%	16%	15%	18%	15%
	Poor	56%	52%	59%	57%	57%	55%
	NET	-38	-30	-43	-42	-39	-40
Mental health services	Good	14%	16%	15%	11%	10%	13%
	Poor	47%	47%	48%	53%	46%	39%
	NET	-33	-31	-33	-42	-36	-26
Addiction services	Good	13%	14%	13%	13%	10%	18%
	Poor	40%	38%	45%	35%	36%	35%
	NET	-27	-24	-32	-22	-26	-17

Base: All respondents | NET: Good minus poor

Note: Shading [blue] denotes significant differences among sub-samples

Ratings of Health Care System on Patient Care

By Age and Gender



Please rate each on how you feel they are performing in providing quality patient care today:

		Age (years)				Gender		
		Total	18-34		35-54	55+	Men	Women
Base: All respondents		(n=1,100)	(n=318)	(n=387)	(n=395)	(n=533)	(n=544)	
Primary care/ family doctors	Good	46%	41%	41%	56%	46%	47%	
	Poor	30%	33%	32%	25%	29%	29%	
	NET	+16	+8	+9	+31	+17	+18	
Hospital/acute care specialty doctors	Good	42%	40%	39%	46%	45%	38%	
	Poor	31%	30%	30%	30%	27%	34%	
	NET	+11	+10	+9	+16	+18	+4	
Acute care/ hospital care	Good	38%	31%	37%	43%	40%	35%	
	Poor	32%	32%	33%	30%	26%	37%	
	NET	+6	-1	+4	+30	+14	-2	
Emergency/ Urgent care	Good	30%	26%	32%	32%	34%	27%	
	Poor	49%	49%	50%	47%	43%	55%	
	NET	-19	-23	-18	-15	-9	-28	

Base: All respondents | NET: Good minus poor

Note: Shading [blue] denotes significant differences among sub-samples

Ratings of Health Care System on Patient Care

By Age and Gender ... continued



Please rate each on how you feel they are performing in providing quality patient care today:

		Age (years)				Gender		
		Total	18-34		35-54	55+	Men	Women
Base: All respondents		(n=1,100)	(n=318)	(n=387)	(n=395)	(n=533)	(n=544)	
Seniors' care	Good	19%	15%	15%	25%	25%	13%	
	Poor	42%	35%	44%	45%	34%	49%	
	NET	-23	-20	-29	-20	-9	-36	
The health care system overall	Good	18%	17%	16%	22%	22%	14%	
	Poor	56%	56%	56%	56%	50%	61%	
	NET	-38	-39	-40	-34	-28	-47	
Mental health services	Good	14%	18%	15%	11%	15%	13%	
	Poor	47%	45%	49%	47%	41%	53%	
	NET	-33	-27	-34	-36	-26	-40	
Addiction services	Good	13%	14%	13%	14%	16%	11%	
	Poor	40%	40%	38%	41%	35%	43%	
	NET	-27	-26	-25	-27	-19	-32	

Base: All respondents | NET: Good minus poor

Note: Shading [blue] denotes significant differences among sub-samples



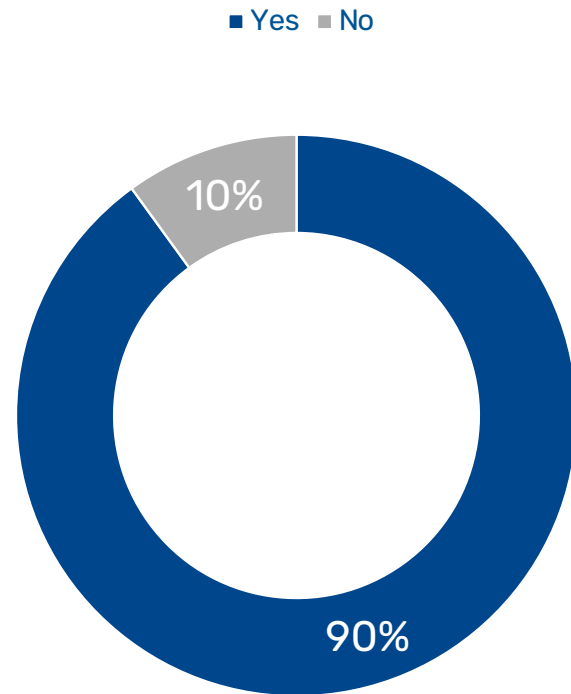
RECENT HEALTH CARE EXPERIENCES



Health Care System Usage – Past Year

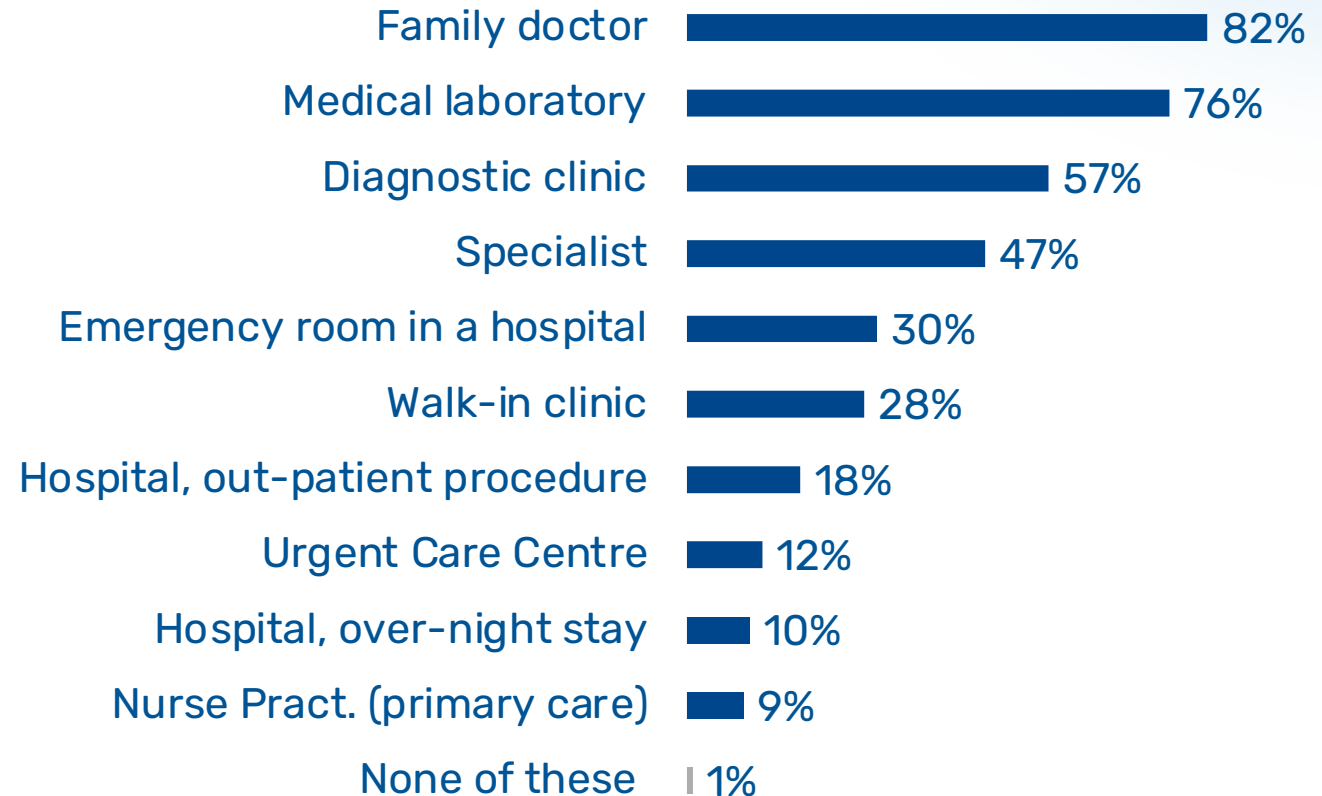


Have you personally used any health care services in Alberta within the past year?



Base: All respondents (n=1,100)

And in the past year, have you personally gone to...?



Base: Used health care services in Alberta in past year (n=988) | Multiple mentions

Health Care System Usage – Past Year

By Age and Gender



Have you personally used any health care services in Alberta within the past year? Which ones?

	Age (years)				Gender	
	Total	18-34	35-54	55+	Men	Women
Base: All respondents	(n=1,100)	(n=318)	(n=387)	(n=395)	(n=533)	(n=544)
Used health care in Alberta in past year	90%	87%	89%	93%	85%	95%
Base Used health care services in AB in past year*:	(n=988)	(n=276)	(n=345)	(n=367)	(n=451)	(n=514)
Family doctor	82%	76%	81%	88%	77%	87%
Medical laboratory	76%	64%	79%	83%	72%	80%
Diagnostic clinic	57%	40%	59%	69%	49%	65%
Specialist	47%	39%	44%	56%	45%	48%
Emergency room in hospital	30%	29%	34%	26%	29%	31%
Walk-in clinic	28%	40%	31%	15%	31%	25%
Hospital, out-patient procedure	18%	15%	15%	22%	15%	19%
Urgent care centre	12%	13%	15%	8%	10%	13%
Hospital, over-night stay	10%	9%	9%	11%	10%	9%
Nurse practitioner for primary care	9%	10%	8%	9%	7%	10%
None of these	1%	1%	1%	1%	1%	1%

Base: All respondents | *Multiple mentions

Note: Shading [blue] denotes significant differences among sub-samples

Health Care System Usage – Past Year

By Family Doctor Status/Access



Have you personally used any health care services in Alberta within the past year? Which ones?

		Family Doctor Status			Family Doctor Access		
	Total	Has FD	Seeking	No FD	Good	Modest	Poor
Base: All respondents	(n=1,100)	(n=917)	(n=74)*	(n=99)*	(n=485)	(n=283)	(n=149)
Used health care in Alberta in past year	90%	94%	76%	60%	95%	92%	97%
Base Used health care services in AB in past year*:	(n=988)	(n=866)	(n=57)*	(n=60)*	(n=461)	(n=261)	(n=144)
Family doctor	82%	90%	31%	14%	92%	88%	87%
Medical laboratory	76%	79%	68%	42%	78%	81%	82%
Diagnostic clinic	57%	60%	34%	36%	60%	62%	57%
Specialist	47%	49%	43%	23%	49%	50%	47%
Emergency room in hospital	30%	31%	27%	21%	29%	31%	36%
Walk-in clinic	28%	25%	48%	49%	18%	28%	40%
Hospital, out-patient procedure	18%	18%	20%	7%	18%	19%	16%
Urgent care centre	12%	12%	10%	7%	12%	14%	10%
Hospital, over-night stay	10%	10%	11%	6%	10%	9%	9%
Nurse practitioner for primary care	9%	8%	17%	15%	7%	9%	8%
None of these	1%	0%	3%	6%	0%	1%	

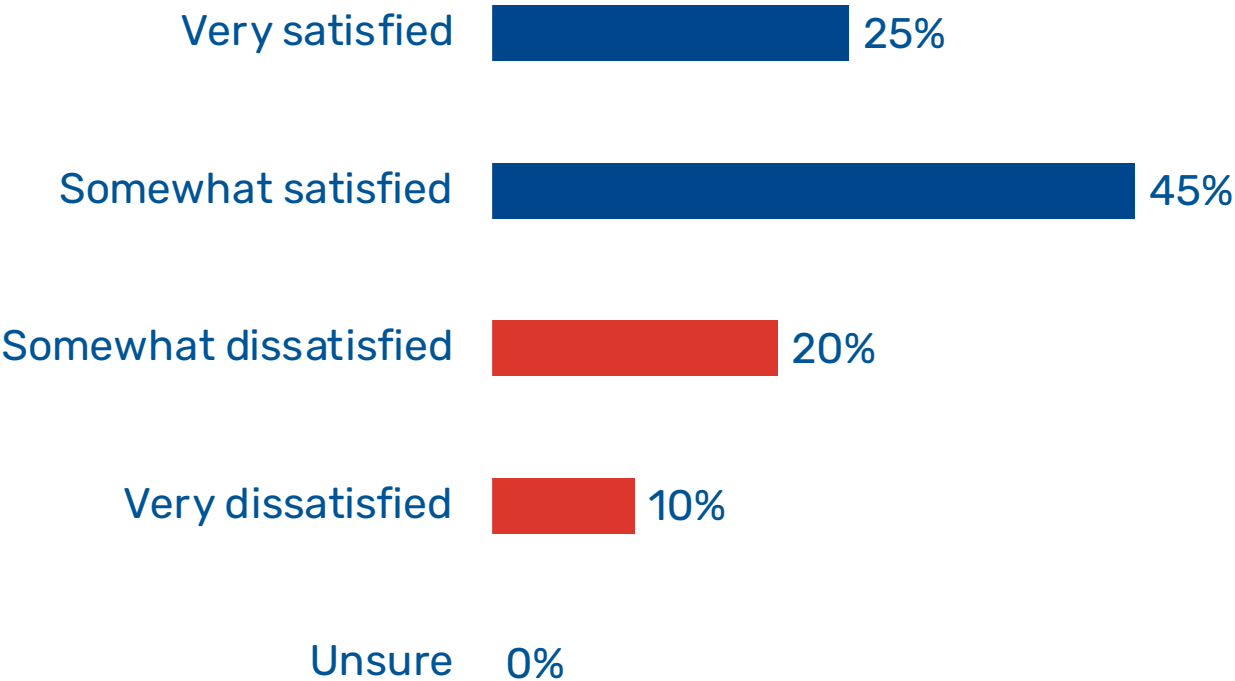
Base: All respondents | *Multiple mentions | *Caution: Small base size

Note: Shading [blue] denotes significant differences among sub-samples

Health Care System Satisfaction – Past Year



Thinking about your last personal experience with health care services in Alberta, would you say you were satisfied or dissatisfied with the quality of service you received?



Summary

Satisfied	70%
Not satisfied	30%
NET	+40

Base: Used health care services in Alberta in past year (n=988) | NET: Satisfied minus not satisfied

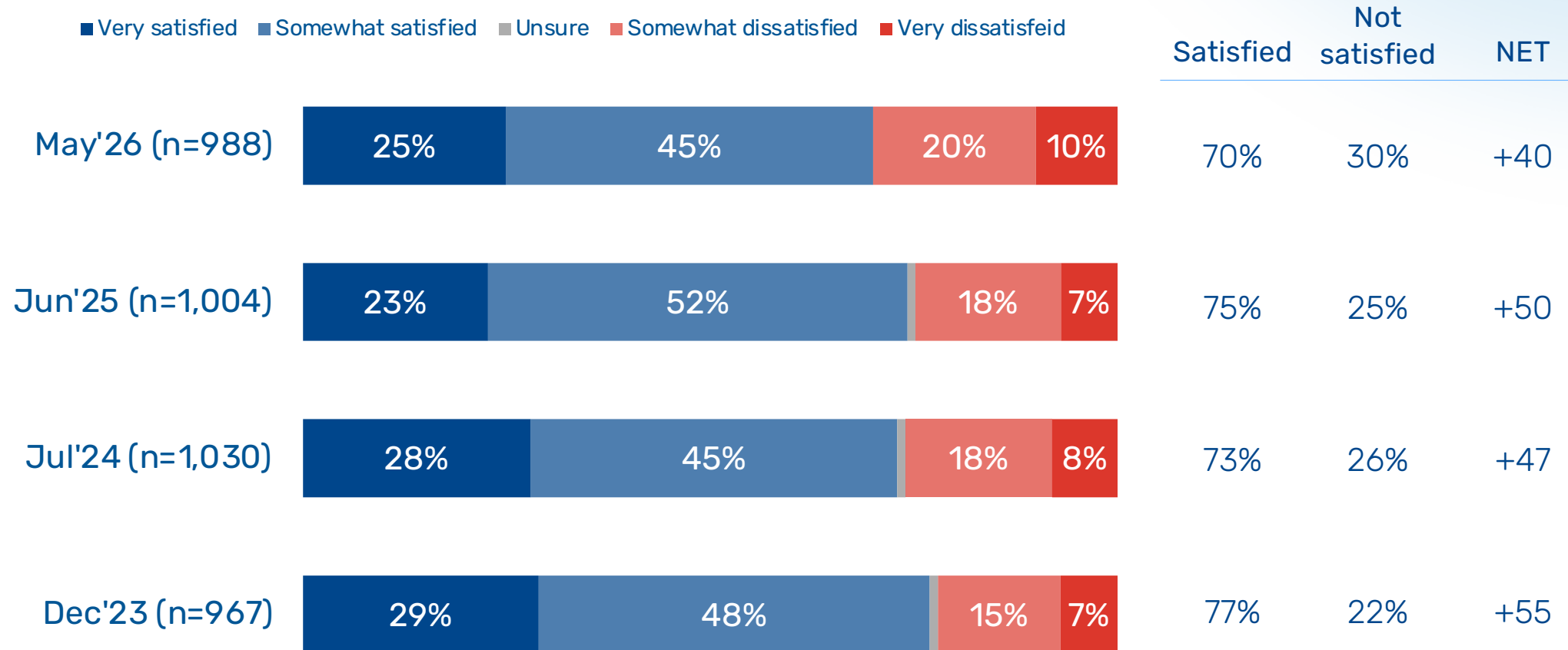
Health Care System Satisfaction – Past Year

Tracking



Thinking about your last experience with health care services in Alberta, were you ... with the quality of service you received?

■ Very satisfied ■ Somewhat satisfied ■ Unsure ■ Somewhat dissatisfied ■ Very dissatisfied



Base: Used health care services in Alberta in past year | NET: Satisfied minus not satisfied

Health Care System Satisfaction – Past Year

By Age



Thinking about your last experience with health care services in Alberta, were you ... with the quality of service you received?

■ Very satisfied ■ Somewhat satisfied ■ Unsure ■ Somewhat dissatisfied ■ Very dissatisfied

Satisfied	Not Satisfied	NET
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Age (years)



Base: Used health care services in Alberta in past year | NET: Satisfied minus not satisfied

○ Significantly higher satisfaction

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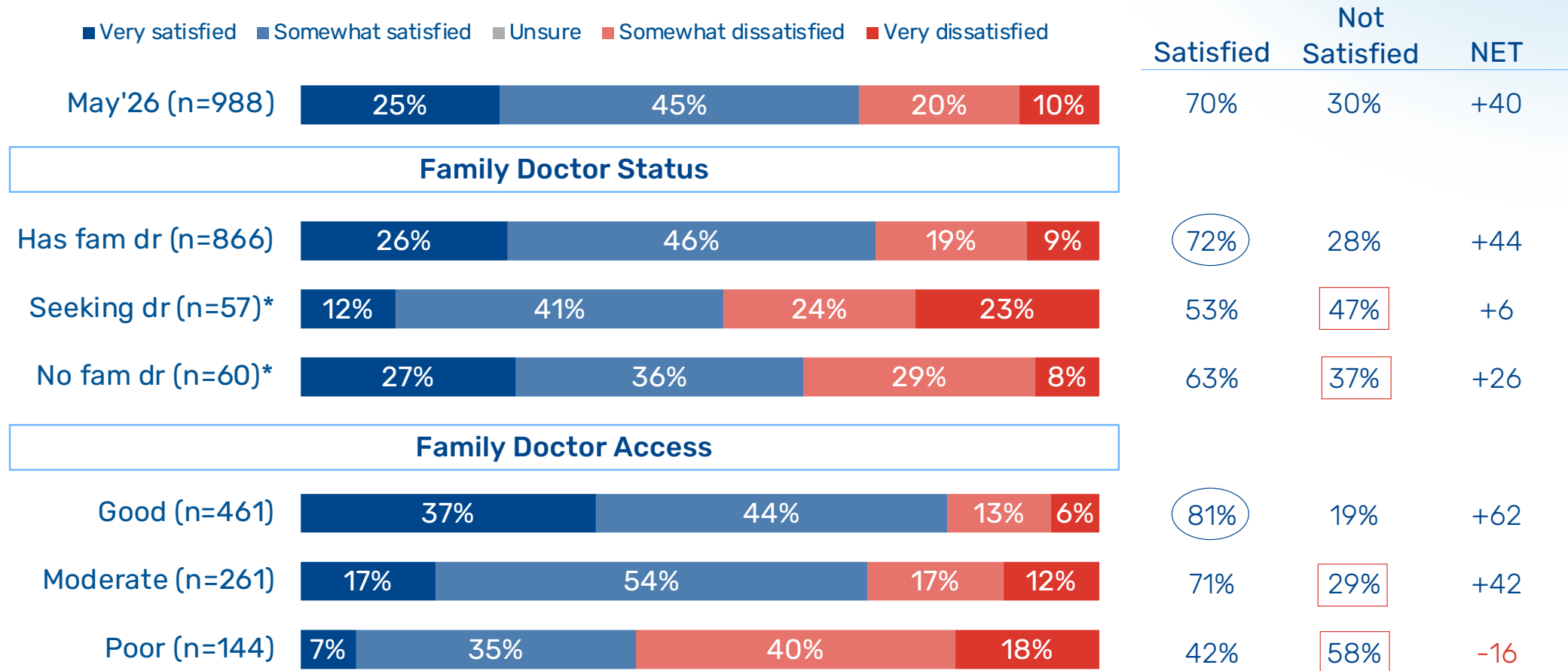
Health Care System Satisfaction – Past Year

By Family Doctor Status/Access



Thinking about your last experience with health care services in Alberta, were you ... with the quality of service you received?

■ Very satisfied ■ Somewhat satisfied ■ Unsure ■ Somewhat dissatisfied ■ Very dissatisfied



Base: Used health care services in Alberta in past year | NET: Satisfied minus not satisfied

*Caution: Small base size

○ Significantly higher satisfaction

□ Significantly higher dissatisfaction

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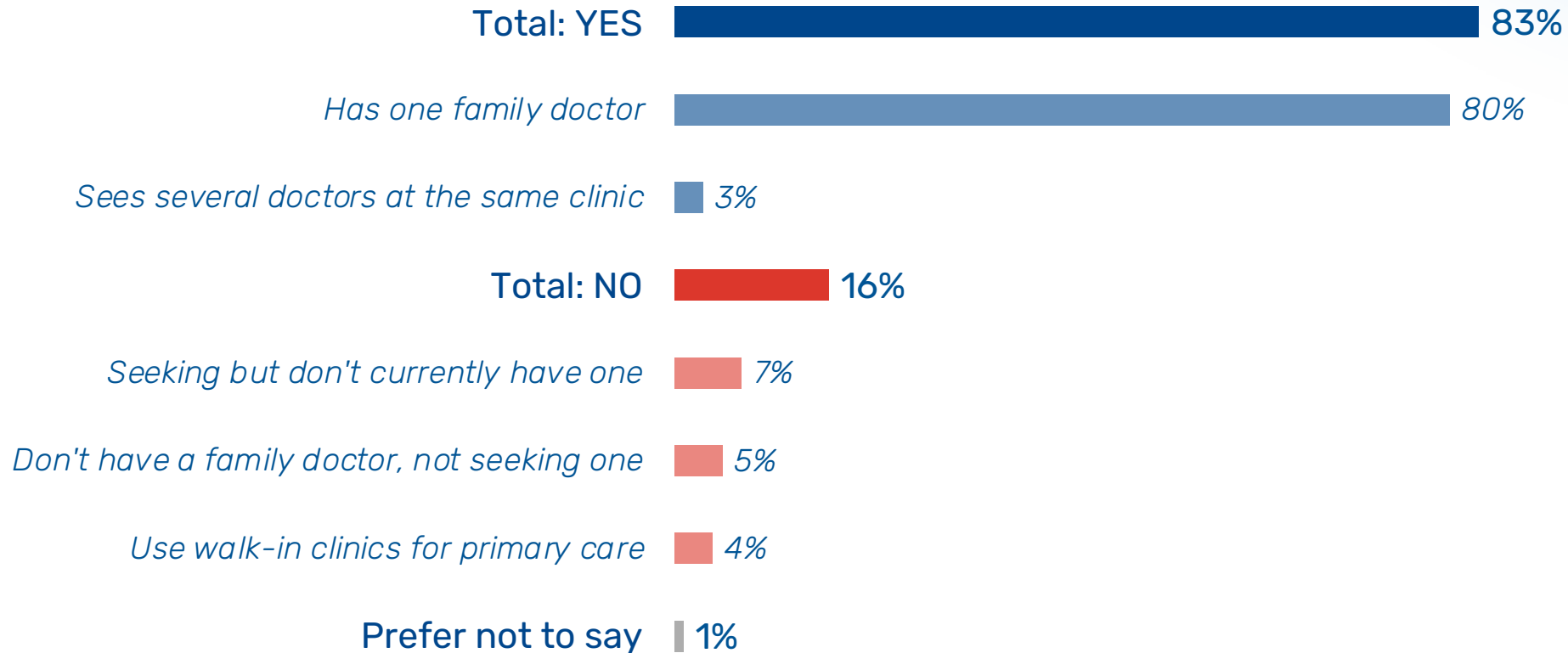
PRIMARY CARE EXPERIENCES



Family Doctor Status



Do you personally currently have a regular family doctor for your health care needs?



Base: All respondents (n=1,100)

Family Doctor Status

By Region



Do you personally currently have a regular family doctor for your health care needs?

		Region				
	Total	Calgary	Edmonton	North	Central	South
	(n=1,100)	(n=394)	(n=356)	(n=124)	(n=118)	(n=108)
Yes	83%	87%	81%	79%	82%	84%
<i>One family doctor</i>	80%	84%	78%	74%	80%	80%
<i>Several at the same clinic</i>	3%	3%	3%	5%	2%	3%
No	16%	12%	17%	21%	18%	15%
<i>No, but seeking one</i>	7%	5%	7%	10%	6%	8%
<i>No and not seeking one</i>	5%	3%	5%	6%	6%	5%
<i>Uses walk-ins</i>	4%	4%	5%	5%	6%	3%
Prefer not to say	1%	1%	2%	0%	0%	1%

Note: Shading [blue] denotes significant differences among sub-samples

Base: All respondents

Family Doctor Status

By Gender and Age



Do you personally currently have a regular family doctor for your health care needs?

	Total	Gender		Age (years)		
		Men	Women	18-34	35-54	55+
Base: All respondents	(n=1,100)	(n=533)	(n=544)	(n=318)	(n=387)	(n=395)
Yes	83%	79%	88%	76%	83%	90%
One family doctor	80%	77%	83%	74%	78%	87%
Several at the same clinic	3%	2%	5%	3%	5%	3%
No	16%	19%	12%	22%	16%	10%
No, but seeking one	7%	8%	5%	8%	7%	5%
No and not seeking one	5%	5%	4%	7%	5%	3%
Uses walk-ins	4%	6%	3%	7%	4%	3%
Prefer not to say	1%	1%	0%	2%	1%	0%

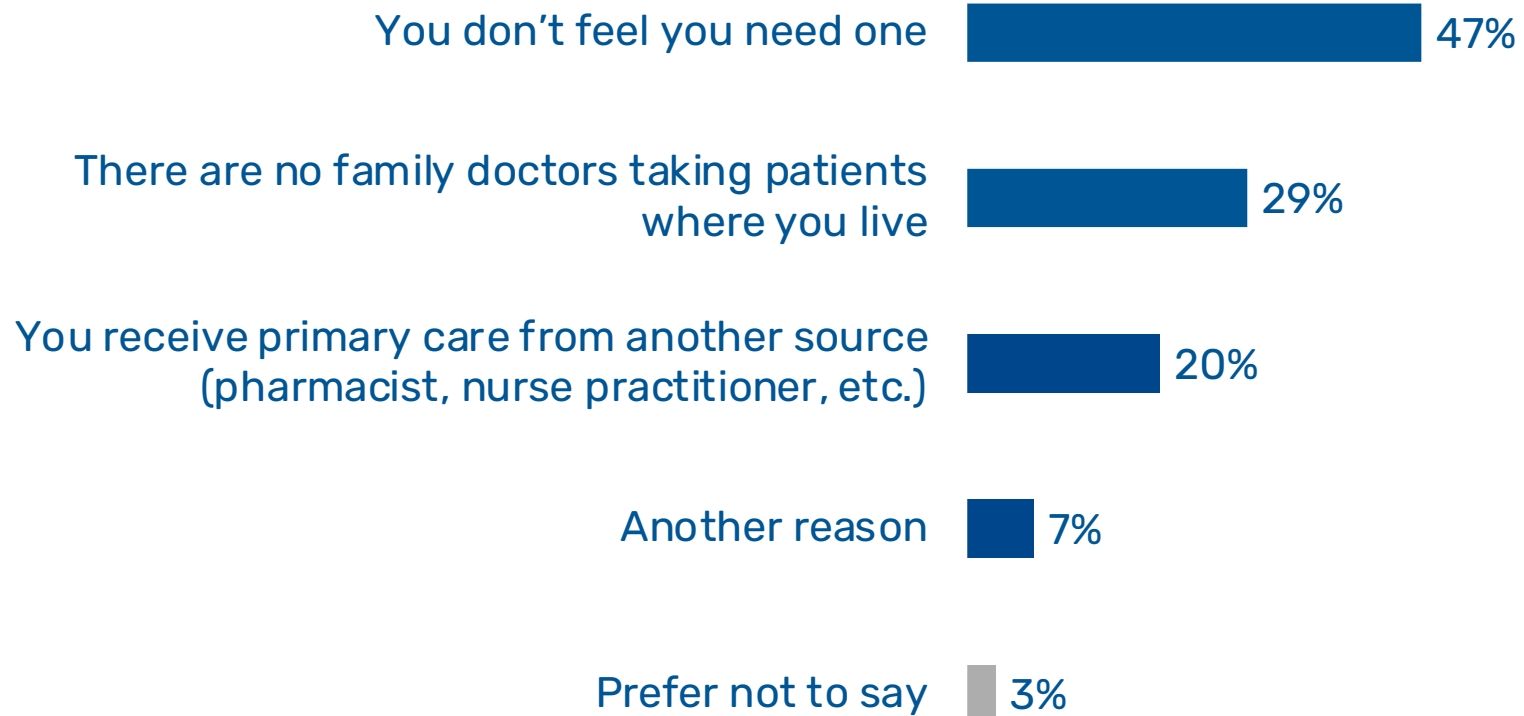
Note: Shading [blue] denotes significant differences among sub-samples

Base: All respondents

Reasons for Not Seeking a Family Doctor



Are you not seeking a family doctor right now because of any of the following reasons?



Base: Do not have a family doctor and not seeking one (n=51)* | *Caution: Very small base size | Multiple mentions

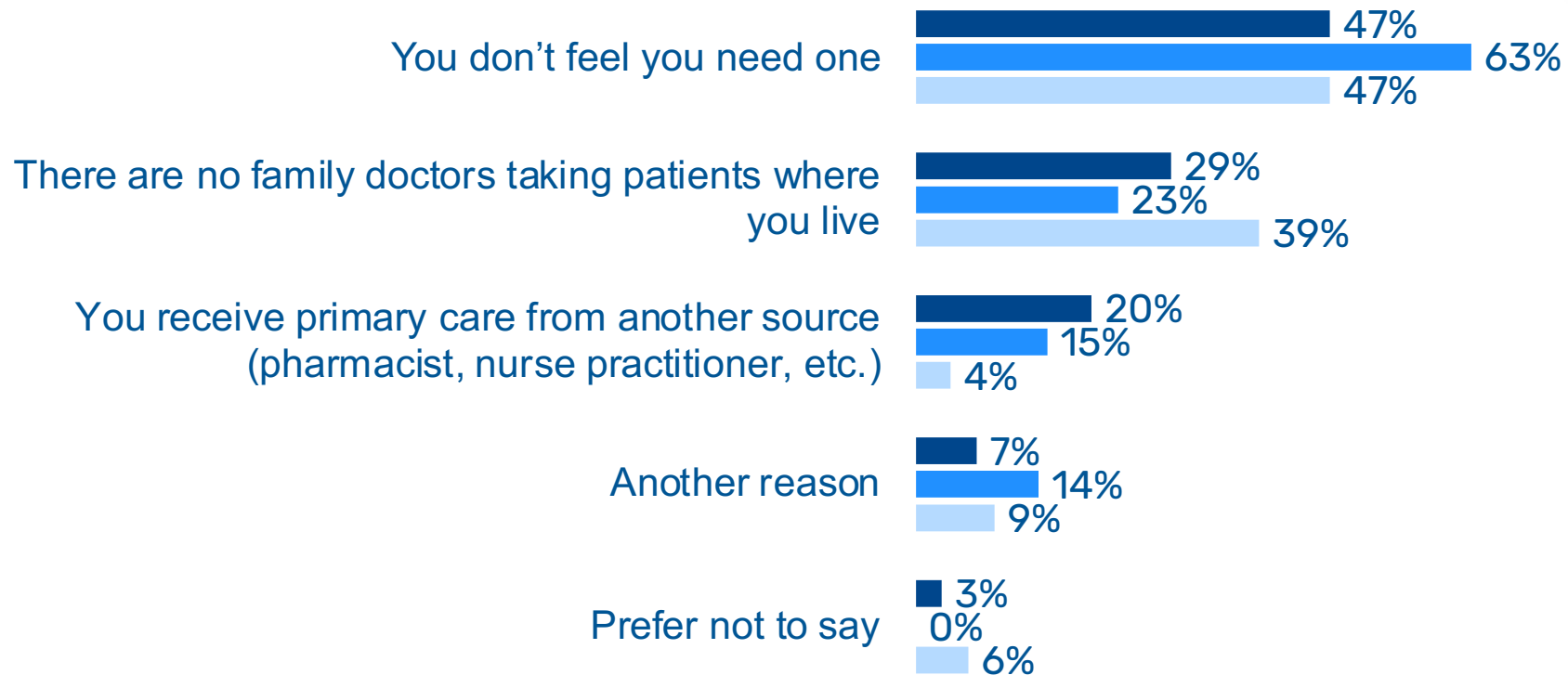
Reasons for Not Seeking a Family Doctor

Tracking



Are you not seeking a family doctor right now because of any of the following reasons?

■ May'26 (n=51)* ■ Jun'25 (n=40)* ■ Jul'24 (n=45)*

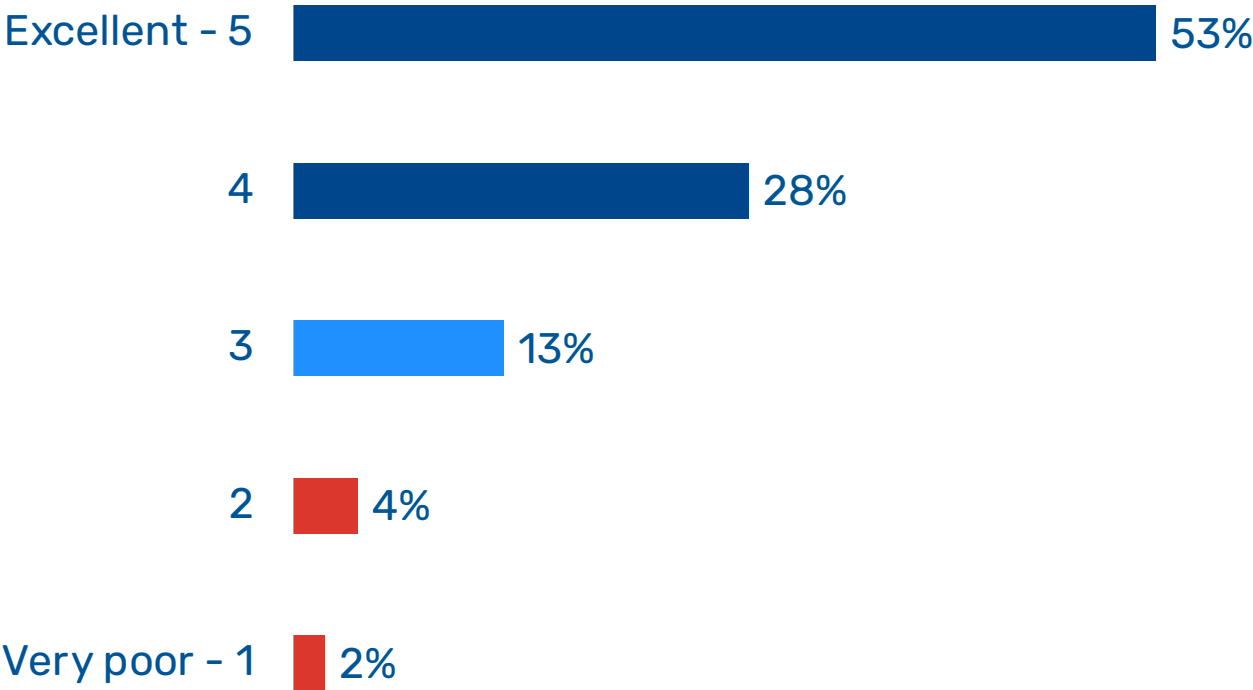


Base: Do not have a family doctor and not seeking one | *Caution: Very small base size | Multiple mentions

Family Doctor Ratings



How would you rate the quality of the care you received during your last appointment with your family doctor on a scale from 1 to 5 where 1 means "Very poor" and 5 means "Excellent"?



Summary

Good (4,5)	81%
Poor (1,2)	6%
NET	+75

Base: Has a family doctor(s) (n=917) | NET: Good minus poor

Family Doctor Ratings

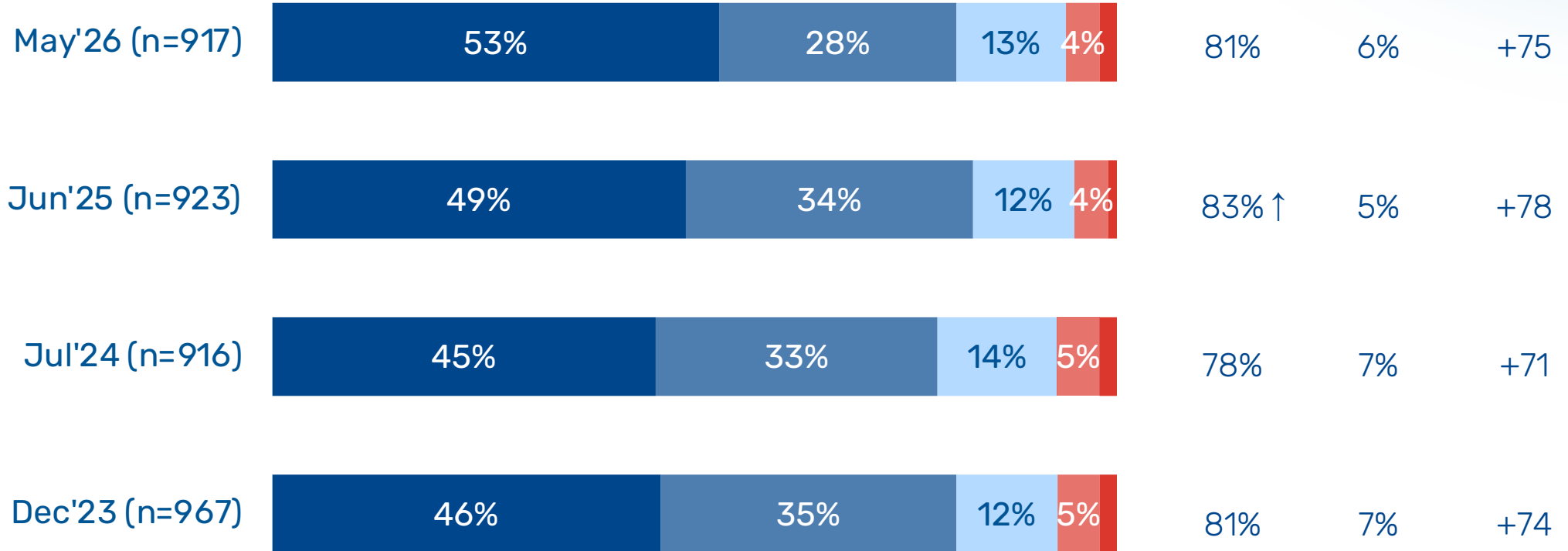
Tracking



How would you rate the quality of the care you received during your last appointment with your family doctor?

■ 5 - Excellent ■ 4 ■ 3 ■ 2 ■ 1 - Very poor

Good (rating 4,5)	Poor (rating 1,2)	NET
----------------------	----------------------	-----



Base: Has a family doctor(s) | NET: Good minus poor

Family Doctor Ratings

By Region



How would you rate the quality of the care you received during your last appointment with your family doctor?

■ 5 - Excellent ■ 4 ■ 3 ■ 2 ■ 1 - Very poor

Good (rating 4,5)	Poor (rating 1,2)	NET
----------------------	----------------------	-----

Total (n=917)



81%

6%

+75

Region

South (n=91)*



86%

2%

+84

Edmonton (n=288)



82%

6%

+76

Calgary (n=343)



82%

5%

+77

Central (n=97)*



78%

13%

+65

North (n=98)*



77%

4%

+73

Base: Has a family doctor(s) | *Caution: Small base size | NET: Good minus poor

13% Significantly poorer rating

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Family Doctor Ratings

By Gender and Age



How would you rate the quality of the care you received during your last appointment with your family doctor?

■ 5 - Excellent ■ 4 ■ 3 ■ 2 ■ 1 - Very poor

Good (rating 4,5)	Poor (rating 1,2)	NET
----------------------	----------------------	-----



81%	6%	+75
-----	----	-----

Gender

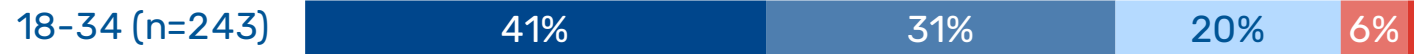


81%	5%	+76
-----	----	-----

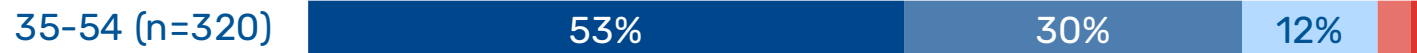


83%	7%	+67
-----	----	-----

Age (years)



72%	8%	+61
-----	----	-----



83%	5%	+78
-----	----	-----



87%	5%	+79
-----	----	-----

Base: Has a family doctor(s) | NET: Good minus poor



Significantly higher
rating



Significantly poorer
rating

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Family Doctor Ratings

By Family Doctor Access



How would you rate the quality of the care you received during your last appointment with your family doctor?

■ 5 - Excellent ■ 4 ■ 3 ■ 2 ■ 1 - Very poor

Good (rating 4,5)	Poor (rating 1,2)	NET
----------------------	----------------------	-----

Total (n=917)



81%

6%

+75

Family Doctor Access

Good (n=485)



91%

1%

+90

Moderate (n=283)



80%

5%

+75

Poor (n=149)



53%

23%

+30

Base: Has a family doctor(s) | NET: Good minus poor



Significantly higher
rating



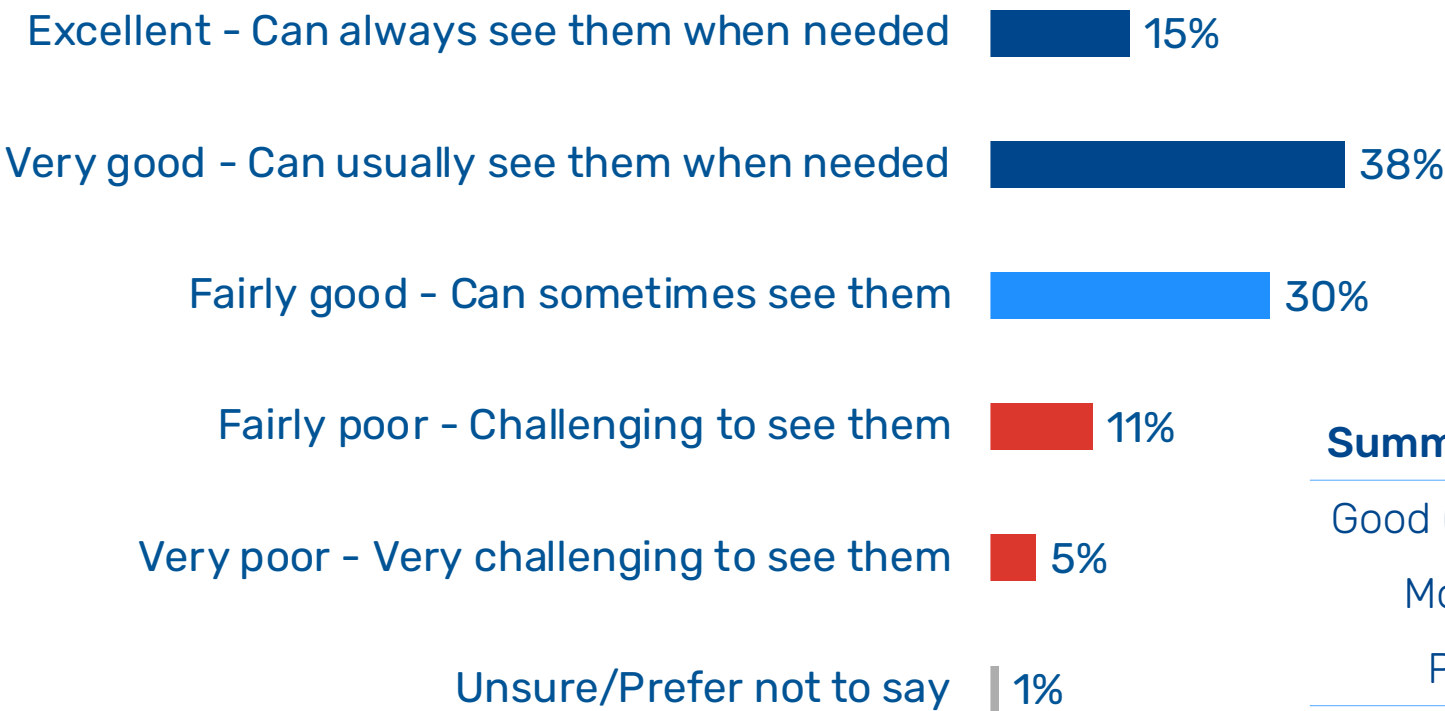
Significantly poorer
rating

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Timeliness of Family Doctor Appointments



What is your access like with your family doctor/doctors when it comes to being able to get a timely appointment with them (either in person or virtually) when you need it?



Summary

Good (Exc. + Very good)	53%
Modest (Fairly good)	31%
Poor (Fairly + Very)	16%
NET	+37

Base: Has a family doctor(s) (n=917) | NET: Good minus poor

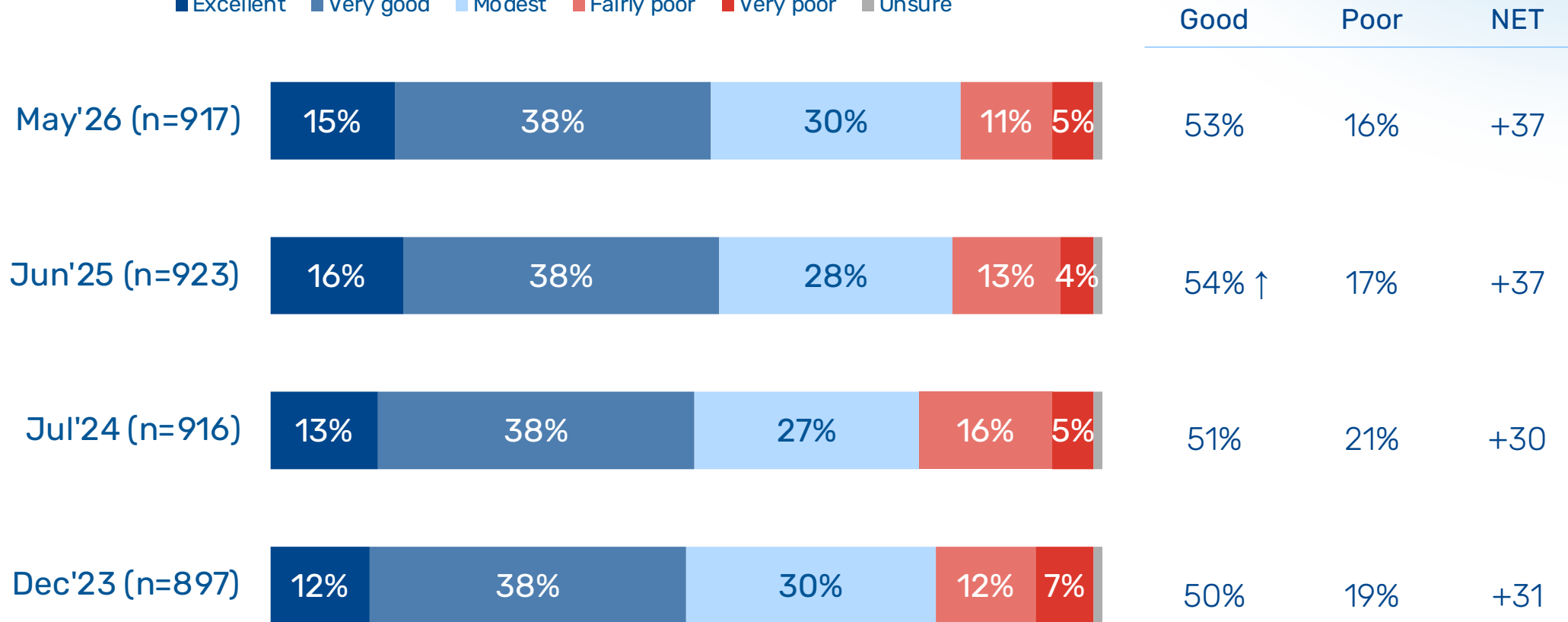
Timeliness of Family Doctor Appointments

Tracking



What is your access like with your family dr. when it comes to being able to get a timely appointment with them when you need it?

■ Excellent ■ Very good ■ Modest ■ Fairly poor ■ Very poor ■ Unsure



Base: Has a family doctor(s) | NET: Good minus poor

Timeliness of Family Doctor Appointments

By Age and Kids at home



What is your access like with your family dr. when it comes to being able to get a timely appointment with them when you need it?

	Total	Age (years)			Kids at home
		18-34	35-54	55+	
Base: Has a family doctor(s)	(n=917)	(n=243)	(n=320)	(n=355)	(n=280)
Good	53%	52%	47%	59%	46%
<i>Excellent - always see them when needed</i>	15%	13%	14%	18%	12%
<i>Very good - usually see them when needed</i>	38%	39%	33%	41%	34%
Modest	30%	30%	32%	29%	35%
Poor	16%	18%	20%	12%	19%
<i>Poor - Challenging to see them</i>	11%	11%	14%	8%	13%
<i>Very poor - Very challenging to see them</i>	5%	7%	6%	4%	6%
Unsure/Prefer not to say	1%	1%	1%	0%	0%
NET	+37	+34	+27	+47	+27

Note: Shading [blue] denotes significant differences among sub-samples

Base: Has a family doctor(s) | NET: Good minus poor

Sentiment: Family Doctor Experiences



Do you have any specific comments about your experience with your family physician(s)?

Respondents who have a family doctor left a variety of comments describing their experiences. Common issues include:

- **Appointment Accessibility and Wait Times (~30% of mentions):** Booking difficulties, long waits (weeks and months), and delays are commonly mentioned, including doctor shortages.
- **Quality of Care and Physician Overload (~23%):** Many note doctors are rushed, overworked, and unable to fully address patient concerns in a limited time given.
- **Positive Experiences and Appreciation (~18%):** Some patients praise caring, thorough doctors and express gratitude for attentive care.
- **Systemic and Government Issues (~12%):** Respondents cite frustration with government policies, funding cuts, and administrative changes that impact care.
- **Communication and Language Barriers (~6%):** Language difficulties with doctors affect understanding and care quality.
- **Continuity and Doctor Turnover (~4%):** Concerns about doctors retiring, leaving, or being unavailable affect continuity of care.
- **Other mentions (~7%):** Includes bedside manner, reliance on specialists, and office staff issues.

Base: Has a family doctor(s) (n=917) and voluntarily offered a comment

Sentiment: Family Doctor Experiences



Do you have any specific comments about your experience with your family physician(s)?

Appointments must be made months in advance, but we have a walk-in clinic in our care unit that is available in a timely manner.

Fairly short appointment. He needs to put through volume rather than provide quality, in-depth care.

Doctor was so busy with patients, had to wait over 2 hours after my appointment time.

I like my doctor, but after the government changed the way family doctors can bill I have found my appointments feel a lot more rushed and I do not feel like there is always time to go over my concerns properly.

Doctors have so little time with patients. You would need multiple appointments to address even three concerns or questions.

It's not an issue with my family doctor or his practice. It's an issue with the wait time for an appointment and the delays waiting for one.

He is amazing and overworked.

Waited months to get in, then the appointment was very late when the doctor got to my room. She is a great doctor but completely overloaded.

She's dismissive and cuts me off when I'm explaining the issue. It seems like she just wants to get the appointment over with and move on rather than actually caring about my issue.

My family physician is excellent but I worry about her leaving the province due to the provincial government inserting itself into the doctor's office.

She is not engaged with your health would rather chat about weather than your results from previous tests. Misses things in your file and have to keep reminding her what you are there for. Would like a new doctor but cannot find one taking patients.

My doctor is aging, and this has resulted in some issues in getting access to specialists due to either forgetfulness or poor communication with the nurses. I'm also very concerned about my ability to find a family doctor when he retires.

Base: Has a family doctor(s) (n=917) and voluntarily offered a comment



WALK-IN CLINIC EXPERIENCES



Walk-In Clinic Ratings

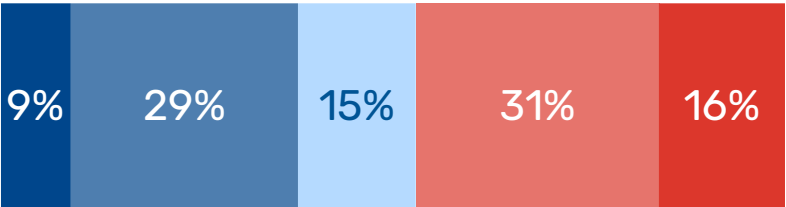


How would you rate the following based on your last visit to a walk-in clinic?

5 - Excellent 4 3 2 1 - Very poor Prefer not to say

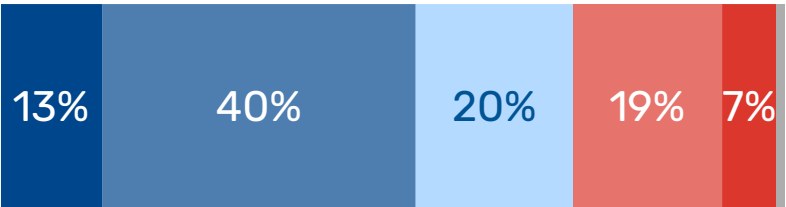
Good (rating 4,5) Poor (rating 1,2) NET

Timeliness to see a physician



38% 47% -9

Overall quality of care received



53% 26% +27

Base: Used a walk-in clinic in Alberta in past year (n=272) | NET: Good minus poor

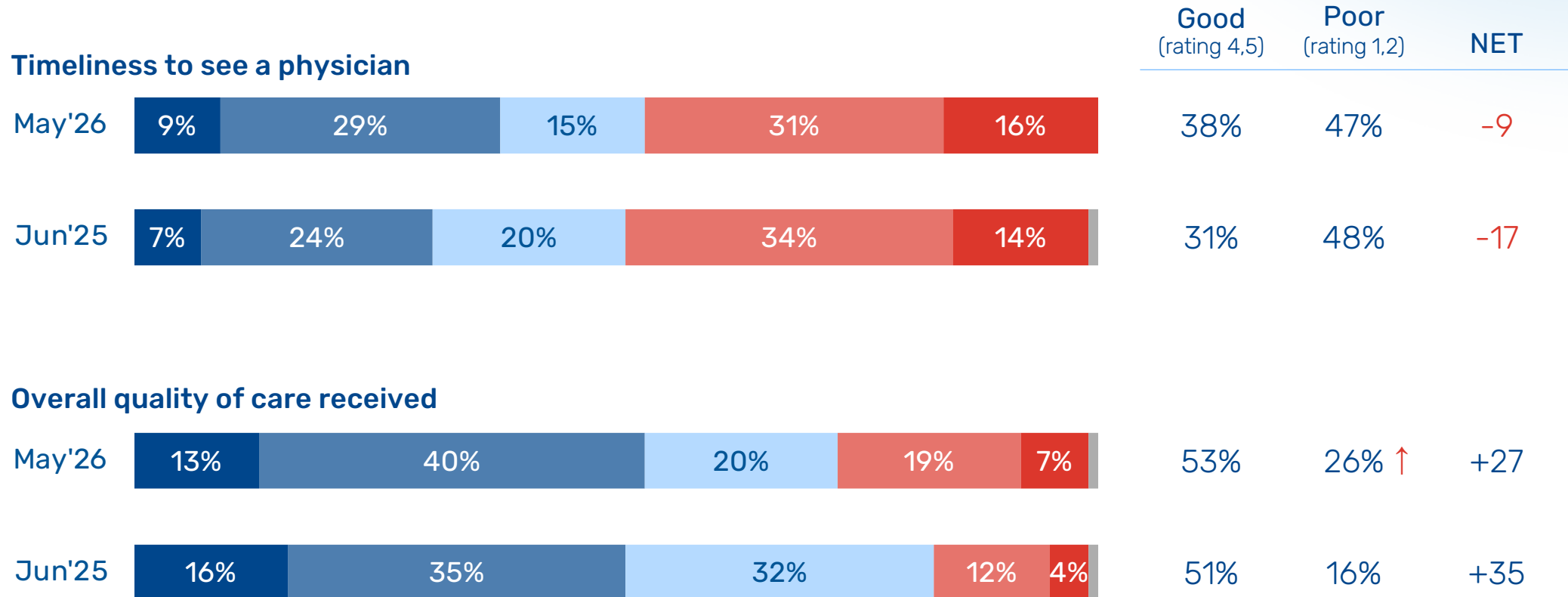
Walk-In Clinic Ratings

Tracking



How would you rate the following based on your last visit to a walk-in clinic?

■ 5 - Excellent ■ 4 ■ 3 ■ 2 ■ 1 - Very poor ■ Prefer not to say



Base: Used a walk-in clinic in Alberta in past year: May'26 (n=272); Jun'25 (n=306) | NET: Good minus poor

Walk-In Clinic Ratings

By Age and Gender



How would you rate the following based on your last visit to a walk-in clinic?

		Age (years)				Gender	
		Total	18-34	35-54	55+	Men	Women
Base: Used walk-in clinic in Alberta in past year		(n=272)	(n=111)	(n=105)	(n=55)*	(n=140)	(n=127)
Timeliness to see a physician	Good	38%	31%	41%	46%	41%	35%
	Neutral	15%	17%	16%	9%	15%	14%
	Poor	47%	52%	43%	45%	44%	51%
	NET	-9	-21	-2	+1	-3	-16
Overall quality of care received	Good	53%	46%	58%	57%	59%	46%
	Neutral	20%	23%	19%	23%	21%	23%
	Poor	26%	32%	23%	20%	21%	31%
	NET	+27	+14	+35	+37	+38	+15

Note: Shading [blue] denotes significant differences among sub-samples

Base: Used a walk-in clinic in Alberta in past year | *Caution: Small base size | NET: Good minus poor

Walk-In Clinic Ratings

By Family Doctor Access



How would you rate the following based on your last visit to a walk-in clinic?

Family Doctor Access

		Total	Good	Modest	Poor
Base: Used walk-in clinic in Alberta in past year		(n=272)	(n=82)*	(n=73)*	(n=58)*
Timeliness to see a physician	Good	38%	51%	36%	26%
	Neutral	15%	12%	21%	16%
	Poor	47%	37%	43%	58%
	NET	-9	+14	-7	-32
Overall quality of care received	Good	53%	59%	64%	39%
	Neutral	20%	25%	20%	20%
	Poor	26%	16%	16%	41%
	NET	+27	+43	+48	-2

Note: Shading [blue] denotes significant differences among sub-samples

Base: Used a walk-in clinic in Alberta in past year | *Caution: Small base size | NET: Good minus poor

Sentiment: Walk-in Clinic Experiences



Do you have any specific comments about your experience at the walk-in clinic?

Commonly mentioned experiences at a walk-in clinic in Alberta include:

- **Long Wait Times (~35% of mentions):** Many comments described very long waits, even with appointments. Some waited hours, and overcrowded rooms and delays were a leading concern.
- **Rushed or Impersonal Care (~25%):** Several felt doctors were rushed and spent too little time, often only addressing one concern. Some described the care as impersonal.
- **Difficulty Accessing Care/Appointments (~15%):** Mentions of limited slots, needing to arrive early, and too few clinics. Some said patients use ERs for basic care due to lack of timely access.
- **Variable Quality of Care and Staff (~10%):** Experiences depended on the doctor or clinic. Some praised staff, others criticized them for being dismissive, inexperienced, or facing communication barriers.
- **Understaffing and Resource Constraints (~7%):** Clinics often understaffed; workers described as overworked. Some felt the system's lack of funding affected both access and quality.
- **Positive Experiences (~5%):** Few comments reflected positive experiences, citing efficient service, helpful staff, and care that exceeded expectations.
- **Administrative and Systemic Issues (~3%):** Some were frustrated by policies, administrative decisions, or clinic structure, including referrals and scheduling.

Base: Used a walk-in clinic in Alberta in past year (n=272) and voluntarily offered a comment

Sentiment: Walk-in Clinic Experiences



Do you have any specific comments about your experience at the walk-in clinic?

Walk-in Clinic wait times are brutal and not enough time spent with the doctor.

Waiting times were ridiculous and doctor care and knowledge was less than acceptable.

Wait times are long, and quality of care is dependent on the physician and the clinic practices.

Long wait time, waiting room full of sick people.

Doctors are too rushed to thoroughly see patients. Clinics are trying to fit walk-ins clients in between scheduled appointments causing massive wait times.

Receptionist did not speak clear English. Very impersonal. Long wait. Not a clean facility.

Had a phone in appointment. Was given the time. I waited and waited. No one called. I called in, no one knew of my phone in appointment.

Walk-in is like a fast-food visit, doctor rushes to see as many patients as possible without providing any quality care.

It was very hard to find a walk-in clinic that would accept me. Even my family doctor was booking 2 weeks away. They couldn't even accommodate me when I said I needed urgent check up due to acute chest pain.

Walk in clinics are dominated by doctors new to Canada. Many have terrible bedside manner and just want to get the patients out as quick as possible. You almost have to tell them what you think is wrong to get anywhere.

Walk-ins are hit and miss. some have long waits. Some have communication barriers in English, in Alberta.

It appears that there are not enough staff to handle the amount of walk ins.

Once I was able to find a walk-in clinic who deals with infants, my experience was good. The problem is finding a walk-in clinic.

Wait times were brutal but once I was taken to the back, the doctors and nurses were amazing, caring, friendly.

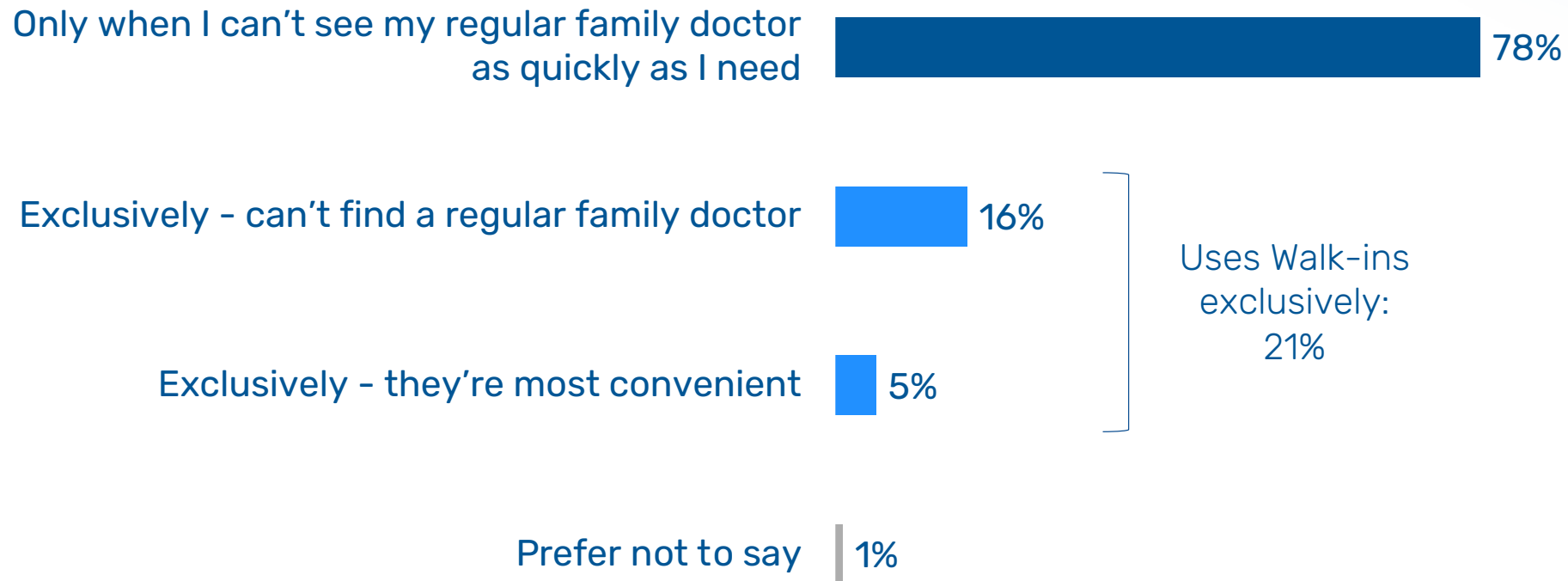
I think they do a fairly good job considering how busy they are.

Base: Used a walk-in clinic in Alberta in past year (n=272) and voluntarily offered a comment

Reasons for Walk-in Clinic Use



Which of the following best describes your personal situation when it comes to using walk-in clinics? I use walk-in clinics...



Base: Used a walk-in clinic in Alberta in past year (n=272)

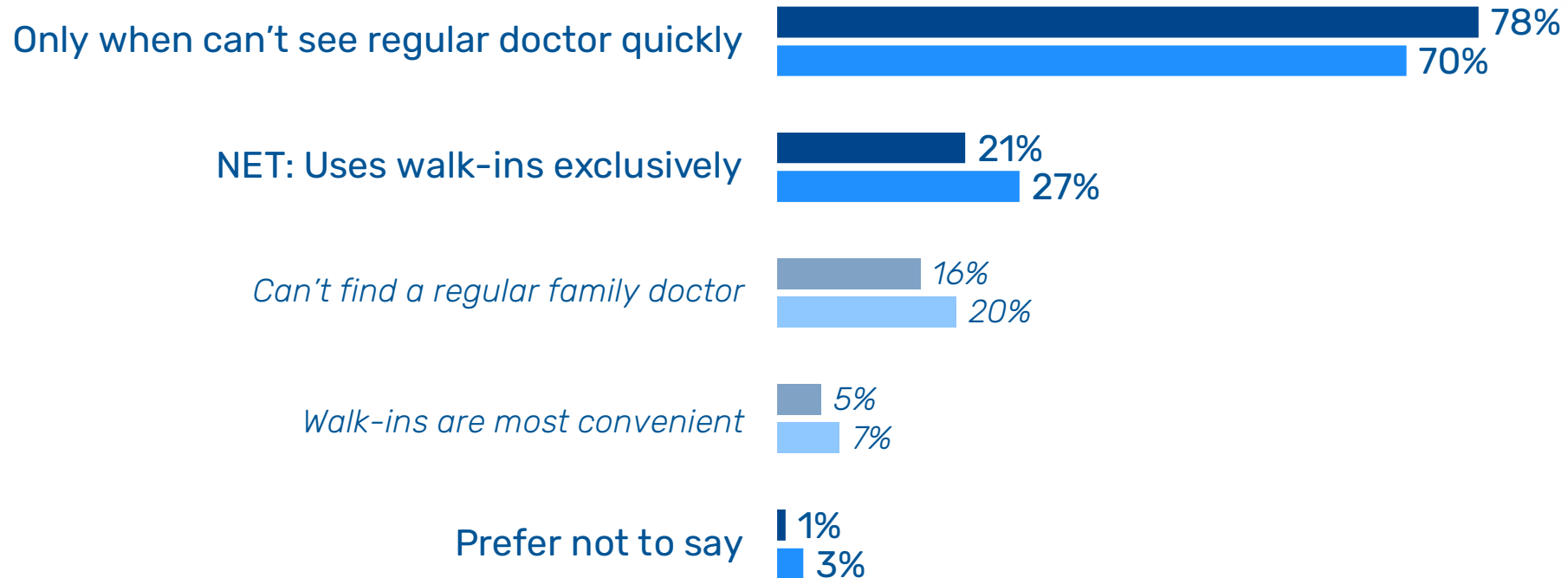
Reasons for Walk-in Clinic Use

Tracking



Which of the following best describes your personal situation when it comes to using walk-in clinics? I use walk-in clinics...

■ May'26 (n=272) ■ Jun'25 (n=306)



Base: Used a walk-in clinic in Alberta in past year

Reasons for Walk-in Clinic Use

By Age and Gender



Which of the following best describes your personal situation when it comes to using walk-in clinics? I use walk-in clinics...

	Total	Age (years)			Gender	
		18-34	35-54	55+	Men	Women
Base: Used walk-in clinic in Alberta in past year	(n=272)	(n=111)	(n=105)	(n=55)*	(n=140)	(n=127)
Only when can't see family doctor	78%	79%	75%	83%	73%	84%
Uses walk-in clinics exclusively	21%	21%	24%	17%	26%	15%
<i>Can't find a regular family doctor</i>	16%	17%	17%	12%	20%	10%
<i>They're most convenient</i>	5%	4%	6%	5%	6%	5%
Prefer not to say	1%	1%	1%	0%	1%	1%

Base: Used a walk-in clinic in Alberta in past year | **Caution: Small base size*



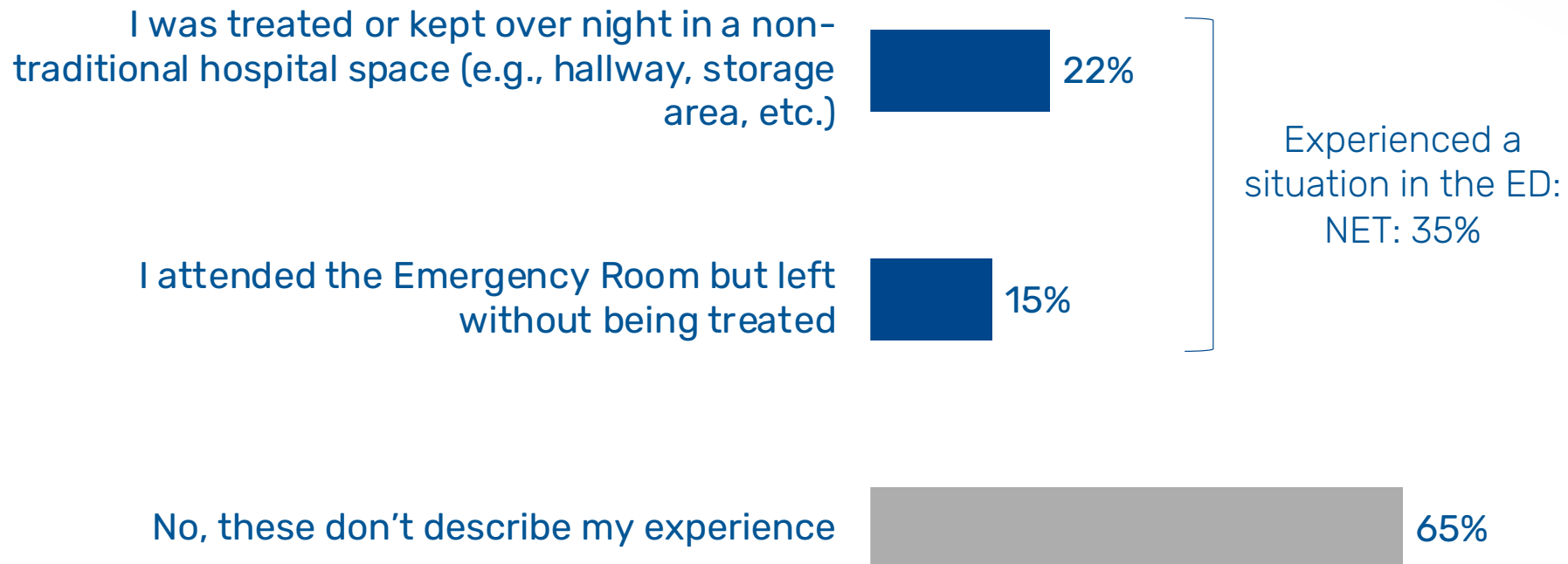
EMERGENCY CARE EXPERIENCES



Emergency Care Situations



Do either of these two situations apply to any of your visits to an Emergency Department in a hospital in the past 12 months?



Base: Used an Emergency Department in Alberta in past year (n=295) | Multiple mentions

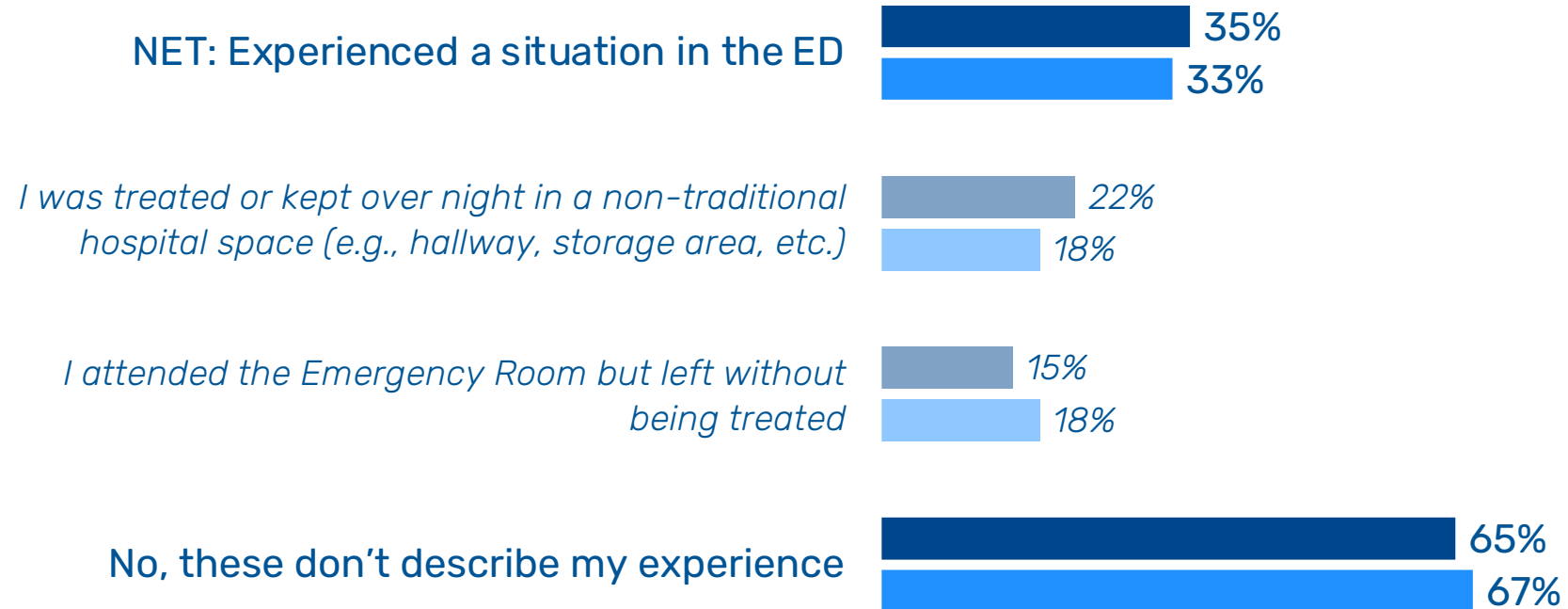
Emergency Care Situations

Tracking



Do either of these two situations apply to any of your visits to an Emergency Department in a hospital in the past 12 months?

■ May '26 (n=295) ■ Jun '25 (n=275)



Base: Used an Emergency Department in Alberta in past year | Multiple mentions

Emergency Care Ratings

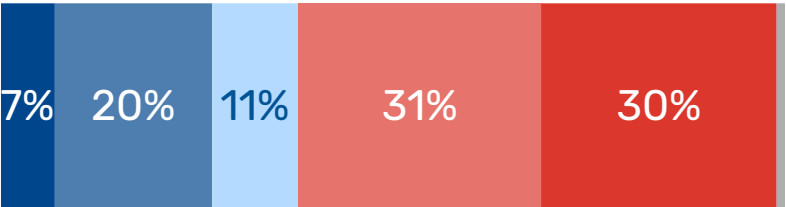


How would you rate the following based on your last visit to an Emergency Department?

■ 5 - Excellent ■ 4 ■ 3 ■ 2 ■ 1 - Very poor ■ Prefer not to say

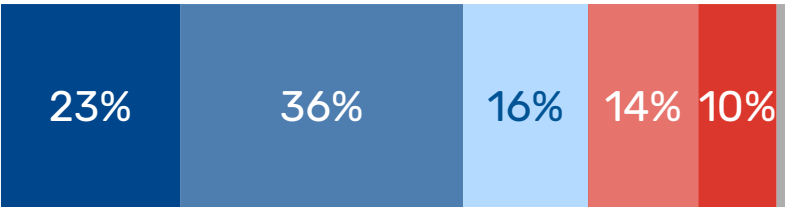
Good (rating 4,5)	Poor (rating 1,2)	NET
----------------------	----------------------	-----

Timeliness to see a physician
once checked in



27%	61%	-34
-----	-----	-----

Overall quality of care received



59%	24%	+35
-----	-----	-----

Base: Used an Emergency Department in Alberta in past year (n=295) | NET: Good minus poor

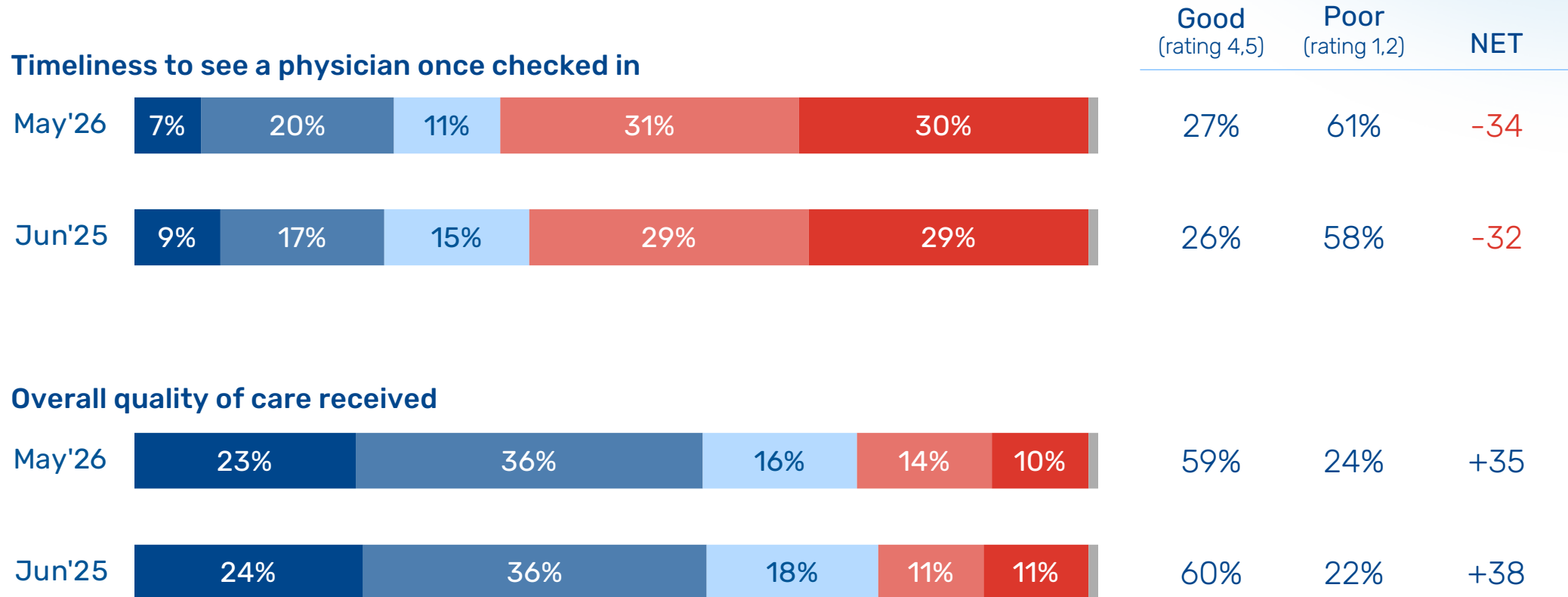
Emergency Care Ratings

Tracking



How would you rate the following based on your last visit to an Emergency Department?

■ 5 - Excellent ■ 4 ■ 3 ■ 2 ■ 1 - Very poor ■ Prefer not to say



Base: Used an Emergency Department in Alberta in past year: May'26 (n=295); Jun'25 (n=275) | NET: Good minus poor

Emergency Care Ratings

By Age and Gender



How would you rate the following based on your last visit to an Emergency Department?

			Age (years)			Gender	
		Total	18-34	35-54	55+	Men	Women
Base: Used ED in Alberta in past year		(n=295)	(n=81)*	(n=117)	(n=97)*	(n=129)	(n=158)
Timeliness to see a physician once checked in	Good	27%	20%	20%	41%	32%	24%
	Neutral	11%	9%	13%	12%	13%	10%
	Poor	61%	71%	66%	48%	55%	66%
	NET	-34	-51	-46	-7	-23	-42
Overall quality of care received	Good	59%	41%	57%	77%	67%	54%
	Neutral	16%	20%	20%	10%	14%	20%
	Poor	24%	39%	23%	12%	18%	26%
	NET	+35	+2	+34	+65	+49	+28

Note: Shading [blue] denotes significant differences among sub-samples

Base: Used an Emergency Department in Alberta in past year | *Caution: Small base size | NET: Good minus poor

Emergency Care Ratings

By Family Doctor Access



How would you rate the following based on your last visit to an Emergency Department?

Family Doctor Access

		Total	Good	Modest	Poor
Base: Used ED in Alberta in past year		(n=295)	(n=113)	(n=80)*	(n=52)*
Timeliness to see a physician once checked in	Good	27%	36%	21%	17%
	Neutral	11%	10%	13%	7%
	Poor	61%	54%	66%	76%
	NET	-34	-18	-45	-59
Overall quality of care received	Good	59%	69%	55%	51%
	Neutral	16%	14%	16%	14%
	Poor	24%	17%	30%	35%
	NET	+35	+52	+25	+16

Note: Shading [blue] denotes significant differences among sub-samples

Base: Used an Emergency Department in Alberta in past year | *Caution: Small base size | NET: Good minus poor

Sentiment: Emergency Department Experiences



Do you have any specific comments about your experience at the Emergency Department?

Commonly mentioned experiences at an emergency department in Alberta include:

- **Long Wait Times (~45% of mentions):** Most highlighted frustration with lengthy waits, lasting from several hours up to more than a day before receiving care.
- **Staff Shortages and Overworked Personnel (~25%):** Many referenced understaffed dept's and overworked staff, noting negative impacts on efficiency and quality of care.
- **Quality of Care Once Seen (~15%):** Despite delays, people often praised the professionalism and compassion of the medical staff once they were seen, though this was overshadowed by long wait times.
- **Triage and Assessment Issues (~6%):** Some felt they were not appropriately prioritized in triage, leading to anxiety/dissatisfaction.
- **Facility Conditions and Cleanliness (~4%):** Comments on overcrowded, cramped, noisy, or otherwise uncomfortable emergency departments, and lack of amenities.
- **Systemic and Management Concerns (~3%):** Few addressed bigger issues like underfunding, mismanagement, and government decisions affecting emergency care, especially in urban areas.
- **Negative Interactions and Attitudes (~2%):** There were a few mentions of rude or dismissive behavior, poor communication, or feeling disregarded during their visit.
- **Overcrowding and Non-Urgent Cases (~2%):** Some observed that the ER was filled with patients whose conditions could have been managed elsewhere, contributing to overcrowding and longer waits.

Base: Used an Emergency Department in Alberta in past year (n=295) and voluntarily offered a comment

Sentiment: Emergency Department Experiences



Do you have any specific comments about your experience at the Emergency Department?

Wait time are abysmal and prevent me from wanting to use this service even when it's necessary.

I waited to be seen by the doctor for 7 hours. In what world is it acceptable?

Wait times are horrendous. Once you are able to see someone, the care is outstanding.

I had to wait 8 hours for a close to rupturing ectopic pregnancy and I was sent home without being checked for that TWICE. I had to go to three hospitals to get anyone to check what was going on.

I live in a more rural area and have a rural hospital, so I know my wait could be longer, but even at that a broke foot took an extremely long time. The care is great, but they are overworked and understaffed.

They were short staffed, and I was put in a makeshift room/closet with a bunch of medical supply boxes. A doctor only saw me because he popped in to grab something else lol.

I was in horrible pain and had to wait over 8 hours to be seen. Then I was kept in an area with no privacy, tons of other patients, in a chair I couldn't get comfortable all night. It was awful.

Too many people waiting that do not need to be in emergency. Minor issues like a cough, bump or bruise, minor cut or scrape and there because it is free of charge.

It was terrible, I called 811 for advice and they told me to go to the ER (which I didn't think I needed) but they insisted. It was terrible waiting for 6 hours and never seeing a doctor. The nurse was a bit rude and appeared to be overworked.

Staff were amazing and very helpful albeit noticeably stressed and tired. There was definitely people upset to be waiting for long periods and some left in that time. The triage, security and registration staff were doing their best to keep tempers calm. Once I was able to get a room the service was amazing.

Base: Used an Emergency Department in Alberta in past year (n=295) and voluntarily offered a comment



URGENT CARE EXPERIENCES



Urgent Care Ratings

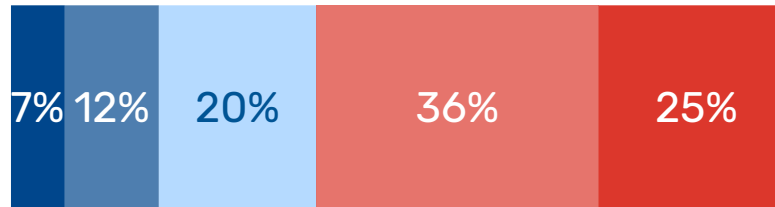


How would you rate the following based on your last visit to Urgent Care?

■ 5 - Excellent ■ 4 ■ 3 ■ 2 ■ 1 - Very poor ■ Prefer not to say

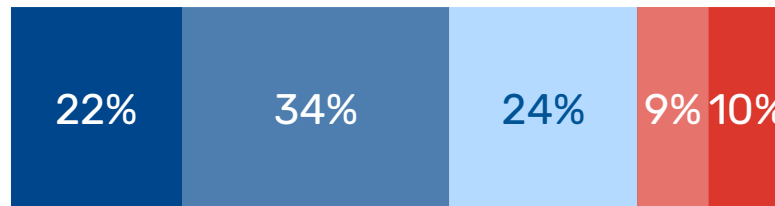
Good (rating 4,5)	Poor (rating 1,2)	NET
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Timeliness to see a physician
once checked in



19%	61%	-42
-----	-----	-----

Overall quality of care received



56%	20%	+36
-----	-----	-----

Base: Used an Urgent Care Centre in Alberta in past year (n=116) | NET: Good minus poor

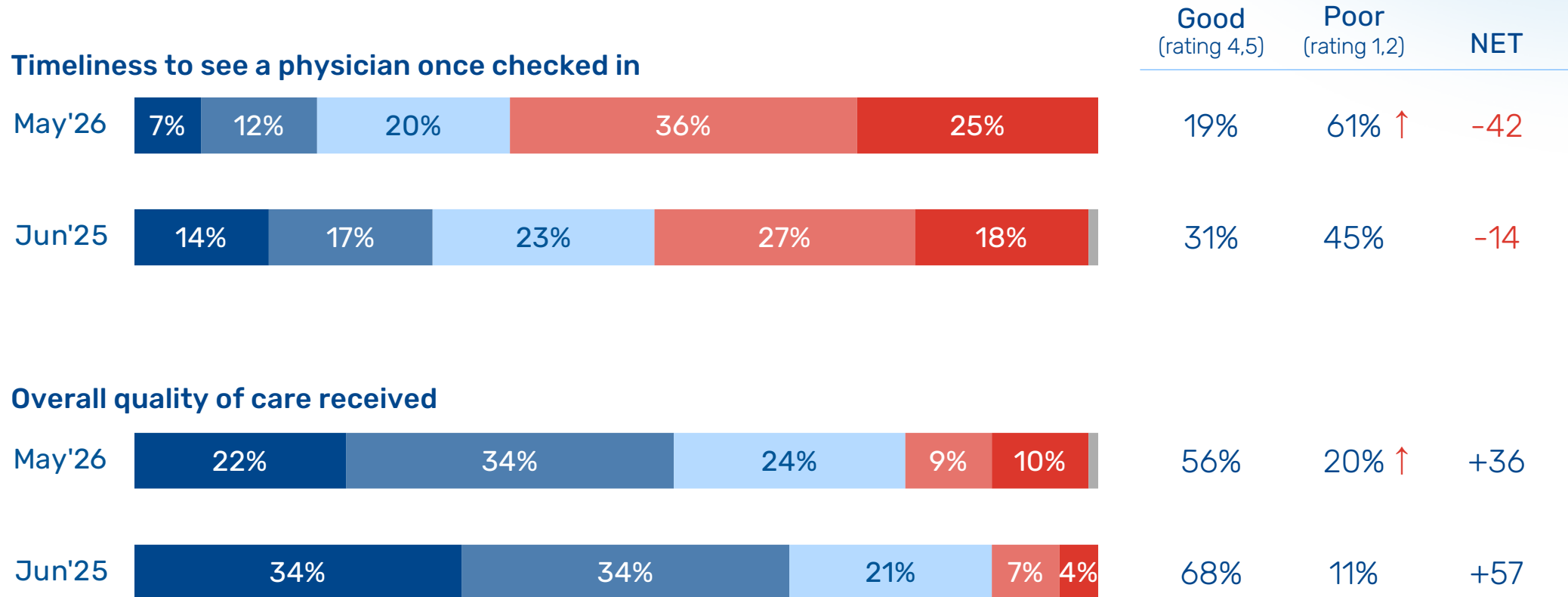
Urgent Care Ratings

Tracking



How would you rate the following based on your last visit to Urgent Care?

■ 5 - Excellent ■ 4 ■ 3 ■ 2 ■ 1 - Very poor ■ Prefer not to say



Base: Used an Urgent Care Centre in Alberta in past year: May'26 (n=116); Jun'25 (n=114) | NET: Good minus poor

Sentiment: Urgent Care Experiences



Do you have any specific comments about your experience at Urgent Care?

Commonly mentioned experiences at an urgent care centre in Alberta include:

- **Long Wait Times and Overcrowding (~40% of mentions):** Many expressed frustration with lengthy waits, sometimes several hours, including leaving without care. Overcrowding was noted, and some felt urgent care centers were being used like regular doctor's offices.
- **Quality of Care Once Seen (~20%):** Comments often praised the professionalism and compassion of doctors and nurses.
- **Resource and Staffing Shortages (~15%):** Mentions of too few urgent care facilities, shortages of doctors and nurses, and calls for better management and funding.
- **Facility Limitations and Expanded Services (~10%):** Some noted limited hours and highlighted urgent care's lack of certain treatments or referrals.
- **Cleanliness and Environment (~5%):** Concerns about cleanliness in waiting rooms and hospitals, as well as the use of facilities for shelter rather than healthcare.
- **Access and Systemic Issues (~5%):** A few referenced wider healthcare issues, such as government policy, patients from other cities, and systemic inefficiencies impacting urgent care access.
- **Something else (~5%):** Included isolated negative experiences, and suggestions for improved triage and patient flow.

Base: Used an Urgent Care Centre in Alberta in past year (n=116) and voluntarily offered a comment

Sentiment: Urgent Care Experiences



Do you have any specific comments about your experience at Urgent Care?

Long wait and not enough spaces for the amount of people needing urgent care ... There should be more urgent care centres available so people do not need to go to the emergency room if their issue can be solved in urgent care.

The care was good but the wait times were insane. We also have to fight with people who come from the city to the smaller communities for care because the wait time and doctor shortages in the city are so bad.

I drove from Calgary to Airdrie as Airdrie's wait time was much shorter than anything in the city. This isn't possible for everyone.

Was overcrowded. Could see was being used more like a doctor's office vs to deal with urgent concerns.

The doctor and nurses were excellent and the doctor called to follow up with me a week later. The wait to see someone was very long.

We ended up leaving because it was just too long of a wait.

The cleanliness of hospitals and ERs is very concerning. It is 100% a management issue. There is plenty of staff, just poor supervision. They do a poor job.

Took a very long time to see a doc and then almost missed the deadline to get an X-ray for the day and would've had to restart.

Staffing issues. We don't have enough doctors and nurses, and we have too many managers, so our systems are inefficient. Fire the bosses. Hire people that do work.

Airdrie Urgent Care did not have the resources to investigate or treat concerns and were told to go to ER.

I didn't know about urgent care until this year - it was excellent and fast. I will likely go there in the future instead of the emergency room if appropriate.

Staff were compassionate and caring, the doctor took the time to really discuss and understand the concern.

Base: Used an Urgent Care Centre in Alberta in past year (n=116) and voluntarily offered a comment



SPECIALTY CARE EXPERIENCES

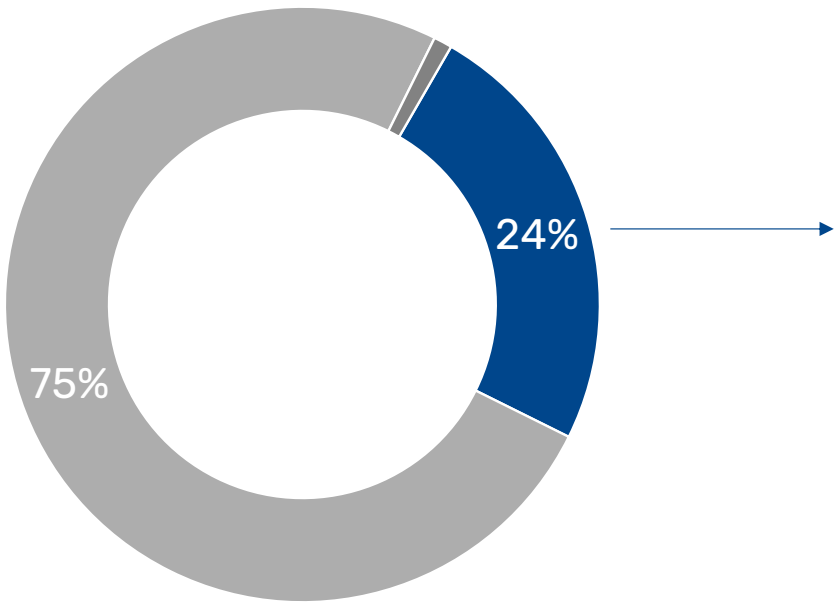


Specialist Waitlists and Expected Wait Time



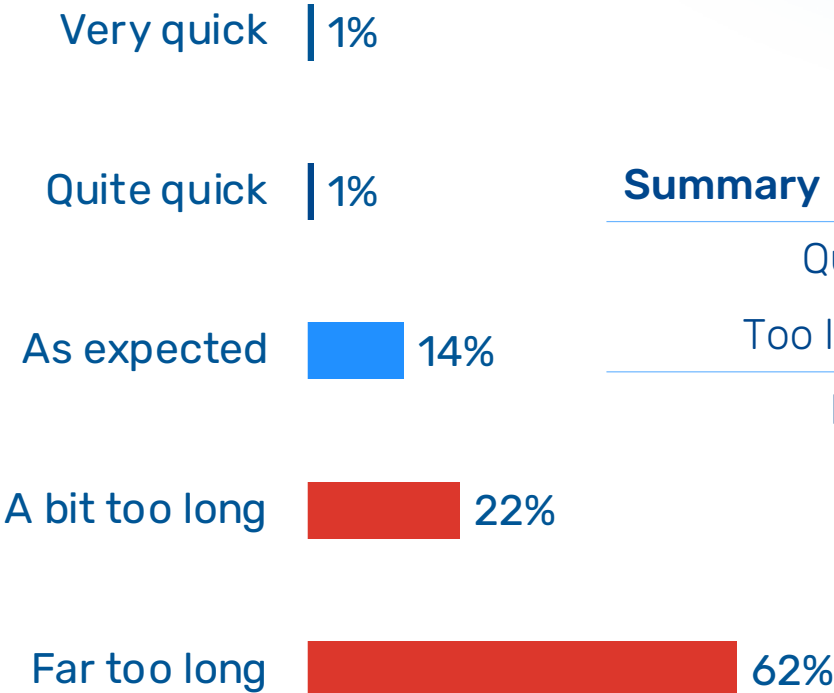
Are you currently on a waitlist to see a specialist physician for an initial consultation or a specific procedure?

■ Yes ■ No ■ Prefer not to say



Base: All respondents (n=1,100)

How would you describe your expected wait to see the specialist?



Summary

Quick	2%
Too long	84%
NET	-82

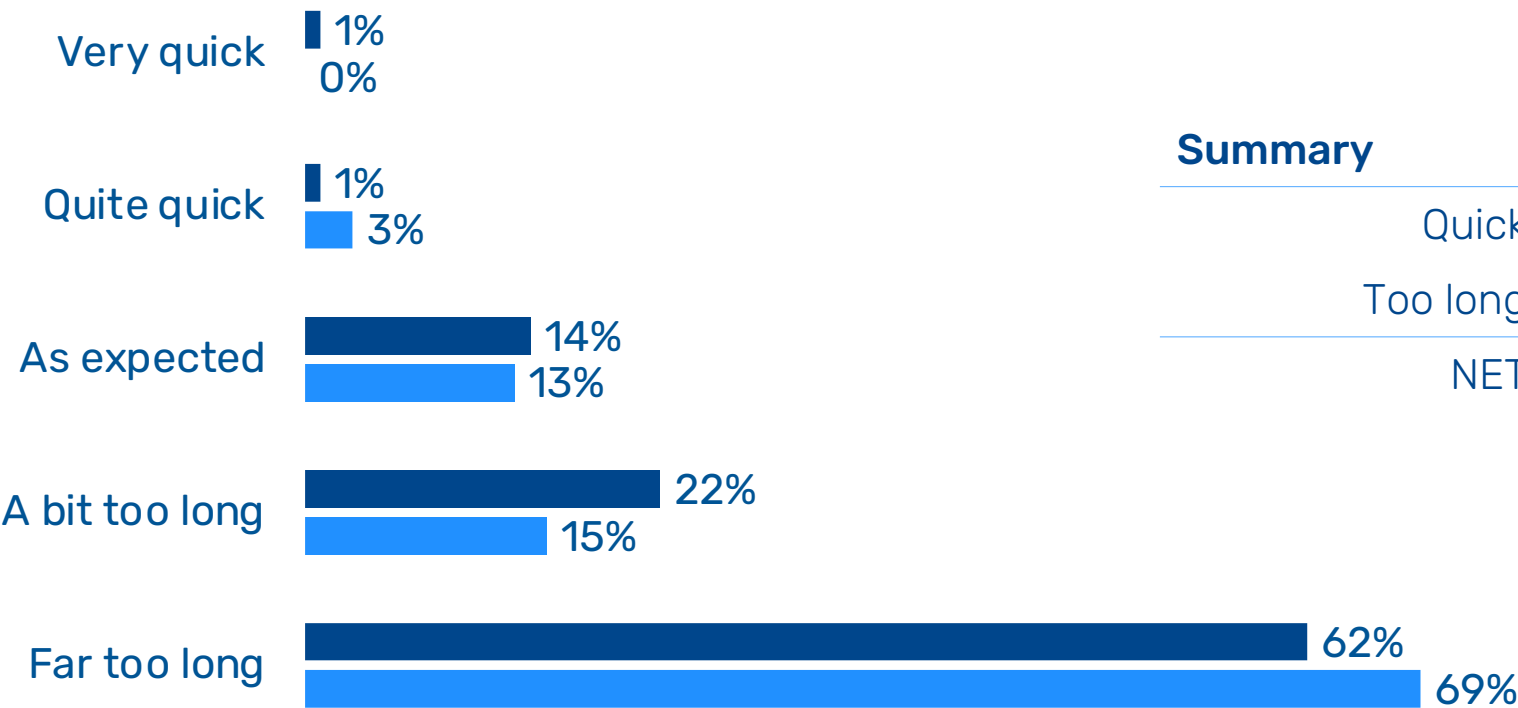
Base: Currently on a waitlist (n=266) | NET: Quick minus too long

Specialist Expected Wait Time Tracking



How would you describe your expected wait to see the specialist?

■ May'26 (n=266) ■ Jun'25 (n=215)



Summary	May'26	Jun'25
Quick	2%	3%
Too long	84%	84%
NET	-82	-81

Base: Currently on a waitlist | NET: Quick minus too long

Specialty Care Ratings

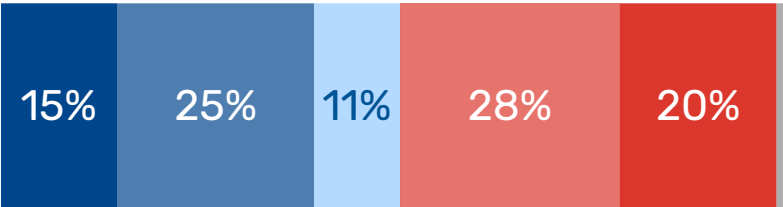


How would you rate the following based on your last visit to a specialist?

5 - Excellent 4 3 2 1 - Very poor Prefer not to say

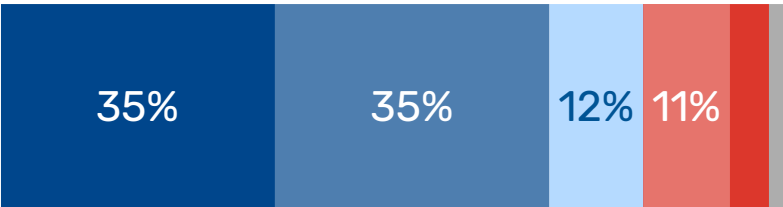
Good (rating 4,5) Poor (rating 1,2) NET

Timeliness to see the specialist



40% 48% -8

Overall quality of care received



70% 16% +54

Base: Seen a specialist in Alberta in past year (n=466) | NET: Good minus poor

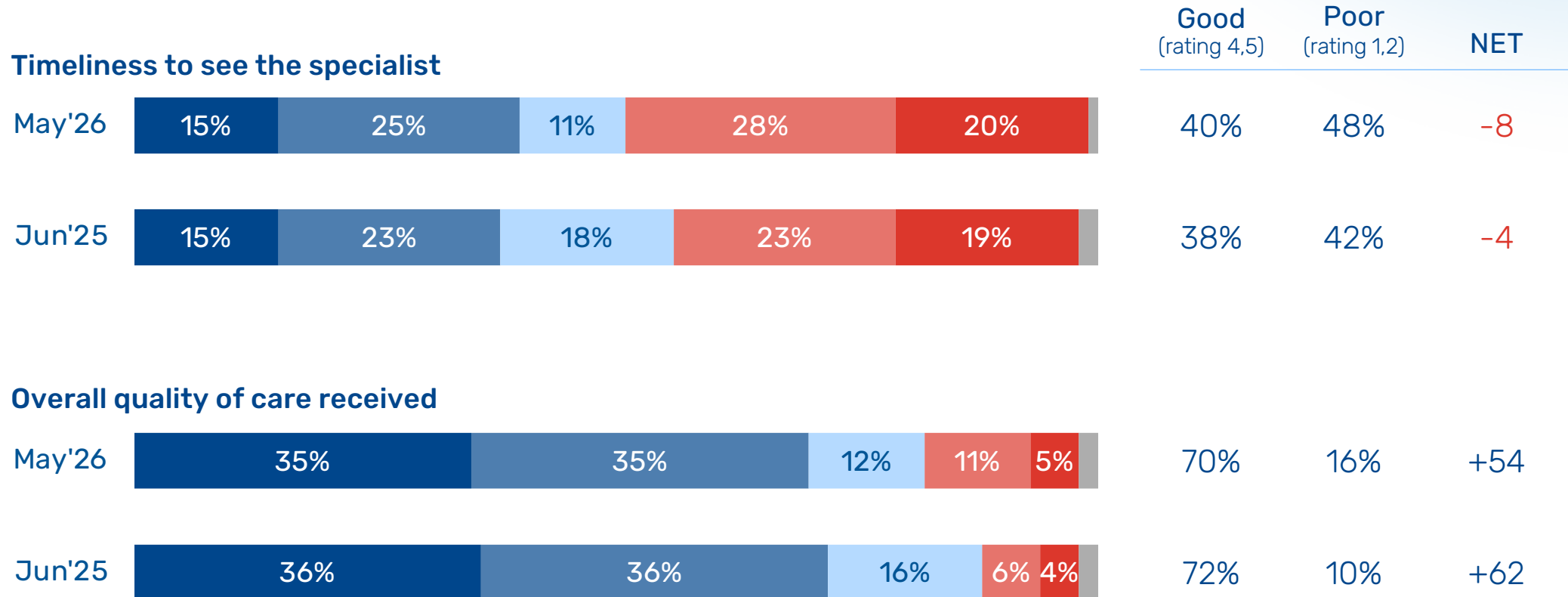
Specialty Care Ratings

Tracking



How would you rate the following based on your last visit to a specialist?

■ 5 - Excellent ■ 4 ■ 3 ■ 2 ■ 1 - Very poor ■ Prefer not to say



Base: Seen a specialist in Alberta in past year: May'26 (n=466); Jun'25 (n=441) | NET: Good minus poor

Specialty Care Ratings

By Region



How would you rate the following based on your last visit to a specialist?

		Region				
		Total	Calgary Proper	Edmonton Proper	Small Urban	Rural
Base: Seen a specialist in Alberta in past year		(n=466)	(n=166)	(n=104)	(n=140)	(n=58)*
Timeliness to see the specialist	Good	40%	36%	32%	44%	51%
	Neutral	11%	12%	13%	10%	18%
	Poor	48%	52%	55%	45%	31%
	NET	-8	-16	-23	-1	+20
Overall quality of care received	Good	70%	64%	71%	77%	68%
	Neutral	12%	16%	12%	10%	23%
	Poor	16%	20%	17%	13%	9%
	NET	+54	+44	+54	+64	+59

Note: Shading [blue] denotes significant differences among sub-samples

Base: Seen a specialist in Alberta in past year | *Caution: Small base size | NET: Good minus poor

Specialty Care Ratings

By Age and Gender



How would you rate the following based on your last visit to a specialist?

			Age (years)			Gender	
		Total	18-34	35-54	55+	Men	Women
Base: Seen a specialist in Alberta in past year		(n=466)	(n=107)	(n=153)	(n=207)	(n=203)	(n=249)
Timeliness to see the specialist	Good	40%	40%	31%	46%	46%	35%
	Neutral	11%	11%	16%	11%	11%	13%
	Poor	48%	49%	53%	43%	43%	51%
	NET	-8	-9	-22	+3	+3	-16
Overall quality of care received	Good	70%	62%	71%	73%	76%	67%
	Neutral	12%	20%	15%	11%	13%	15%
	Poor	16%	18%	14%	16%	11%	19%
	NET	+54	+44	+57	+57	+65	+48

Note: Shading [blue] denotes significant differences among sub-samples

Base: Seen a specialist in Alberta in past year | NET: Good minus poor

Specialty Care Ratings

By Family Doctor Access and Last Provincial Vote



How would you rate the following based on your last visit to a specialist?

			Family Doctor Access			Last Prov. Vote	
		Total	Good	Modest	Poor	UCP	NDP
Base: Seen a specialist in Alberta in past year		(n=466)	(n=228)	(n=130)	(n=68)*	(n=199)	(n=193)
Timeliness to see the specialist	Good	40%	44%	25%	40%	49%	33%
	Neutral	11%	14%	13%	13%	12%	13%
	Poor	48%	42%	62%	47%	39%	54%
	NET	-8	+2	-37	-7	+10	-21
Overall quality of care received	Good	70%	76%	62%	60%	72%	70%
	Neutral	12%	11%	17%	18%	12%	15%
	Poor	16%	13%	21%	22%	16%	14%
	NET	+54	+63	+41	+38	+56	+56

Note: Shading [blue] denotes significant differences among sub-samples

Base: Seen a specialist in Alberta in past year | *Caution: Small base size | NET: Good minus poor

Sentiment: Specialty Care Experiences



Do you have any specific comments about your experience seeing the specialist?

Commonly mentioned experiences with a specialist in Alberta include:

- **Long Waits for Appointments (~45% of mentions):** Many noted lengthy delays (months to years) to see a specialist. Waits for follow-ups was also described as a major issue, affecting timely care.
- **Quality and Thoroughness of Care Once Seen (~20%):** Many reported positive experiences with specialists, citing professionalism and expertise. Still, some felt appointments were rushed or lacked proper follow-up.
- **Communication Issues and Dismissive Attitude (~15%):** Several mentioned problems with communication (including feeling dismissed), brief consultations, or not being listened to/concerns being overlooked.
- **Access and Referral Difficulties (~10%):** Some discussed challenges with getting referrals or finding available specialists. Bureaucratic hurdles making access harder was also mentioned.
- **Cost and Funding Concerns (~5%):** A few mentioned out-of-pocket costs, profit-driven motives, or the need for better government funding to reduce wait times.
- **Positive Experiences with Specialist Care (~5%):** Some reported consistently good experiences, such as thorough care and knowledgeable specialists.

Base: Seen a specialist in Alberta in past year (n=466) and voluntarily offered a comment

Sentiment: Specialty Care Experiences



Do you have any specific comments about your experience seeing the specialist?

Wait times are long, in many cases far too long, but quality of care once seen is good.

The wait to see a specialist should not be this long, it over 5 years to resolve a shoulder issue, I ended up using a private specialist and it was the same doctor I would have seen in the public sector but 5 years faster.

Took 4 years on a wait list to arthroscopic surgery that took 19 minutes. My follow up appointments with my surgeon ... he has never even looked at my knee.

The experience was fine. The specialist was wonderful and thorough. The wait time was untenable and made things worse.

The doctor is excellent, but I couldn't see him for several months. Even after I saw him it's very hard to book the next appointment and get access.

I just genuinely cannot believe how difficult it is to see a specialist. I've been trying to get referrals for years. My diagnosis has taken 10 years. I'm on a 5-year waitlist for another clinic. This is just absurd.

More funding for healthcare is needed to reduce wait times.

Specialist was like a robot. Ten minutes length including internal exam. Talked while typing into her screen. Manner abrupt and totally dismissive.

Appt was rushed like she was late to catch a flight or something and my options for treatment were not explained well enough for me to make a decision.

While the doctor was entirely professional and helpful, the wait time to make an appointment was unacceptable to the degree of months, and following the appointment, the doctor's administration staff were unable to deliver on our agreed-upon next steps in a timely manner (and I am still waiting for some of these steps to be taken).

She is good can't help but feel the care she can give is limited by a bureaucratic over managed bloated corrupt AHS.

Base: Seen a specialist in Alberta in past year (n=466) and voluntarily offered a comment



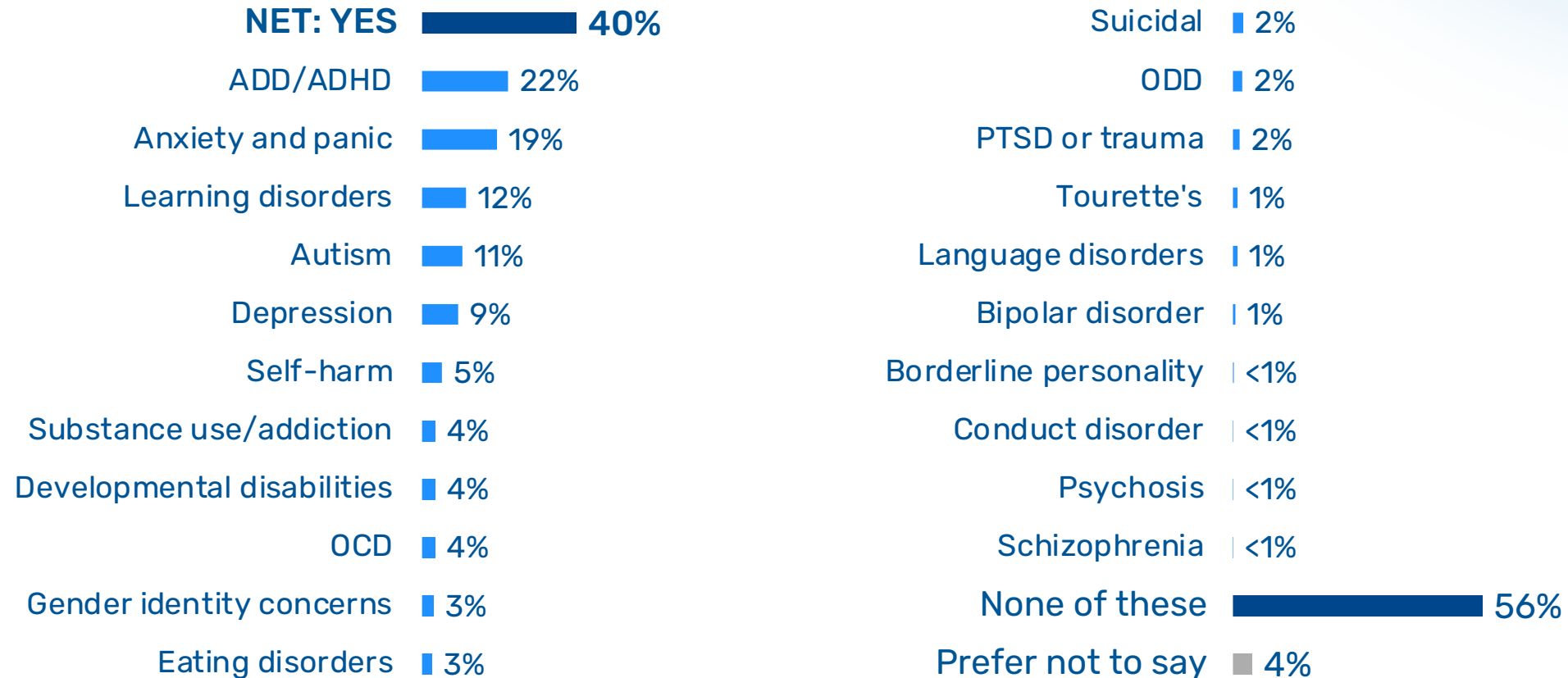
PEDIATRIC MENTAL HEALTH



Children's Mental Health Conditions



Do any of the children in your care suffer from or have a diagnosis of any of the following?



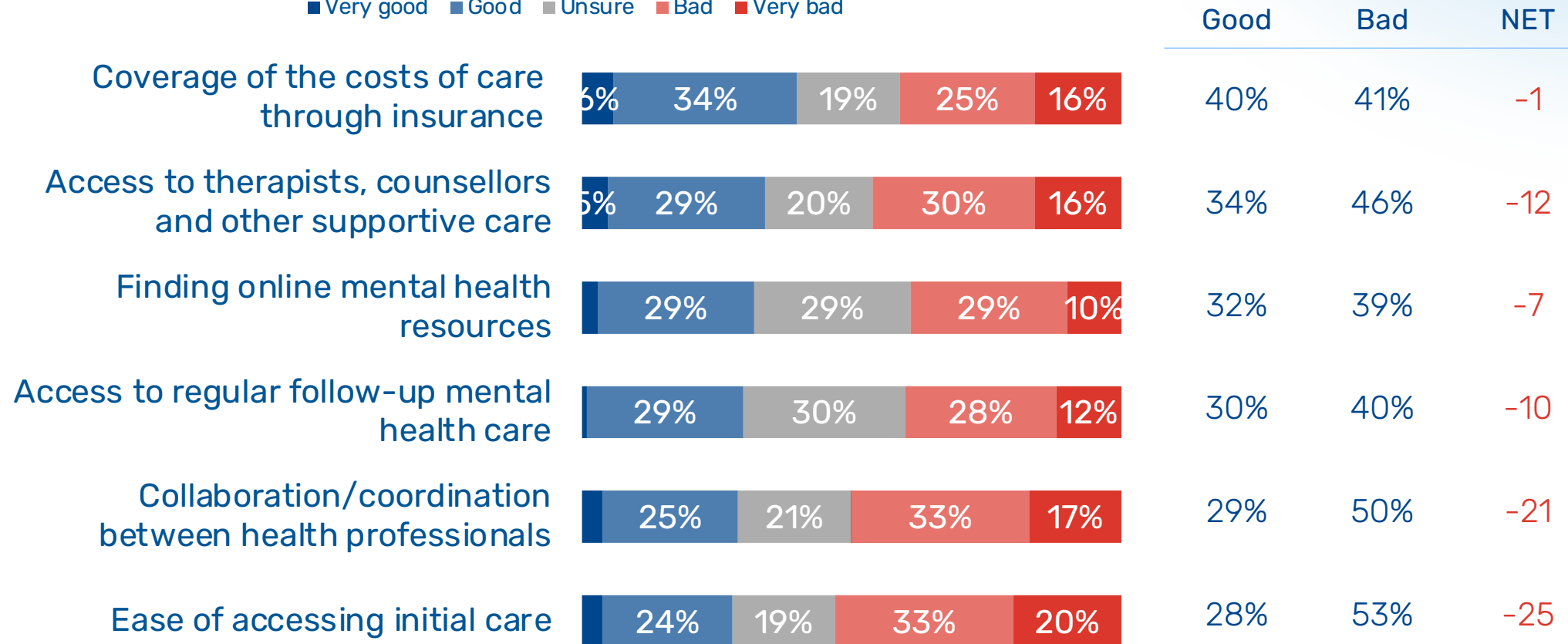
Base: Has child(ren) at home (n=320)

Children's Mental Health – Attributes of Care Ratings



When it comes to accessing mental health care for your child or children in Alberta, how would you rate each of the following?

■ Very good ■ Good ■ Unsure ■ Bad ■ Very bad



Base: Has child(ren) at home with mental health/developmental condition(s) (n=131) | NET: Good minus bad

Children's Mental Health – Attributes of Care Ratings



... continued

When it comes to accessing mental health care for your child or children in Alberta, how would you rate each of the following?

■ Very good ■ Good ■ Unsure ■ Bad ■ Very bad

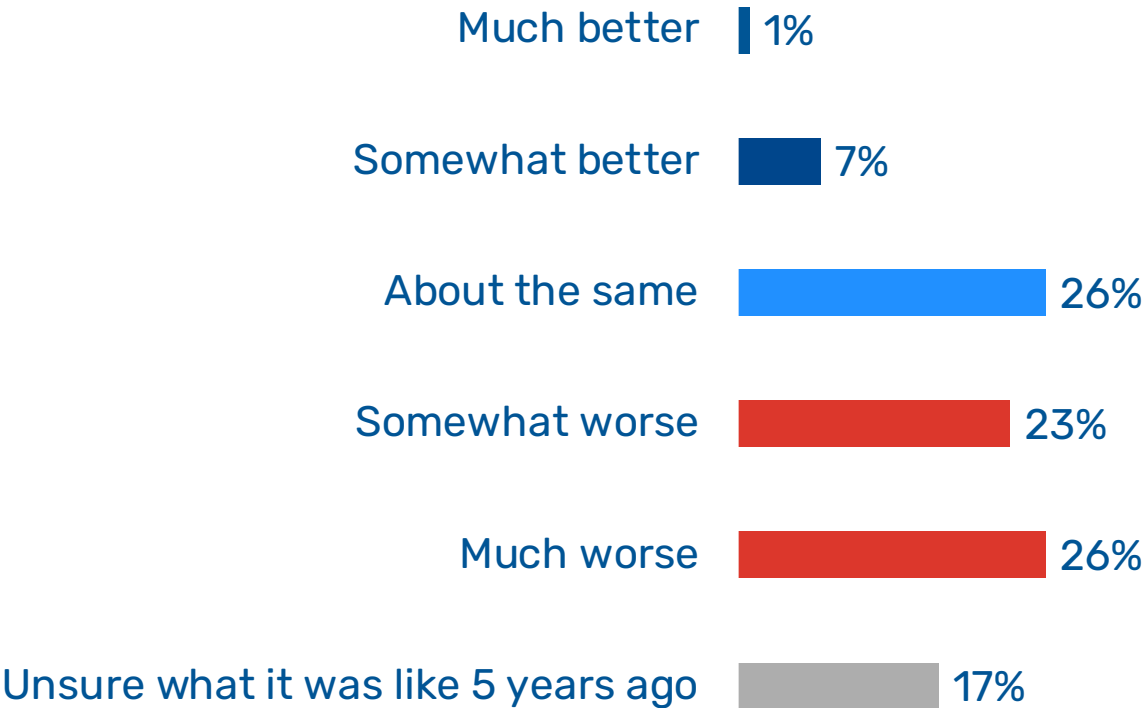
		Good	Bad	NET
Overall quality of system in meeting your child's mental health needs	26% 15% 39% 19%	27%	58%	-31
Timely access to appointments with specialists	25% 20% 31% 22%	27%	53%	-26
Timely referrals to specialists	21% 17% 34% 26%	23%	60%	-37
Supports for you as a parent or guardian	20% 27% 34% 18%	21%	52%	-31
Funding for supportive care	16% 27% 31% 25%	17%	56%	-39
Ease of navigating different mental health supports/care	16% 27% 37% 20%	16%	59%	-43

Base: Has child(ren) at home with mental health/developmental condition(s) (n=131) | NET: Good minus bad

Mental Health Supports in Alberta



Based on your experiences or impressions, compared to 5 years ago, do you think mental health care and supports for children today in Alberta are better, worse or about the same?



Summary

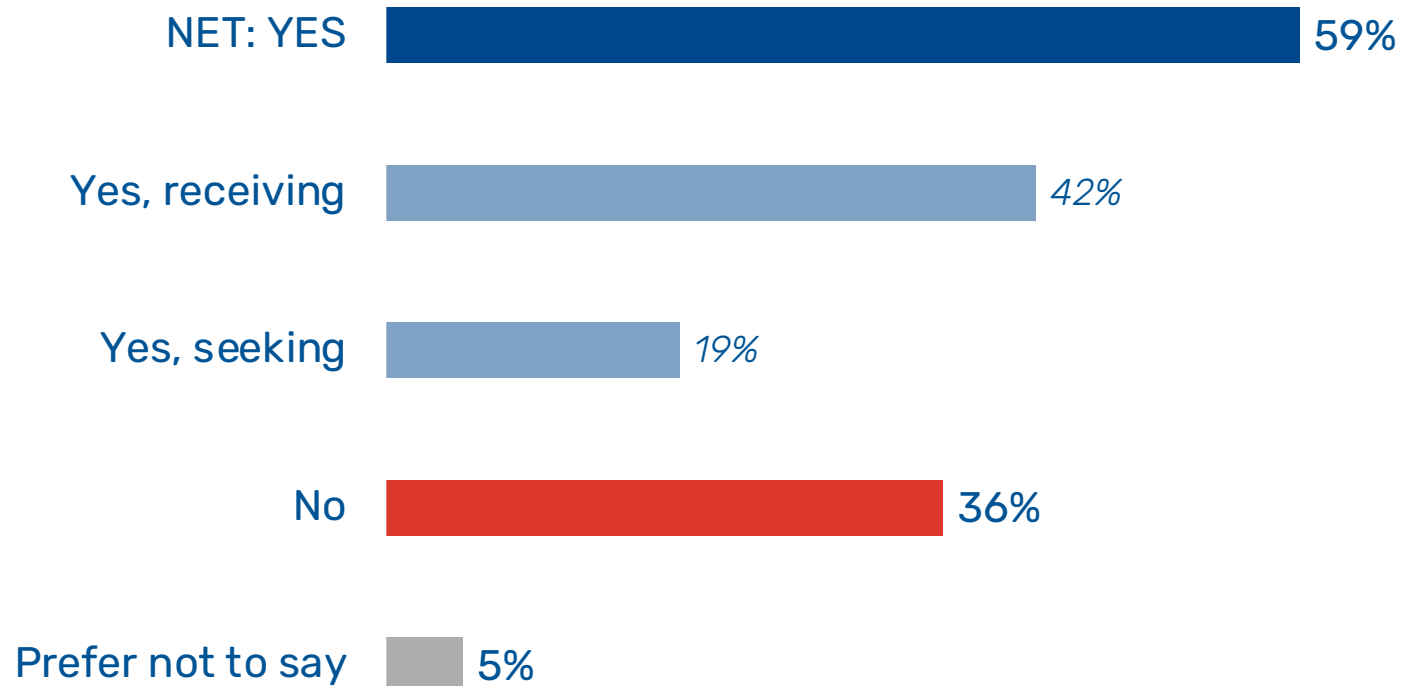
Better	8%
Worse	49%
NET	-41

Base: Has child(ren) at home with mental health/developmental condition(s) (n=131) | NET: Better minus worse

Children Receiving or Seeking Supports



Is your child/children currently receiving or are you seeking any medical or counselling support for their mental health and/or developmental concerns?

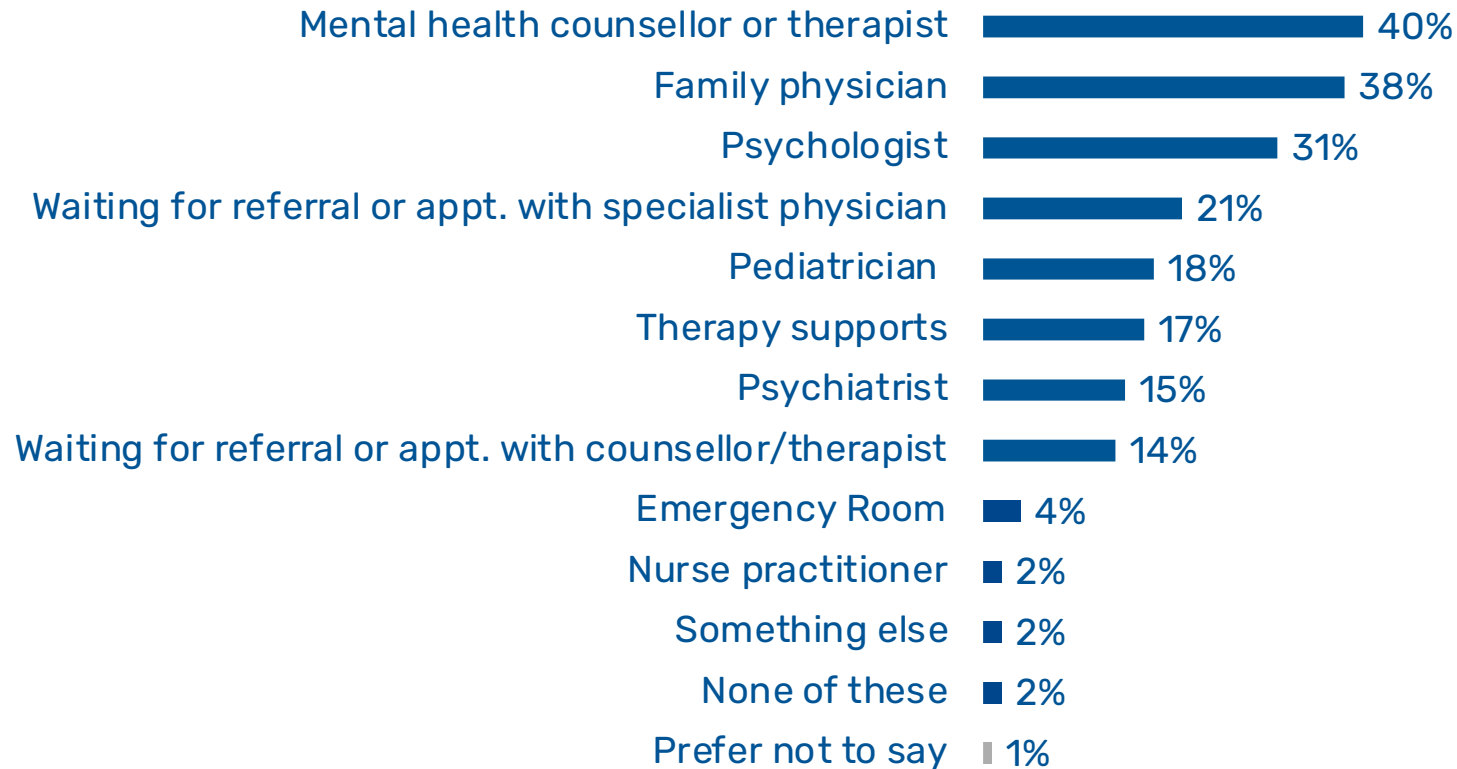


Base: Has child(ren) at home with mental health/developmental condition(s) (n=131)

Children's Mental Health Supports Received



Which of the following mental health and/or developmental supports is your child/children receiving for their concerns?



Base: Child(ren) receiving support (n=77)* | *Caution: Small base size | Multiple mentions

Sentiment: Priorities for Children's Mental Health



What would you say are the most important priorities for Alberta's health care system when it comes to improving care and supports for the mental health needs of children?

Important health care system priorities for the mental health needs of children are:

- **Improved Access and Reduced Wait Times (~40% of mentions):** Easier/faster access to mental health supports, evaluations, and specialists a top priority. Long waits a barrier.
- **Affordability and Funding (~30%):** Feel mental health services should be fully funded or affordable, as costs prevent families from getting care. More gov't funding is essential.
- **Availability of Services/Practitioners (~25%):** Shortage of mental health professionals and facilities for children. Need more practitioners in schools and communities.
- **Navigation, Awareness, Coordination (~20%):** Difficulties in navigating the system and a lack of awareness of supports. Need for better coordination btw schools/health providers.
- **Early Intervention and Diagnosis (~15%):** Early assessment and intervention, especially for neurodiverse children, with shorter wait times needed for evaluations and therapy.
- **Holistic, Trauma-Informed, and Non-Pathologizing Approach (~10%):** Some urge less labeling, and more holistic, trauma-informed care, with approaches seeing children's needs beyond just behavior.
- **Support for Families and Caregivers (~10%):** Support for caregivers seen as vital, since family well-being impacts children directly.
- **Public vs. Private System Concerns (~10%):** There are worries about privatization, government mismanagement, and disparities between those who can afford private care and those who cannot.

Base: Has child(ren) at home with mental health/developmental condition(s) (n=131), and voluntarily offered a comment | Multiple mentions

Sentiment: Priorities for Children's Mental Health



What would you say are the most important priorities for Alberta's health care system when it comes to improving care and supports for the mental health needs of children?

Quicker service is needed, we waited over 18 months to get seen, diagnosis was quick after that but cannot access support until official diagnosis letter is sent which takes 6-8 weeks.

Improving access, there are long waiting periods for public supports. I am trying to go private, and it is difficult to find therapists that are able to take new patients.

Health care needs to be funded properly so that there are more professionals in place to help children with mental health issues.

Awareness and ease of access. From conversations with other parents, it is not always easy to navigate the system.

Better and faster access and FAR less costly.

Improve funding so that there are more doctors, nurses, beds. The wait times are really the main issue. The care received is always good, it just takes way too long to get it.

Timeliness in addressing concerns, follow-up, follow through with patients. We need more child psychiatrists whom are current with new treatments. Too many kids slip through and become troubled adults.

Ease of access, have clinics or clinics with practitioners trained in mental health – more wholistic approach. You should not have to research and locate supports all over the place. It's scary, people should know exactly where to go for help.

Having immediate access is a problem. It took a number of calls to even find someone. Ended up paying for a psychologist out of pocket, due to lack of availability.

Ease of navigation of the system. The intake process lacks a human touch and is confusing. As soon as a child is under the care of a mental health professional, it should include supports for the guardian.

Understanding that this has to be handled holistically, including supports in schools instead of fragmentation across a whole bunch of governing bodies that didn't need to be created.

Base: Has child(ren) at home with mental health/developmental condition(s) (n=131), and voluntarily offered a comment



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