



care + advice



Work with us, join our team



Green Cross Health Group



As at 1 April 2024

Unified by our values

In our work teams and how we support our communities we are unified by these values. Talk with anyone in our medical centres and they'll say "these values are real, we live by them everyday, for each other and our patients".

kaitiakitanga care for our community

We choose to put care at the heart of everything we do, offering support, compassion, expertise and enthusiasm to others in order to work towards a healthier New Zealand.



kotahitanga work together

We work collaboratively because when we inspire and motivate those around us first, we can better help our wider communities thrive.



ō tātou ūara our values

manaakitanga look after each other

We create an environment that's built on respect and value our professional and personal diversity.



tū tika do the right thing

We are open and honest in our discussions and practices, striving for excellence in people-centred care and how we operate.



Leading primary healthcare provider in New Zealand

The Doctors medical centres are part of the Green Cross Health group, a leading provider of primary healthcare in New Zealand. Listed on the New Zealand Stock Exchange, Green Cross Health provides healthcare services, support and advice to communities throughout New Zealand. The company represents around 333 pharmacies under the Unichem and Life Pharmacy brands and 66 medical centres.

The Doctors medical centres

The Doctors was founded as a business in 1989 with three medical centres in Hawkes Bay but the brand name was first used publicly in 1993 in Palmerston North. Making access to healthcare professionals easy and convenient was a founding principle of The Doctors brand.

Uncommon at the time, our medical centres opened for extended hours, 7 days a week for patients. Key was the intent to provide convenient, comfortable, integrated healthcare facilities and a clear mandate to deliver exceptional customer service. In over 30 years our network has grown significantly. We are now New Zealand's leading medical centre network with a 1,400-strong team caring for over 429,000 enrolled patients across the country.

Despite our size we do not take a cookie cutter approach to General Practice. Our practices reflect their communities, and each has its own feel and focus.



Steeped in medical history

We are becoming one of New Zealand's most trusted brands. Our green cross is highly visible and instantly recognisable in every community, showing where to find trusted, easily accessible health care and advice.

Since the 12th century, a green cross has been used to represent health professionals and first took the form of a serpent wrapped around the jade hilt of a sword, used by the Hospitallers of St Lazarus in Greece. Widely recognised in Europe and the USA as identifying a place to find health care and advice, we are proud to embrace this legacy in our company name and the icon we use to identify ourselves.

This symbol has been incorporated into the various brand identities within our group, including The Doctors.



Defining the future of healthcare

We are taking the opportunity to change the way healthcare is delivered in New Zealand, to make it easier to access and navigate and play our part in creating better health outcomes and ultimately, a healthier New Zealand. We acknowledge Māori as tangata whenua of Aotearoa New Zealand and our commitment to te Tiriti o Waitangi. Join us, and lead on key issues affecting primary health in New Zealand. We have key strategic relationships at local and national level and are committed to provide patient centric primary and community healthcare through integrated multi-agency and multi-professional partnerships. We are a company who focus on working collaboratively together to plan strategically and achieve agreed goals.

At Green Cross Health our vision is

Because of what we do, everyone is healthier.

And our brand promise is that

We are passionately committed to the health and wellness of New Zealand, providing the best support, care and advice to our communities.



“Because of what
we do, everyone
is healthier.”

Our GPs, key leaders of our medical centres



Across our medical centre network we employ over 1,400 staff and have 403 doctors working with us. We want to talk to new or experienced GPs and discuss opportunities for career progression, including leadership of medical centres.

Every year is exciting here - our medical centre teams are working together to improve access, range and quality of service to our patients. Building on our sound reputation for medical services, we will be introducing new tools as well as working with our local communities to tailor how we deliver primary healthcare to suit their needs and provide better health outcomes.

About our GPs

- Are often considered as part of the management team and leaders within their practice
- Are invited to lead general practitioner services as part of the management team
- Work with a different practice team sizes, from 5 to over 50 staff
- Be part of multidisciplinary and collaborative care teams
- Have the opportunity to work across New Zealand as vacancies arise if they want to move
- Extensive orientation plan for overseas GPs new to NZ
- Are offered a competitive salary
- Want to partner with us for a career pathway and leadership opportunities across the network
- Want to be part of an engaged, professional team, in a financially healthy medical centre
- Want to be rewarded for your contribution and capability
- Want to be part of a team and organisation that is passionate about primary healthcare, improving health outcomes, and the patient experience
- Have a high energy and enthusiasm for both clinical and service excellence
- Are a team player with a desire to be part of practice leadership
- Clinical governance

Talk with us if you

We are passionate about developing people's skills, confidence and capability. We provide opportunities to expand your scope of practice and choose your specialty area to improve people's health access, choice and outcomes:

We offer our GPs

- Southern Cross Health Insurance discount
- Internal courses on topics such as wellbeing and diversity
- Leadership development opportunities
- NZQA accredited courses

Our Nurse Practitioners and Nurses, the backbone of our clinics and healthcare delivery



Across our medical centre network, we have about 32 nurse practitioners and 433 nurses working with us.

Together with extended care teams including physician associates, they partner with people, individuals, families, whānau, and communities to achieve the shared goal of health for all.

We want to talk to both new and experienced people in these roles to discuss opportunities including leadership positions in our medical centres.

Nurse Practitioners and Physician's Associates

Advanced Practitioner roles including Nurse Practitioner (NP) and Physician's Associate (PA) are integral to the sustainability of General Practice.

Nurse Practitioners are registered advanced practice health professionals who work autonomously in a variety of differing models across our network. The number of NPs within our network has grown significantly over the past few years.

Physician's Associates, while currently unregulated in New Zealand, work under the scope of a General Practitioner as a generalist provider. Green Cross Health welcomes PAs and is actively advocating for the registration of this vital general practice workforce addition which has proven effective overseas.

Talk with us if you are a Nurse Practitioner or Physician's Associate and want to join our network as part of an engaged multi-disciplinary healthcare team at one of our medical centres.

Diverse work environments are available - rural, urban, urgent care, general practice, with practice teams sizes ranging from 5 to 50. You can work across single or multiple practices, move or travel within the network, from short stints to permanent roles.

About our Nurses

- Participate as autonomous practitioners within integrated healthcare teams
- Are part of a network and share clinical expertise, ways of working and leading - learn from others, locally and nationally
- Work in diverse environments - rural, urban, urgent care, general practice, Covid-19 testing and vaccination centres with practice team sizes ranging from 5 to over 50
- Collaborate with different providers – mental health practitioners, pharmacists, paramedics, social workers and more
- Can work across single or multiple practices, move or travel within the network, from short stints to permanent roles

Professional development and career pathways

We are passionate about developing people's skills, confidence, and capability. We provide opportunities for expanded and specialised practice and designated prescriber roles to improve people's health access, choice, and outcomes:

- Well-developed career pathways for general practice and nurse prescribing
- Be recognised and rewarded for your personal capability and contribution to the practice
- Opportunities to develop skills in special interest areas such as travel health, occupational health, sexual health, skin, diabetes, youth health and more!

- Access to dedicated professional development funds for nurses
- Access to award-winning TeachMe, our online learning platform, interactive programmes
- Access to NZQA accredited courses
- Internal courses to support wellbeing and develop the ability to work with diverse cultural groups within our population

Nursing leadership

Our Nurse Leads are a key member of the medical centre leadership team and central to service development. We support our Nurse Leads in a number of ways:

- World class Stellar Leadership Programme that positively impacts our people personally, our patients and our practices' business interests
- Nurse Lead Forums offer the opportunity to come together with other network Nurse Leads to discuss and troubleshoot
- Practical tools and advice for managing nursing teams, developing new or enhanced nursing services, meeting standards, models of care, legislative and regulatory requirements, and preparing for assessments and audits
- Templates that can be tailored for each medical centre. These policies, procedures, standing orders, audit and clinical guidelines all meet a high standard and support current clinical practice

- Ensuring clinical services introduced enhance and improve existing services by setting standards, career pathways and sustainable models of care

Other healthcare roles

Green Cross Health promotes multidisciplinary teams and as such we have a variety of other health care roles represented throughout the network. Opportunities within the medical centre include roles as:

- Community Pharmacist
- Paramedic
- Primary Care Practice Assistant
- Healthcare Assistant
- Medical Administrator
- Health Coach
- Health Improvement Practitioner
- And more!



You will join a bigger family

We provide valuable formal and informal opportunities for our whole network to access collegial support:

- Annual Green Cross Health Medical Conference
- Medical Centre Leadership Team (MCLT) Induction Day
- Regional opportunities to network and collaborate with other medical centres in your locality
- A variety of national network forums designed for our MCLT to come together to discuss relevant topics related to general practice and medical centre leadership and management. It includes a monthly Network Medical Forum.
- Work with a 'Support Office' that is not a Head Office

Our support office houses a multi-disciplinary team providing advisory services to support your medical centre needs. We engage with industry stakeholders at every level and advocate on behalf of our members, representing your interest with policy makers, industry groups, consumer groups and professional associations.

We collaborate on initiatives to ensure that patient experience and outcomes are prioritised and to break down funding silos which work against that. Creating holistic person-centred health and wellness care and empowering patients to manage their own health are important to us.

Clinical governance

Our health governance framework ensures clinicians are involved at every level of decision making. As part of our quality and safety culture that focuses on constant, ongoing quality improvement we provide:

- Expert clinical and legal advice and professional support
- Electronic incident and feedback reporting
- Policy and procedures that reflect and promote a fair and just culture, shown to improve health outcomes and support quality improvement initiatives

Talk with us if you want to

- Be part of a team and organisation that is passionate about primary healthcare, serious about patient and whānau engagement
- Partner with us for a career pathway and personal leadership opportunities across the network including practice leadership and/or be a leader in your section or area
- Learn about opportunities to invest in a practice
- Be rewarded for your ability as a nurse practitioners and your contribution to your workplace
- Have a high energy and enthusiasm for both clinical and service excellence
- Participated in regular clinical and operational network forums and join a private Facebook group for discussion and sharing

Our changing NZ population

Growth



By 2034 New Zealand population will be **5.4 million**



Ethnicity

By 2038 our population will be **21% Asian, 19% Maori, Pacific 11%, European 65%**



As of 2022, **1 in 5** New Zealanders are **65** years or older

More than **400,000** households move each year in New Zealand – we'd like them and their families to stay with Green Cross Health for life.



(source: Statistics New Zealand, 2022)



A rapidly growing network

AUCKLAND

North

- The Doctors Red Beach •
- The Doctors Whangaparāoa
- Albany Family Medical Centre
- The Doctors Apollo
- Sunset Road Family Doctors
- The Doctors Fred Thomas
- The Doctors Birkenhead
- Medplus Takapuna
- Medplus Devonport

West

- The Doctors Waimauku
- The Doctors Huapai
- The Doctors Massey Medical
- Richmond Road Medical Centre
- The Doctors New Lynn
- The Doctors Mt Roskill

Central

- The Doctors Quaymed Britomart
- The Doctors Quaymed Wynyard
- The Doctors St Heliers
- The Doctors Greenlane
- The Doctors Onehunga •
- The Doctors Mt Wellington
- Mount Wellington Family Health Centre

South-East

- The Doctors Ti Rakau
- The Doctors Middlemore •
- Papakura East Medical Centre
- The Doctors Drury

SOUTH ISLAND

Tasman/Nelson

- The Doctors Motueka
- Richmond Health Centre

Christchurch

- The Doctors Christchurch South
- Marshlands Family Health Centre
- Woodham Road Medical Centre
- Darfield Medical Centre
- West Melton Medical Centre

NORTHLAND

Kerikeri

- The Doctors Kerikeri

Whangarei

- The Doctors Kamo
- The Doctors Tikipunga
- The Doctors Tui

LOWER NORTH ISLAND

Whanganui

- Springvale Medical Centre
- Aramoho Health Centre

Paraparaumu

- Team Medical •

Porirua

- Plimmerton Medical Centre

Upper Hutt

- Gain Health Centre
- Silverstream Health Centre

Lower Hutt

- The Doctors Muritai
- High Street Health Hub

Queenstown

- The Doctors Whakatipu - Frankton
- The Doctors Whakatipu - Shotover

Invercargill

- Bester McKay Family Doctors
- Vercoe Brown & Associates

WAIKATO/BAY OF PLENTY

Waikato

- Waihi Health Centre

Tauranga

- The Doctors Tauranga
- The Doctors Bayfair
- The Doctors Papamoa
- The Doctors Welcome Bay
- The Doctors Bureta

Whakatane

- The Doctors Kopeopeo
- The Doctors Phoenix
- The Doctors Total Health

Kawerau

- Tarawera Medical Centre

HAWKES BAY / GISBORNE

Gisborne

- The Doctors Te Whare Hāpara

Napier

- The Doctors Napier
- The Doctors Greenmeadows
- EIT Health Centre
- The Doctors Ahuriri

Hastings

- The Doctors Hastings
- The Doctors Waipawa



• Urgent Care Medical Centres
As at 1 April 2024
Map is not to scale

Our healthcare commitments to our patients

1 Delivering better health outcomes to New Zealand

We believe in achieving better health outcomes for our patients, our customers. This is where patients receive a seamless healthcare experiences through medical centres, pharmacies and community health services. We believe in a future of healthcare where the patient only has to tell their story once.

2 Easy access to personalised healthcare

This is about convenience for patients and our ability to deliver healthcare how and when people want it, that ensures they see the right person at the right time. We believe in collaborating with our patients, in developing personal care plans and in sharing skills and knowledge so people can manage the direction of their own healthcare and to maintain healthy lives. Our multi-disciplinary roles are those of health strategists and health coaches, delivering professional care and advice and health literacy using easily understood terminology.

3 Collaboration with a network of providers

We believe that collaboration with other health providers, professionals and our local community will make a real difference to our patients' health outcomes.

Green Cross Health is in a unique position in New Zealand to be able to develop and deliver seamless healthcare experiences through medical centres, pharmacies and community health services.

4 Strengthening local connections

Think global, act local is a mantra for many successful organisations today and we believe it applies to Green Cross Health and The Doctors. Having a brand that is trusted, recognised and meaningful throughout the country will be beneficial for our patients and us. Our local teams are always best positioned to understand their own community and to develop and deliver the best services for them. There is no substitute for local connections with local people and the positive relationships that develop as a result.

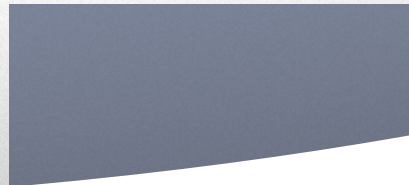
5 Harnessing the benefits of technology

People deliver healthcare, but technology will augment the way it is delivered and enable us to provide care and advice the way each person wants it. That may be as simple as booking an appointment online or a secure video consultation. We're also committed to investing in better solutions making your job more streamlined, helping to reduce your workload.

Technology will enable us to more closely measure, monitor, and report on the quality, performance, outcomes and value that we deliver to communities.

6 Healthier environments and relationships

We are all about health and that extends to the way we work, the places we work in and our interactions with patients and colleagues. It is our intention to develop medical centres which incorporate ecologically sustainable features and create environments which lend themselves to a better customer experience. Physical environments are only a small piece of the puzzle, it is people who deliver exceptional customer service and build healthy, collaborative relationships based on respect and trust.



Contact us

We are excited about our vision to create better health outcomes and ultimately, a healthier New Zealand and look forward to working with you on this journey.

If you are interested in talking with us about opportunities that we have now or sometime in the future – please take a look at our website careers.greencrosshealth.co.nz to find out more. Then contact us and let's start a conversation about you and your career.

Phone Anna Drakeford on **021 151 0048** or email anna.drakeford@greencrosshealth.co.nz

