



care + advice



Partner with us

join our network



New Zealand's leading provider

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

This is our promise.

Our network of The Doctors medical centres is the leading provider of general practice in New Zealand.

The first medical centre in The Doctors network started 30 years ago in Napier in 1989. It was among the first medical centres in New Zealand to provide 7-day a week, extended hours care to patients.

Since then our network has grown significantly.

We are now the largest medical centre network in New Zealand, providing support, care and advice to almost every community through the sought after The Doctors brand.

The Doctors medical centres are part of the Green Cross health Group who have been New Zealand owned and operated since 1981. We have a 1400-strong team of doctors, nurse practitioners, nurses, receptionists, admin staff (and many more), who live our values every day!

63
Medical Centres

401,000
Enrolled Patients



A rapidly growing network

AUCKLAND

North

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

West

The Doctors Waimauku
The Doctors Silver Fern
The Doctors Huapai
The Doctors Massey Medical
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
Mt Wellington Family Health Centre

South-East

The Doctors Ti Rakau
The Doctors Middlemore •
The Doctors Drury

LOWER NORTH ISLAND

Porirua

Plimmerton Medical Centre

Whanganui

Springvale Medical Centre
Aramoho Health Centre

Upper Hutt

Gain Health Centre
Silverstream Health Centre

Lower Hutt

The Doctors Muritai
High Street Health Hub

Paraparaumu

Team Medical •

Masterton

Whaiora

NORTHLAND

Kerikeri

The Doctors Kerikeri

Whangarei

The Doctors Kamo
The Doctors Tikipunga
The Doctors Tui

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

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 Gascoigne
The Doctors Waipawa

SOUTH ISLAND

Tasman/Nelson

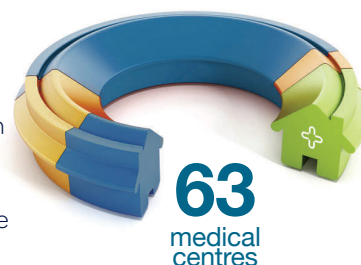
The Doctors Motueka
Richmond Health Centre

Christchurch

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

Queenstown

The Doctors Whakatipu - Frankton
The Doctors Whakatipu - Shotover



• Urgent Care Medical Centres

Map is not to scale

Your choice: partnership, exit strategy or co-investment

When you become part of the Green Cross Health Group you join a team of like-minded people who put the care of their communities first and can provide you with collegial support.

Flexible ownership

Practice owners sell or go into partnership for all sorts of reasons. Some want a new partner to bring in much-needed capital investment to grow the practice. Others want to relieve the operational burden and work part time. Others are nearing retirement and want an exit strategy including succession planning for their patients.

Some GPs or health professionals would like the opportunity to invest and become part-owners in a practice but lack the capital required to do so. We encourage owners to buy in.

Typically Green Cross Health invests in the Practice Company, either acquiring shares in the Company or establishes a new company that acquires all the business and assets of the Practice. We put in place a shareholders agreement to cover board representation, voting rights and the decision making process.

Managed Services Agreement (MSA)

Whatever your circumstance or ownership model, our agreement with you will align on vision, with flexibility within the operation. With an MSA, we offer a tailored partnership complemented by full clinical leadership and governance.

Our partnership operates as an enabler for Medical Centres to prosper as individual practices, with the right business tools to measure and benchmark service delivery. Services and resources include finance, payroll, accounts payable and accounts receivable.

Personalised support

We know that running a practice isn't easy. With an MSA, our team of experts are here to help so that you don't have to go it alone. Whether it's operational advice and guidance, collegial support or simply acting as your sounding board, we are here to help, so your team can focus on patients.

You understand your patients and the needs of your communities. We understand operational excellence and how to support you to achieve it.

Real experience

Dr Harry and Fiona, lead GP and practice manager owners, sold two medical centres to Green Cross Health. As a GP for over 30 years and in this business since 1997, Harry "worked day and night for many years, working in and on the business 24/7."

Wanting more out of life, they made a lifestyle decision. The time was right to free up personal time and to consider the future of their practices and patients. Harry now works 20 hours a week in the practice, for 40 weeks a year, focusing on clinical issues. He says "now there's no management head required and no need to take my work home with me. Green Cross Health gave us financial security for our children and their future. It saved us the messiness of trying to sell later on in life".

"We were told from the outset that Green Cross Health wouldn't come in and change everything. That's exactly what happened, it's been business as usual, which is what we wanted."

*Dr Harry & Fiona Hillebrand
Waimauku Doctors & Silver Fern Medical Centre*

A process and timeframe to suit you

There are any number of reasons why owners want to talk with Green Cross Health – solutions to help run your practice, co-invest to own a practice, reduce stress, work part-time, improve financial performance, release capital, future proof your business or become part of a larger, collegial network.

Whatever your ownership needs, Green Cross Health can help you achieve success and tailor options to suit.

Business as usual, only better

Decisions on the future of your business are unlikely to be made overnight (but if you did want to join us tomorrow, we'd pull out all the stops to accommodate you) so we'll do everything we can to go at your speed, answer your questions and be there to support but not pressure you.

We are discreet with your privacy and will fit in around you. We know it's important to ensure your business is not disrupted while you explore your options.

Our focus is to support you through our team-based care model while providing Shareholder and Board governance, keeping you involved at the level you would like.

Day-to-day management operates with the Medical Centre Leadership Team including a GP Lead, Nurse Lead and Medical Centre Manager/Business Lead, backed by the Green Cross Health medical support office team, all professionals in their specialty fields.

We would be delighted to provide all the information you feel you need to make an informed choice about your business future including contacts and referees from within our group.

Introductory meeting
and practice visit



Confidentiality
agreement



Meet the Green Cross
Health team



Terms & Conditions
agreed



Plan the transition and
integration steps



Legal documentation
completed



Comprehensive
onboarding into the group



Ongoing support

Collegial support and interactive forums

Access to a bigger network

We provide valuable formal and informal opportunities for you 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. These include a monthly Network Clinical Forum and a bi-monthly Nurse Lead Forum amongst others.
- 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.



Recruiting, leading, educating and taking care of people

Career Development

As New Zealand's leading general practice provider and network of medical centres we are always looking for more great talent and are committed to developing people's skills, confidence and capability to be the best they can.

Our talent acquisitions team find, evaluate and hire talent across our GXH network and work directly with practices to place the best candidates.

HR Support

Having teams of highly engaged and productive people is critical to ensure we deliver on our promise to provide the best care and advice to our communities. Our Human Resources Team can support with:

- Customisable framework and strategy for people management and role structure.
- Recruitment support including Snaphire, Careers Website, SEEK and Trademe at group discounted rates.
- Day-to-day tools and policy booklets including iPayroll which provides a full payroll service, leave,

Kiwisaver, plus provide a service for employee contracts, variations and any other employment related issues.

- Award winning online learning platform, TeachMe, for easy access to online learning material and interactive programmes.
- We are committed to developing the careers of hundreds of talented employees who represent our brand and help take care of our patients.
- Training courses and coaching to bring our managers to the forefront of conversations that count in the employment relationship, including disciplinary and performance.
- We build capability through our world class Stellar Leadership Programme that has a positive impact on our people personally, our patients and our business interests.
- Advice on employment legislation and policies which keep our managers safe in an increasingly complex employment environment.

Most importantly, we provide advice, guidance and coaching on employment issues as they occur in our businesses, and coach managers to be good practical HR Managers on the front line.



Clinical advisory services and quality standards



We have practical tools and expert advice for meeting standards, new models of care, legislative requirements, and preparing for assessments and audits.

Clinical governance

Providing quality care is an essential part of everyday practice. We share the accountability for reducing avoidable and preventable harm to patients and continually improving service delivery and patient experience.

Our health governance framework ensures clinicians are involved at every level of decision making. Our Clinical Advisory Team provides Green Cross Health with advice and professional support to network clinicians.

Managing risk

We provide a suite of templates which can be tailored for your Medical Centre. These policies, procedures, clinical guidelines, standing orders and audit templates all meet a high standard and support current clinical practice.

Patient engagement

We take patient engagement seriously.

Our electronic incident and feedback reporting and management software provides medical centres the tools to record, manage, and analyse patient feedback in one easily accessible location. We promote and work towards a fair and just culture, shown to improve your practice population's health outcomes and support your quality improvement initiatives.

At The Doctors and Green Cross Health, patient and whānau feedback is important to us. When a patient has a concern, we want to know so we can find ways to make their experience better next time.

Clinical services

Talk to us about your Special Interests (GPSI) and professional qualifications. New or enhanced clinical services are important to our communities and to the success and sustainability of general practice.

Help us to improve existing services and introduce new models of care by role modelling best practice standards, teaching and mentoring others.



HouseCall and virtual care services

The Doctors Virtual Care

The Doctors Virtual Care was established in February 2022, with the rollout of the Covid Care service. The team and service offering have grown since, with the following services now available.

COVID Care

The COVID pandemic reiterated the value of our network having access to an agile virtual service that was adaptable to supporting practices. While this is much less of a pressure point for practices now this service proved what is possible when needed.

HouseCall

HouseCall is a convenient online GP service for patients all over New Zealand to have a casual appointment. HouseCall relieves pressure on practices with workforce shortages to take the overspill and enable continuity of care.

Inbox Management Support

This team provides an Inbox Management Support service to our group practices, this service can be utilised as ongoing or for a specific time period, e.g., when a doctor is on leave.



Helping stretched workforces with practical innovations

Repeat Prescribing Service

We also offer a Repeat Prescribing Service to our network, which is often requested in conjunction with our Inbox Management Service. Patient prescription requests are actioned and sent to the patients' pharmacy of choice.

Virtual Care Locum

This exciting new service supports practices with GP gaps. It is ideal for practices who have patients with high needs who may not have access to the internet and/or devices from home. Our Virtual Care doctor uses remote access to a practice database for the virtual locum session, with consults delivered by video link to patients in the practice setting. A practice nurse or HCA works alongside the virtual doctor and helps create a welcoming environment for patients as well as assisting with necessary clinical observations.

Telehealth Clinics

We have been able to pair network practices with virtual care clinicians who provide telehealth clinics on a permanent basis (ranging from 0.2 to 0.5 FTE). This is a highly beneficial way to supplement your practice team and enhance patient access. These clinicians are experienced GPs who, with the access to practice PMS, manage results ordering and follow up, referrals, and link into the on-site team to support your enrolled populations care needs.



Operational Excellence, IT enablement and group deals

Operational support

Most owners are looking to relieve the operational burden of 'running a practice'. With a standard MSA operational support includes:

- Regional business manager (RBM) leadership support and coaching covering health and safety, strategy and planning, operational management issues, HR support, linking leadership teams with the right resources, providing coaching and support to develop medical leadership team capability, funder support and much more.
- National sector leadership in the form of national advocacy, MECA, and investment in new initiatives
- Business and practice optimisation analysis and advice to help your practice reach its full operational and clinical potential, and to maximise profitability including budgeting, capitation management, utilisation, annual fees review and financial analysis.

Central support

With a standard MSA centralised support services are extensive:

- Full accounting services, monthly reporting, taxation, insurance renewals
- Facilitation of effective corporate governance and meeting statutory requirements
- Efficient and effective recruitment support service and guidance throughout the recruitment process including bespoke support for GP recruitment locally in NZ and internationally
- Payroll services
- Property support including lease management and practice development and maintenance strategies
- Access to standard operating procedures, templates and resources

IT enablement and innovations

Through our standard MSA there is plenty of IT support through a central GXH helpdesk and advice on cybersecurity and IT procurement. It will provide access to:

- GXH Medical preferred IT network management and support supplier
- GXH Medical exclusive services and pricing for Medtech hosting, desktop management and IT support
- Microsoft Office 365 licensing and support, including email filtering
- Print management and procurement
- Access to Medtech Evolution, the preferred network PMS, including access to the Medeor payment platform, and Medtech SMS

GXH group benefits

Our managed services offering provides access to the following GXH Group benefits:

- Medical consumables
- Telecommunications
- IT network hosting and support
- Banking
- Medtech PMS, Medtech SMS, and Medeor
- Office supplies
- The Doctors App
- National MECA bargaining representation
- Monthly regional medical centre managers forums
- Attendance at GXH clinical forums

Comms, branding & apps

With an MSA you get access to materials and platforms to help you connect with your local community and support patient enrolment. We provide support for our branded network with a digital presence through **thedoctors.co.nz** website, social media, and Brand Aid, an online pre-branded collateral creation tool. We run regional advertising campaigns and offer local marketing solutions with templates that make it cost effective for you to communicate with your patients.

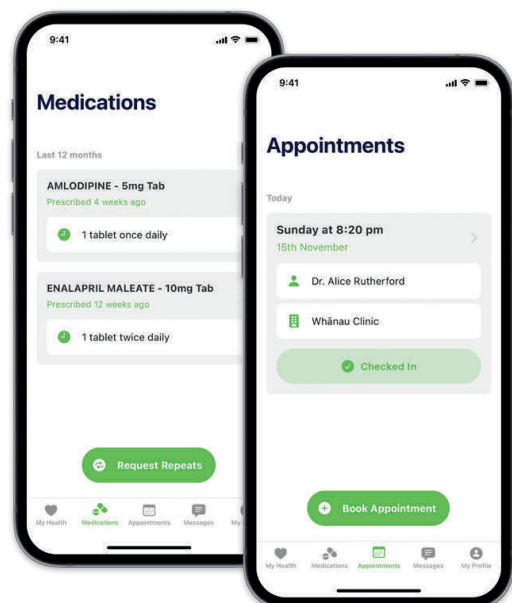


The Doctors App

After listening to our patients and teams about what they need in a patient portal we now have our own easy to use App. It allows patients to take charge of their own health care, whenever it suits them. And, it's easy for practices to run, staff love it!

Some features of the app include:

- Manage appointments
- Request repeat prescriptions
- View lab test results and consultation notes (on/off)
- Patient to GP messaging (on/off)
- Video consults (on/off)
- Access health information summary
- No forgetting usernames and passwords - it has passcode and touch/facial recognition!



Improving access to
good healthcare where
and when it's needed

The Green Cross Health Group

The Green Cross Health Group is a leading New Zealand provider of primary health care services. We are made up of 354 Pharmacies, 294 under the Unichem brand and 60 under the Life Pharmacy brand, and 63 The Doctors medical centres.

Green Cross Health's promise is to provide the best health support, care and advice to New Zealand communities. Our legacy is in our name and the green cross symbol, which has been the marker of health care for more than 900 years. This continues today.

While the history of our cross goes back centuries, we've been New Zealand owned and operated since 1981, initially as a pharmacy buying group, and have since set our course as a provider of primary health care services.

Our multi-disciplinary teams of doctors, nurse practitioners, nurses, and pharmacists provide health care to thousands of people every day, in almost every New Zealand community, when, how and where they need it. We work together for the best outcomes.

Unified by our values

kaitiakitanga.

care for our community.

We chose 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.

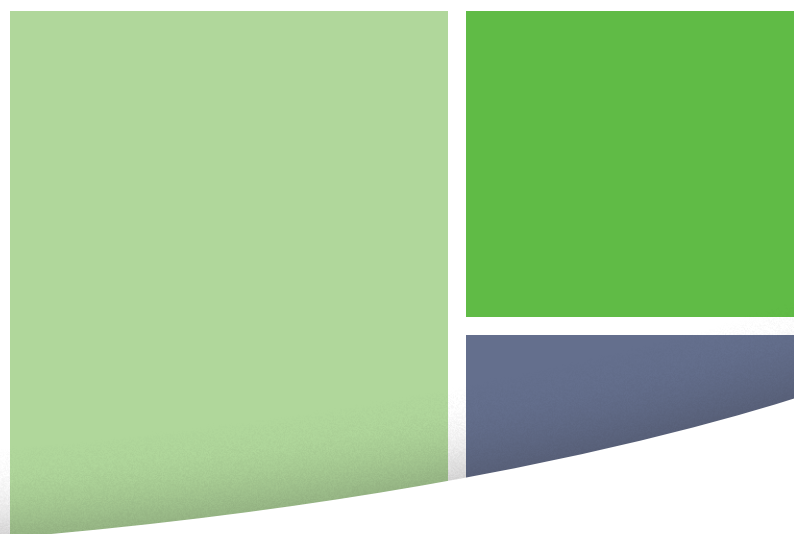
We create an environment that's built on respect and value our professional and personal diversity.



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.



Contact us today

If you would like to know more or to have a confidential conversation, contact us:

Green Cross Health Medical Division

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Email:

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