

Why join the ProCare Network?

ProCare is a leading healthcare provider that aims to deliver the most progressive, pro-active and equitable health and wellbeing services in Aotearoa. ProCare has a wealth of experience with delivering primary health care services, a strong understanding of funding and workforce management, along with hugely beneficial population health data. By joining the ProCare Network, you can access this knowledge and experience, then utilise this within your own general practice.

ProCare's purpose is to support and uplift the health and wellbeing of the people of Aotearoa New Zealand, and our mission is to deliver the most progressive, proactive, and equitable health and wellbeing services. The ProCare network is the largest co-operative network of healthcare professionals in New Zealand supporting nearly 850,000 enrolled patients across Tāmaki Makaurau and Te Tai Tokerau.


ProCare Network in numbers



172 practices



874 GPs
731 Nurses



848,951 enrolled patients



16% of NZ population

The size of the ProCare network enables our organisation to have both a regional and national voice when advocating for primary healthcare, plus with being a large organisation we can provide access to products, services, and discounts that a smaller healthcare practice could not negotiate on their own. ProCare actively works with organisations, providers, and communities to benefit primary care, with the goal of helping to create and support thriving and profitable practices.

If you would like to learn more about how ProCare can support your general practice by utilising our wealth of experience with delivering primary health care services or join our PHO, please contact:

Nancy Wheeler on nancyw@procare.co.nz or **+64 21 497 714**

How does ProCare support general practice, as a PHO member?

Core services available to all members of the ProCare PHO

Helping to create and support thriving practices through:

- Data and analytics capability – e.g. Your Health Summary
- Individualised 'Your Population Health reports' supporting practices to provide targeted healthcare
- Online resources and reporting
- Clinical programmes, support, and guidance
- General practice operations Model of Care – Free access to Health Care Home modules.

Providing quality education with:

- Cell groups and better together collaboratives
- Tailored education webinars
- Professional development that affords CME and CNE points for GPs and Nurses
- A learning management system enabling individual professional development and digital learning
- Free cultural competency training (RNZCGP CME Endorsed) and access to two free cultural competency apps

Assistance with delivering primary health care services, by providing:

- Practical owner's forums
- Assistance with Foundation Standards – free assessment and support
- Access to a practice advisory team of business and clinical improvement specialists
- Regular help with fees review
- Support for development and training e.g., Practice Managers education events
- Weekly email communications and an up-to-date Members' website
- Available workday helpdesk - to support practices with funding queries, practice management system (PMS) advice and claims
- Fully funded three days cover, during normal business hours by Whakarongorau Aotearoa during the Christmas holiday period.

❖ How does ProCare support general practice, as a Co-operative member?

Co-op practice services are only available to Co-op members and their employees, these include access to a range of benefits that are not routinely available to other practices.

ProCare Buying Group – free to join as a practice and then you can receive suppliers' discounts with Bunnings Warehouse, Mercury Energy, OfficeMax and many more suppliers.

ProCare Benefits App for Co-op members' employees – it is free to join and then you can receive personal shopping discounts

Access to bulk buying schemes and corporate discounts on products and services

- **EBOS Healthcare**, reduce your medical supply costs by having access to exclusive pricing through this preferred supplier offer
- **One NZ** for business discount mobile and broadband plans, and for employees through the One NZ business customer employee plans
- **Health TV** subscription discount
- **Brother print** services discount
- **Xero accounting** services resources
- **Rollex Medical** vaccine fridge discount
- Flu vaccine annual discounted purchase scheme
- **NIB Health insurance** discounted plans through ProCare's network group scheme
- **Southern Cross Health Society** ProCare practice employees can access Southern Cross health insurance with a discount

To access these deals head to <https://members.procare.co.nz/members-info/co-op-benefits>

ProCare is actively adding to the Co-op practice services, with more options in the pipeline.

❖ Leading innovation in primary care

ProCare is dedicated to finding new ways of doing things that improve patient care. Through partnerships and collaboration, we have delivered awarding winning innovations in primary care.

- **High tech imaging** - ProCare partnered with ACC and Mercy Radiology to pilot a new way of referring general practice patients for MRI
- **Here Toitū** is a joint service provided by ProCare and the Ministry for Social Development to transform care and experience for people with a health condition or disability that impacts their ability to find employment

❖ Additional services – Generally on a fee for service basis

- **Support with buying or selling a general practice** e.g., Elevate - transitional ownership and the Exchange - practice brokerage service
- **Employment Plus** – HR Support (Note: Some benefits accessed for free, e.g., 30 minutes of free phone advice per issue, some have charges associated)
- **Practice recruitment service**
- **Clinical locum service**
- **Cornerstone support**

❖ Additional health & wellbeing provision

- **CareHQ** a virtual general practice service designed to support practices at times where demand for general practices exceeds the ability for the enrolling practice to manage
- **UnifyHealth** enables practices to link together in networks to share their appointment books and maximise the use of the available workforce, when demand for general practice appointments exceeds the ability for the enrolling practice to handle
- **Fresh Minds** a primary mental health and wellbeing service, works with clients of diverse backgrounds with mild to moderate and complex presentations
- **Clinical Assessments Limited** supporting healthcare professionals to provide care in the community in partnership with East Health
- **Ready, Steady Quit** supporting people to improve wellbeing by quitting smoking
- **Indici** practice management system (there is a management fee for members to use this service)