

Welcome from your family doctor and general practice team

Our general practice is part of ProCare Network Manukau (The Network), which is a Primary Health Organisation (PHO). We would like you to enrol with us. Enrolment means you plan to get most of your ongoing primary health care through our practice team and together we plan to meet your health needs.

You will still get the same health services you get from us now. In addition, we will be working with The Network and other health professionals to improve the health of everyone enrolled with us and provide you and your community the opportunity to have your say about the services The Network practices provide.

How does being enrolled with my family doctor benefit me?

People who develop healthy partnerships with their practice teams generally enjoy better health care and have better health. By having up to date information, the practice will be better able to focus on helping you to stay in good health by co-ordinating healthcare services for you and your family. As you get to know the team here at the practice, you may feel more comfortable about asking questions and saying what your needs are. Developing a long-term relationship with your family doctor and practice team and other health professionals will enable active early disease intervention rather than risking long-term complications.

I have my own GP. What do I need to do?

Most people have a doctor they identify closely with. You may think of that doctor as “your” doctor. Enrolment is simple and if you are already an existing patient at this practice, you will need to do very little to confirm that long-term relationship. Any member of the practice team will answer your questions and give you any further information you require.

I don't currently have a GP. What now?

You are welcome to enrol with one of the doctors in this Practice or with a GP in an area that suits you best. If you do not expect to receive most of your health care services from us, you may wish to remain as a casual patient.

Can I change practices and enrol with another doctor?

Yes. You are free to change practices. You fill out a form similar to our enrolment form and the new practice and with your consent, your medical records will be transferred. Your name will be removed from our enrolment register and placed on your new GP's register.

Can I visit another health provider for personal reasons or seek a second opinion but still remain your patient?

Yes. You will see the other health providers as a casual patient and you do not have to sign another enrolment form to be able to be seen. Please note that if you do sign another enrolment form you will be removed from our practice's enrolment register and your personal patient records will be transferred. For this reason it is important that you do not sign another enrolment form unless you now expect to receive most of your health services from the other practice.

Can I go to another A & M Centre or clinic after hours?

Yes. Your enrolment with our practice covers you for your care 24 hours a day, 7 days a week. If you normally benefit from subsidies from the government, it may be possible the subsidy you receive when visiting another provider will not be the same. We recommend that you call our practice first whenever you need medical help because of the value we place on the continuity of care.

Will I still have my Community Services Card (CSC) and/or High User Health Card (HUHC)?

Yes. The CSC and the HUHC may be an important indicator to assist you to access government funding for your health care and lower payments when you visit the doctor. The CSC and HUHC will also reduce to cost of any prescriptions your doctor prescribes.

Why am I asked which ethnic group I identify with?

The healthcare we provide includes advice about healthy lifestyles, illness and disease prevention. The health needs of various ethnic groups may be different so it is important we can identify these groups in our practice so we can best target out health care.

Why is there no 'New Zealander' category in the ethnicity list?

We use the ethnicity codes listed in the New Zealand Census forms to ensure all population data collected is consistent. Statistics New Zealand is aware that many citizens feel very strongly about their ethnic group and would prefer to use the term New Zealander. At this stage, however, there is a lack of agreement about which term best describes that largest ethnic group in New Zealand. Thus we would ask you to choose the ethnic group(s) you most identify with. You may choose more than one category if you identify with or belong to more than one ethnic group. Tick as many as are appropriate. You are entitled to not answer his question. If this is your choice, tick "Not stated".

What does an audit mean?

From time to time checks or audits are made on the accuracy of information. An audit is making sure that the details of the enrolment register are correct. For instance people who have left to go to a new practice may not have been removed from the old practice register. The process to check this data is termed an audit and is undertaken by appropriate health professionals.

Why is the Primary Health System changing to a new approach?

The new approach is designed for you and your general practice team to be a member of a Primary Health Organisation (PHO) who together in partnership will be responsible for planning and co-ordination of the health care services for you and your community whilst still providing the same quality of services you are already receiving. Your practice is a member of ProCare Network Manukau (The Network). As an enrolled person in The Network your ideas and opportunities for health care improvement will be welcomed and sought through the practice's feedback systems and other consultation opportunities.

Information privacy statement

From time to time, in the course of treatment, we may need to provide your details and medical history to other health providers, such as specialist and hospitals. We will ensure that your health information is only seen by people who are involved in your health care (such as our staff and

specialist that we refer you to). Other information about your care may be transferred to other organisations for funding, research and quality improvement. This information is sent securely and any information that identifies you is removed on arrival to protect your privacy. We provide The Network and the Ministry of Health with a list of our enrolled patients so that we can obtain subsidies on your behalf. This information includes your name, address, date of birth, ethnicity and the dates when you see the doctor or nurse. No identifiable medical information is provided without your consent. In all cases, your privacy is protected by the medical ethics of confidentiality, the provisions of the Privacy Act 1993, and the Health Information Privacy Code 1994. We are aware of these privacy requirements and work within policies and procedures developed by The Network to uphold them at all times. We value the confidentiality of your health information.

Our Commitment to your ongoing healthcare

- We are committed, as a general practice team, to ensuring that you receive continuity of care.
- We will ensure that all services are safe, effective and patient-centred.
- We will identify and care for high needs groups within our patient population.
- We will continue to provide you with the same high quality healthcare and continually seek to improve the quality of this care

If you have any questions, or require further information,
please speak to one of our practice staff or your doctor

You and your family doctor working together.