



care+advice



Doctors

Work with us,
join our team

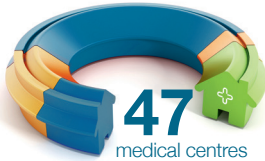


Green Cross Health Group

thedoctors



366
nurses



47
medical centres



355
doctors

290,000
enrolled patients

“We believe access to good health care is a right of everyone in New Zealand”

Unichem[®] *life* Pharmacy



354
pharmacies



60

294



1.8million
loyalty members

Access community health

Total Care health services



3.8 million
home visits each year

2,960
support workers



40,000
clients



196
Clinical staff

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 354 pharmacies under the Unichem and Life Pharmacy brands, 47 medical centres, and provides community health services through Access and Total Health to more than 40,000 clients.

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. Also 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 one of New Zealand's leading medical centre networks caring for over 290,000 enrolled patients across the country.



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.”

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".

1/ 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.



2/ 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 Uara our values

Unichem®

Life
Pharmacy

the doctors

Access
community health

GREEN
CROSS
HEALTH



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

3/ manaakitanga. look after each other.

4/ 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.



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 2021, **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)



Our GPs are key leaders of our medical centres

Across our medical centre network we employ over 1,200 staff and have 355 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
- Have a 6 month settling in period of support and training
- Are offered a competitive salary

Talk with us if you

- 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

We offer our GPs

- Training and Development to enhance and add new skills
- Southern Cross Health Insurance discount
- Internal courses on topics such as well-being and diversity
- Leadership Development Opportunities
- NZQA accredited courses

AUCKLAND

North

The Doctors Red Beach *
The Doctors Whangaparaoa
Albany Family Medical Centre
The Doctors Fred Thomas
The Doctors Hauraki Corner
The Doctors Birkenhead

West

The Doctors Waimauku
The Doctors Silver Fern
The Doctors Huapai
The Doctors Massey Medical
The Doctors Golf Road
The Doctors New Lynn
Gabriel Medical Practice

Central

The Doctors Quaymed Britomart
The Doctors Quaymed Wynyard
The Doctors St Heliers
The Doctors Greenlane
The Doctors Onehunga *

South-East

The Doctors Ti Rakau *
The Doctors Middlemore *
The Doctors Drury

LOWER NORTH ISLAND

Lower Hutt

Muritai Health Centre

Upper Hutt

Silverstream Health Centre

Paraparaumu

Team Medical *

Masterton

Whaioira

NORTHLAND

Kerikeri

The Doctors Kerikeri

Whangarei

The Doctors Kamo
The Doctors Tikipunga
The Doctors Tui

BAY OF PLENTY

Tauranga

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

Whakatane

The Doctors Kopepepe
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



366
nurses



47
medical centres



355
doctors



290,000 enrolled patients

* Urgent Care Medical Centres

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 experience 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 quality 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 between our teams of health professionals will make a real difference to our patients' health outcomes.

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 customers 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 our Human Resources Team on **+64 9 571 9080**

