



care+advice



Nurses

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. 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

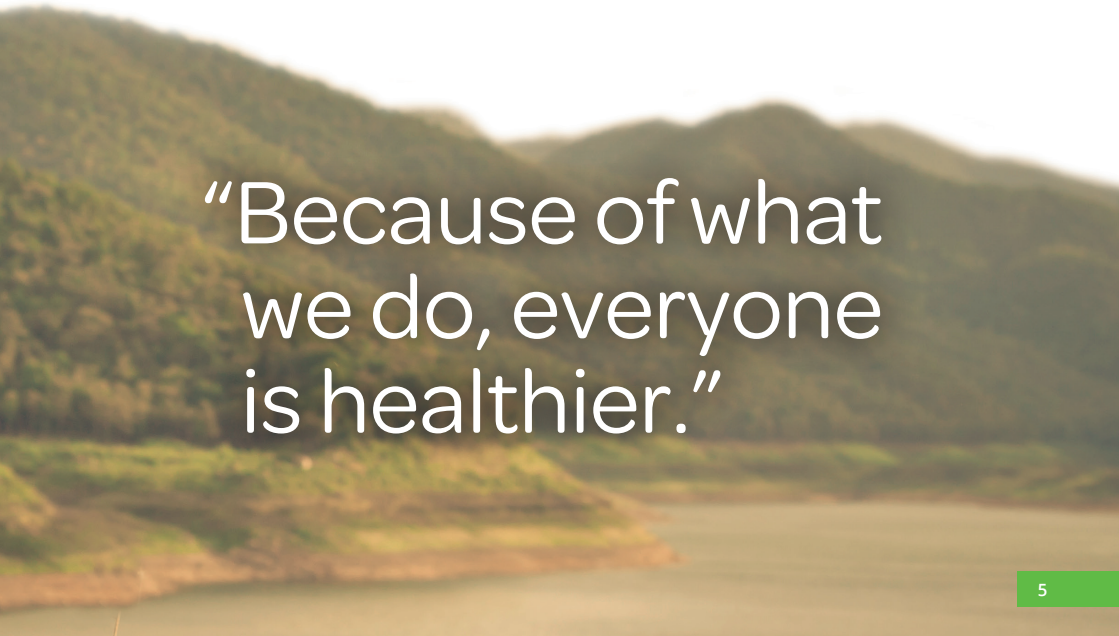
We are taking the opportunity to change the way healthcare is delivered in New Zealand, to make it easier to access and navigate and play our part in creating better health outcomes and ultimately, a healthier New Zealand. We acknowledge Māori as tangata whenua of Aotearoa New Zealand and our commitment 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.”

Our Nurses partner with people, individuals, families, whānau and communities, to achieve the shared goal of health for all

Across our medical centre network, we employ over 1,200 staff and have 366 nurses working with us. We want to talk to both new and experienced nurses and discuss opportunities including leadership positions in our medical centres.

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
- Be recognised and rewarded for your personal capability and contribution to the practice
- Focus on being a generalised specialist or develop a speciality in travel health, occupational health, sexual health, skin, diabetes, youth health and more!
- Access to dedicated professional development funds for the practices
- Access to award-winning TeachMe, our online learning and interactive programmes
- World class Stellar Leadership Programme that positively impacts our people personally, our patients and our practices' business interests
- NZQA accredited courses
- Internal courses to support wellbeing and develop the ability to work with diverse cultural groups within our population

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 speciality nursing

Clinical governance

We share the accountability for reducing avoidable and preventable harm to patients. 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 from our Clinical Advisory Group

- 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

Nursing leadership

Our clinical nurse leaders are central to the centre management and service development. We support this development in a number of ways:

- Email and phone support from a team of qualified and experienced professionals - advice, tools and troubleshooting, especially around tricky or complex situations
- Developing nursing services with and for patients and whānau
- Practical tools and expert 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

Become part of a wider network

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

- Green Cross Health Medical Conference
- A variety of network forums:
 - Clinical – monthly leadership teleconferences to discuss professional and practical centre management
 - Nurse Practitioners, Registered Nurses, Designated and Pharmacist Prescribers - for solutions review and development, prescribing in urgent care vs general practice, and professional development
- Clinical Advisory Group
- Opportunities for coaching and mentoring
- Work with a 'Support' Office that's not a Head Office

Our support office is unique in having a multi-disciplinary team. 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 wellness and empowering patients to manage their own healthcare are important to us.

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
- Be rewarded for your ability as a nurse 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

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.



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

4/ **tū tika.** do the right thing.

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



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* 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 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.

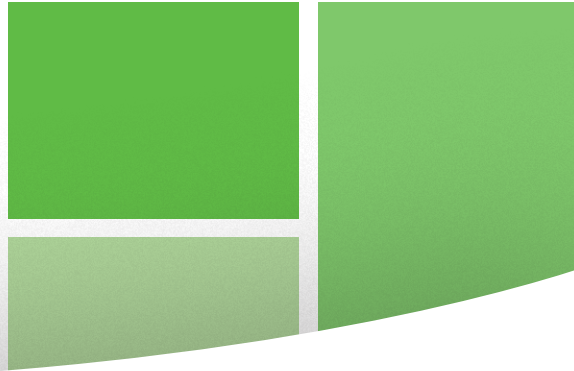
5 Harnessing the benefits of technology

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

