

PHO Service Capability & Impact

General Practice Team / Workforce Support

- Monthly peer network forums for GP and Nurse Leads and Medical Centre Managers covering PHO sector, clinical, and operational matters
- Regular conferences and/or forums to gain insights into upcoming initiatives and collaborate with innovative peers across the network
- GP recruitment support
- Clinical leadership support including guidance on inbox management, practice central enrolment change management, and model of care change management for team-based care
- Cultural safety training as a foundation for all workforce development

Data, Digital and Innovation

- Access to Thalamus, a powerful reporting and analytics platform providing clinical, operational, and business intelligence to support population health management and performance improvement
- Halcyon electronic claiming and patient registers supported by agile Community Care financial systems for accurate and timely funding flow-through
- Transparent invoicing and payment processes
- Access and leadership guidance in digital enablement and AI driven solutions including group buying power benefits.
- Dedicated Patient Portal App at preferential rates
- Culturally responsive solutions that avoid widening the equity gap for non-digital whānau



Network Support and Engagement

- Regional and local practice support for Practice and Business Managers
- Patient enrolment support at network level including marketing opportunities
- Practice Management System and telephony support
- Annual practice fee support including fee reviews
- Representation at national PSAAP funding hui and national advocacy

Quality and Service Improvement Support

- Dedicated PHO Quality Improvement Lead to drive system-wide quality initiatives and maintain compliance with national standards and targets
- Support for Foundation and Cornerstone standards through centralised access to GP Docs saving time while keeping your team compliant
- Consistent network approach to quality improvement frameworks, clinical governance, and risk management
- Expert advice on quality systems, incident management, complaints, and clinical risk
- Monitoring of clinical performance indicators with actionable insights
- Access to nurse training platform via Amtech (if the medical consumables group deal is taken up)
- Access to a suite of clinical standing orders
- Support to implement and maintain an equity audit cycle including identification of inequities, targeted actions, and impact monitoring
- Stratified performance reporting (by ethnicity, age, gender, deprivation, or other variables)
- Explicit focus on addressing differential health outcomes through equity-informed service design and improvement initiatives

The Doctors Online

Preferential access to The Doctors Online virtual GP locum service for practices including inbox and script support, preferential access to the Online GP Service for additional capacity and improved access through the dedicated practice booking kiosk service.

HIP and Health Coach Program Support

Community Care provides dedicated program and leadership support for the HIPs and Health Coaches employed directly by practices. A dedicated contact person will be available to practice managers for guidance, coordination, and issue resolution. We will facilitate regular forums, peer learning opportunities, and professional development tailored to these roles, helping to build capability and share best practice.

Practices will benefit from connection into the wider Community Care national network for sharing experiences, learning from other sites, and accessing collective insights. Community Care's data systems and reports will support practice managers to monitor the performance, activity, and patient benefit delivered by these roles, including outcome tracking and population health impact metrics, all designed to maximise the value these team members bring to your practice and whānau.

Population Health and Equity

Community Care is committed to achieving equitable health outcomes by honouring Te Tiriti o Waitangi, reducing avoidable variation in care, and addressing systemic barriers affecting Māori, Pacific, rural, and high-needs communities.

Our approach combines population health insights with lived experience understanding to shape care models around the realities of whānau. Through the Thalamus population health dashboard, practices gain a clear view of their enrolled populations including inequities in access, outcomes, and service utilisation. This supports targeted, data-informed action.

Community Care provides dedicated equity leadership support including cultural safety training, equity-focused quality improvement, and practical guidance to embed equity into everyday clinical and operational decisions.

Our goal is to partner with practices to build capability, strengthen accountability, and deliver culturally safe, whānau-centred care.

Practices wanting to join Community Care PHO

In addition to the PHO services outlined above, joining Community Care provides access to network benefits including: preferential rates on group buying deals for telephones, printers, medical consumables, and discounted placement fees for GP recruitment.



Next steps

We are excited about the opportunity to become your PHO and look forward to continuing to grow our working relationship. We are confident that Community Care will add real value to your practice and the whānau you serve. We look forward to your positive response and if you have any questions, please do not hesitate to contact me directly to talk through any aspects of this proposal.