



Western Bay of Plenty
Primary Health Organisation

YONGIA TE URURUA KIA TUPU
WHAKARITORITO TE TUPU
O TE HAKAREKE



Health New Zealand
Te Whatu Ora

Your health journey in Aotearoa

Join us online to learn how
New Zealand's health system
works and where to go for care.



Karakia Timatanga

Kia hora te marino
Kia whakapapa pounamu te moana
He huarahi mā tātou i te rangi nei
Aroha atu, aroha mai
Tātou i a tātou kātoa
Hui ē, Taiki ē!

May peace be widespread
May the sea be like greenstone
A pathway for us all this day
Let us show respect for each other
For one another
Bind us all together!

Welcome to the Webinar!

Webinar Format:

- Microphones muted, videos off
- Session will be recorded (video & transcript)
- Please use Q&A box for questions – will be answered at the end
- All attendees will receive a follow-up email with resources & link to a feedback survey

We hope you find the session helpful!

Agenda



Welcome and Introduction

- Welcome to the Webinar!
- Your rights as a patient
- How does health funding work in New Zealand
- Who is eligible to access funded services?



Primary Care (General Practice)

- Why and How to enrol with a GP clinic
- What services are available
- How to access After-hours, Telehealth, and Urgent Care clinics
- Scenarios – who would you go to?



Secondary care (Hospital and Emergency Care)

- What hospitals provide and how to get there?
- How emergency care works?
- Specialist services



Pharmacy / Chemist

- Types of medicines
- How to get a prescription
- What health issues can be treated in pharmacy
- Case Study – family of 3 accessing pharmacy for help



- Q&A Time

Your rights when you use a health or disability service



You have the right to:

- be treated with respect
- be treated fairly
- dignity and independence
- have good care and support that fits your needs
- be told things in a way you understand
- be told everything you need to know about your care and support
- make choices about your care and support
- have support
- decide if you want to be part of training and research or not take part
- make a complaint

If you are not happy with the support you receive, you can:

Talk to the person you are not happy with
Ask a family member or friend to help you make a complaint

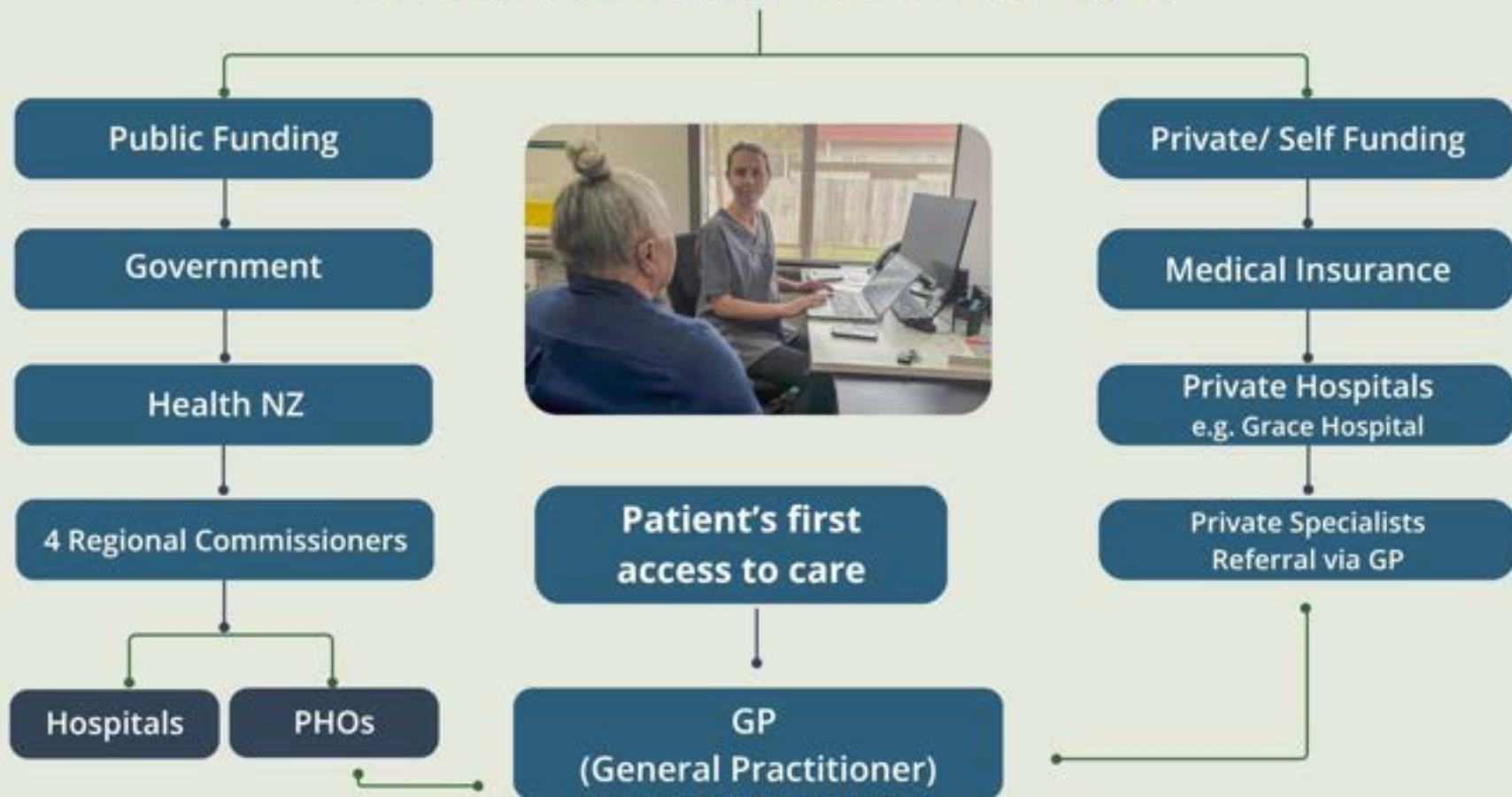
Call 0800 55 50 50 and ask for a Health and Disability Advocate or email advocacy@advocacy.org.nz

Call 0800 11 22 33 or email hdc@hdc.org.nz to make a complaint with HDC



Your Rights as a Patient

HOW IS HEALTH FUNDED?





Western Bay of Plenty
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TONGIA TE URURUA KIA TUPU
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O TE HAAKERE

Primary Care

General Practice Clinics

What is a Primary Health Organisation?

Help people stay healthy through community services



← **PHO** →

Reach out to people in the community who are not engaging with GPs



Support GP clinics in caring for patients



Eligibility to Access Publicly Funded Health Services

- **NZ citizen, or Cook Is, Niue or Tokelau** ✓
- **Australian** ✓
- **UK passport** ✓
- **Work visa – if > 2yr +** ✓
- **Resident** ✓
- **Refugee and protected person** ✓
- **Students if <18 and has consecutive permits to remain in NZ since Oct 2003** ✓
- **International student** ✗
- **Visitor's visa** ✗
- **Foreign diplomat or family** ✗

Eligibility to Access Publicly Funded Health Services

Maternity

A pregnant person who is not eligible may be able to access funded maternity care if the child's father is eligible - evidence is required.



Childhood Immunisations

Children are eligible to receive any immunisations on the schedule regardless of their visa status.

Enrolling with a GP clinic

Why enrol with a GP clinic?

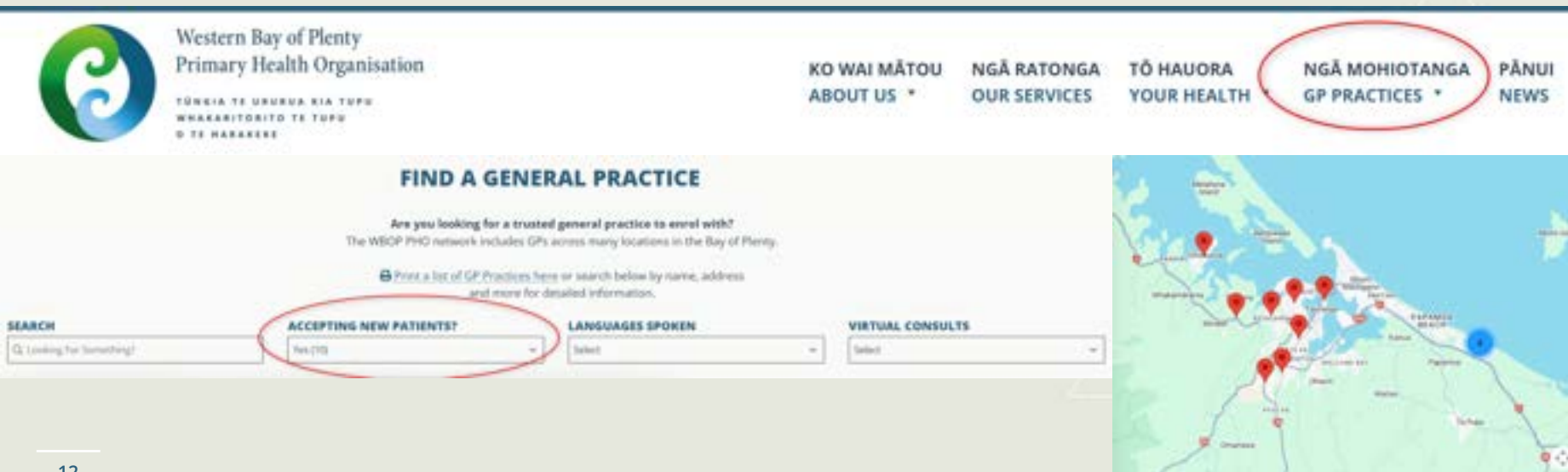
- **Reduced cost:** Part of the fee you pay to see your GP is funded. It's cheaper than attending Accident and Healthcare
- **Continuity of care:** Your GP will learn about your health and will be able to treat you in the best way
- **Access to funded services and medicines through your GP:** GPs can give you prescriptions that might be fully or partially funded. They can also refer you to funded specialists and other services.

Enrolling with a GP clinic

- **How to enrol?**

Find a practice accepting new patients.

For the WBOP PHO, you can check this on our website: www.wboppho.org.nz




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KO WAI MĀTOU ABOUT US *
NGĀ RATONGA OUR SERVICES
TŌ HAUORA YOUR HEALTH
NGĀ MOHIOTANGA GP PRACTICES *
PĀNUI NEWS

FIND A GENERAL PRACTICE

Are you looking for a trusted general practice to enrol with?
The WBOP PHO network includes GPs across many locations in the Bay of Plenty.

 Print a list of GP Practices here or search below by name, address and more for detailed information.

SEARCH
Looking for something?

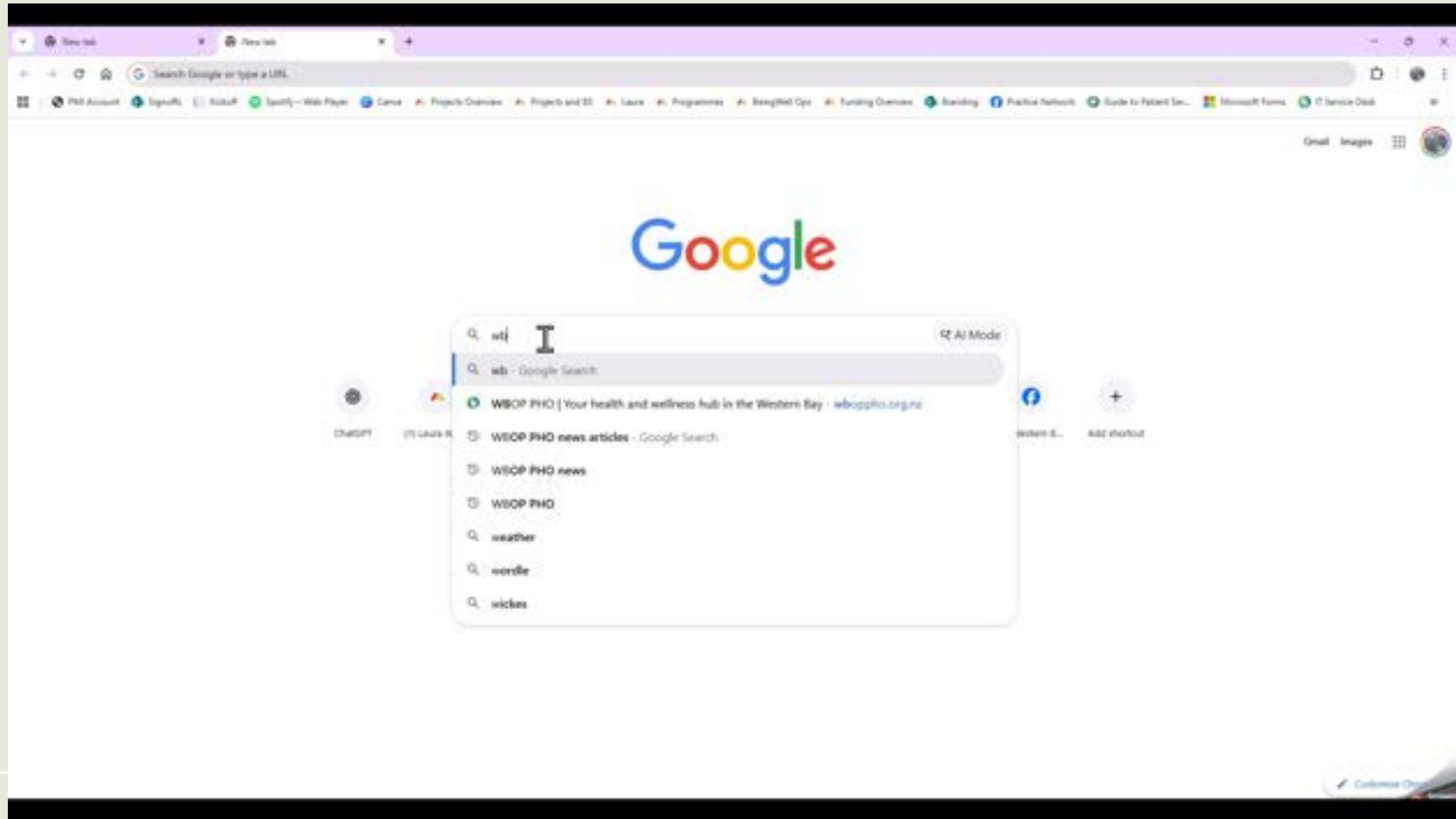
ACCEPTING NEW PATIENTS?
Yes (10)

LANGUAGES SPOKEN
Select

VIRTUAL CONSULTS
Select

Map showing GP locations in the Western Bay of Plenty region.

Enrolling with a GP clinic



Enrolling with a GP clinic

- Check the clinic's website, as some of them allow patients to enrol online. Otherwise, you can simply attend the practice, and the reception team will help you with the enrolment process.
- You will need to provide **evidence of identity and eligibility**. For migrants, this will be **passport** and **visa**. Make sure you have them in hand when attending the clinic.

What services a GP clinic can provide?

- Routine consultations and check-ups
- Long-term conditions care (e.g. diabetes, high blood pressure, chronic pain)
- Prescriptions
- Wound care
- Immunisations (vaccines)
- Screenings (HPV, Bowel Cancer, Breast Screening referral)
- Minor surgeries (skin lesions, vasectomy)
- Free Mental Health and Wellbeing services: HIPs, Health Coaches, Counselling and Social Work
- Referrals to specialists (when clinically appropriate)

What funding support is available?

GP Fees

- < 14 years – free health checks. Immunisation and some postnatal care are free.
- 14-17 years – Partially subsidised
- Adults 18 years and over – Partially subsidised

Health New Zealand
Te Whatu Ora

High Use Health Card

Information on who can use it and when

A High Use Health Card entitles frequent health service users to reduced costs for some doctor visits and some prescriptions. The card is valid for one year.

What funding support is available?

Community Service Card (CSC) <http://www.workandincome.govt.nz/>

- 16 years or over (not a dependent child)
- NZ citizen or Permanent Resident
- You should normally live in New Zealand and intend to stay here
- You may also get the card if you have refugee status or protection status

You also need to be:

- Low to middle income (the amount depends on your family situation) or
- Living in public housing or
- Receiving an accommodation supplement

The community service card can reduce the cost for:

- GP visits for cardholders and their dependents
- Fees for after-hours doctor visits
- Visits to a doctor who is not your regular doctor
- Prescription fees
- Glasses for children under 16
- Emergency dental care provided by hospitals and approved dental contractors (*ask the dental provider if they are an approved contractor*).



Need medical help after hours?

Here's where to find care when our practice is closed

EMERGENCY: Critical or life-threatening



- 📞 Call 111 immediately; or
- 📍 Go to Tauranga Hospital
- 📍 829 Cameron Rd, Tauranga
- 🕒 Open 24 hours a day, 7 days a week

URGENT CARE: Can't wait, needs in person care



- 📍 Go to Accident & HealthCare Tauranga
- 📍 19 Second Ave, Tauranga
- 🕒 8am–8pm daily
- 📍 Walk in, no appointment needed

ONLINE GP: No need to see a doctor in person



- 📞 Book a phone or video consultation with Practice Plus
- 📞 Call 0800 7722 7587; or
- 📍 Go to practiceplus.co.nz | Scan QR code
- 🕒 Mon-Fri 9am–10pm; Sat-Sun & Holidays 8am–8pm



24/7 FREE HELP: Unsure what's going on or what to do?



- 📞 Call Healthline 0800 611 116 for free advice about your symptoms
- 🕒 Available 24 hours a day, 7 days a week
- ➕ Ask your local community pharmacist for advice
- ➕ Visit healthify.nz or scan QR code for self-help resources



Scenarios – Where would you go?



- Child with an ear infection
- You need a new prescription
- You have a sprained ankle
- You have severe chest pain



Child with an
ear infection

You need a
new prescription



You have a
sprained ankle

You have severe
chest pain



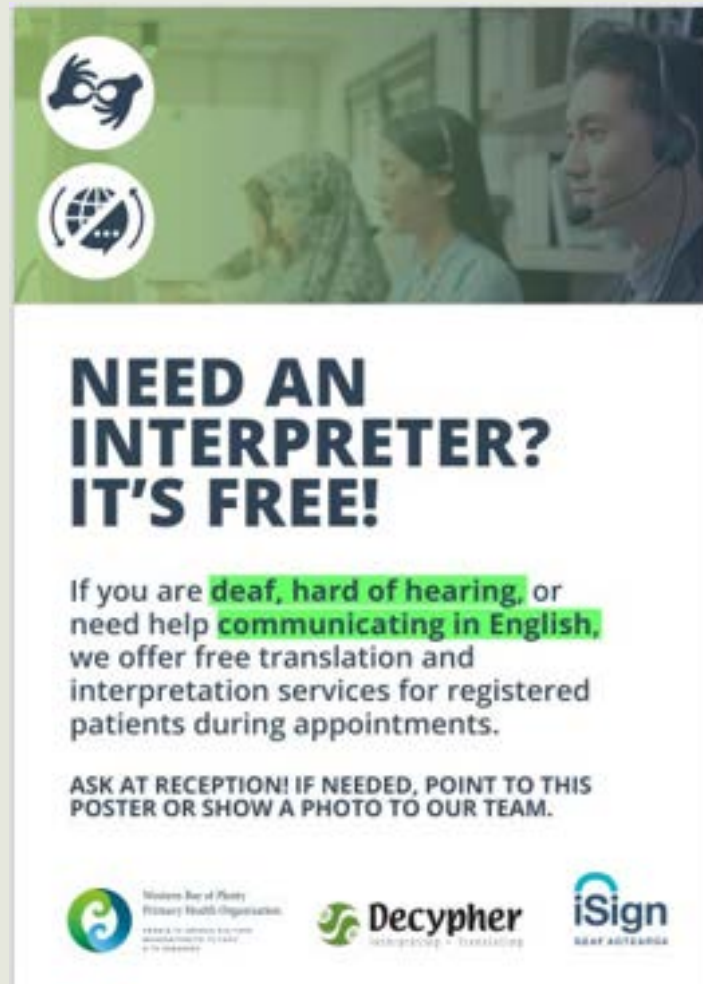
Scenarios – Where would you go?



- **Child with an ear infection** → **Pharmacy/GP**
- **You need a new prescription** → **GP**
- **You have a sprained ankle** → **Accident and Healthcare/ED**
- **You have severe chest pain** → **ED - Hospital**

Language Support

- The WBOP PHO provides free Interpreter Services for all patients enrolled with our practices. [Services & Programmes | WBOP PHO](#)
- This service is booked by the practice staff.
- If your practice is not part of the WBOP PHO, you will need to check with them to see if they offer Interpreter Services.
- Hospitals and Emergency Departments offer Interpreter Services.





The poster features a green-tinted photograph of three people in a clinical setting. Two individuals in the foreground are wearing headsets, suggesting they are interpreters. A third person is partially visible behind them. In the top left corner, there are two circular icons: the top one shows a hand with a speech bubble, and the bottom one shows a globe with a speech bubble. The main text is in large, bold, dark blue letters. Below this, there is a paragraph of text with some words highlighted in green. At the bottom, there is a line of text in all caps, and three logos are displayed.


NEED AN INTERPRETER? IT'S FREE!

If you are **deaf, hard of hearing,** or need help **communicating in English,** we offer free translation and interpretation services for registered patients during appointments.

ASK AT RECEPTION! IF NEEDED, POINT TO THIS POSTER OR SHOW A PHOTO TO OUR TEAM.

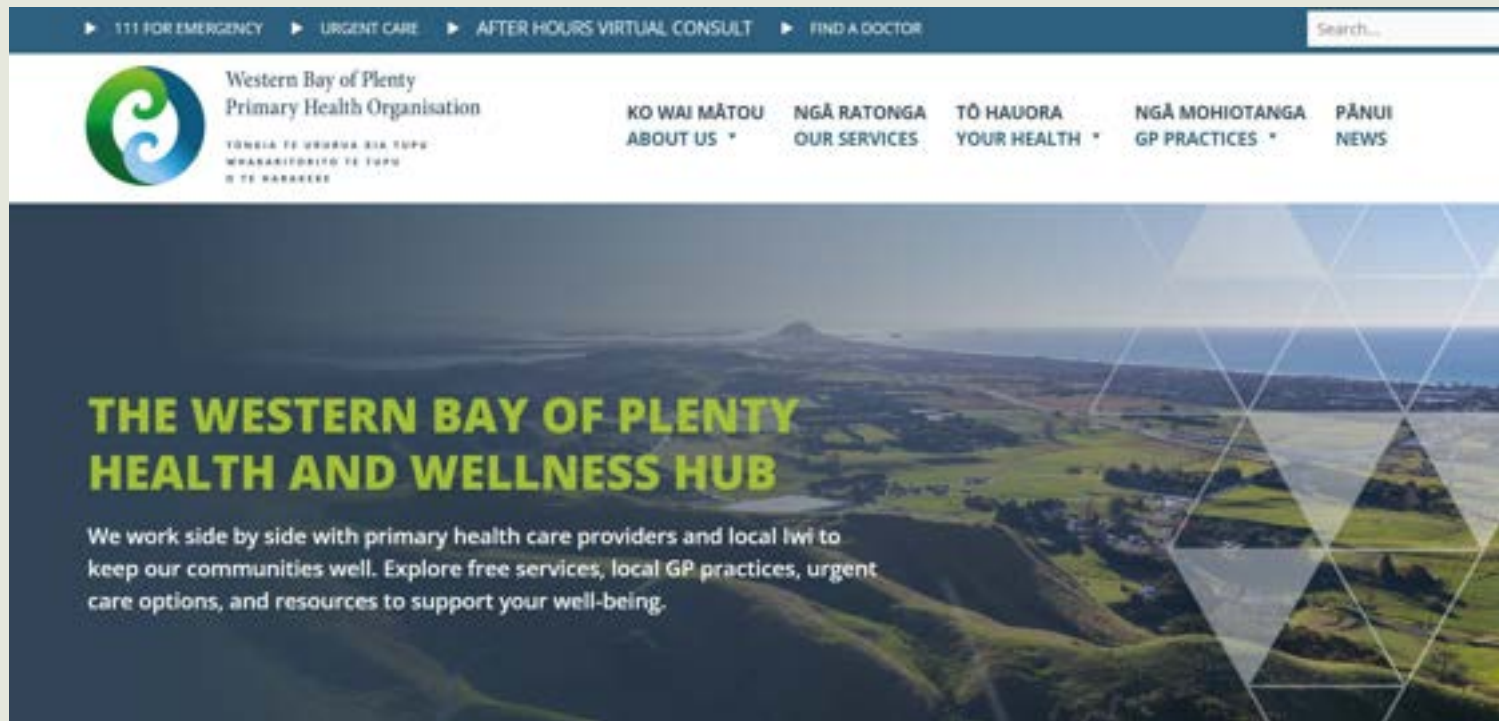
 Western Bay of Plenty Primary Health Organisation
We work to advance the health and wellbeing of our community.

 **Decypher**
Interpreting • Translating

 **iSign**
SIGN LANGUAGE

Ngā mihi nui – Thanks for listening!

For any questions – or to learn more, visit our website: wboppho.org.nz



SECONDARY CARE IN NEW ZEALAND





WHAT IS SECONDARY CARE?

Definition of Secondary Care

Secondary care involves specialist medical services accessed after referral from a primary care provider.

Types of Services

Includes outpatient clinics and inpatient care for targeted treatment of complex conditions.

Examples of Specialties

Specialties include orthopedics, cardiology, urology, surgical and pain management clinics.

Role in Healthcare

Secondary care manages complex health issues beyond the scope of primary care providers.

NAVIGATING SECONDARY CARE AND EMERGENCY SERVICES IN AOTEAROA NEW ZEALAND



HOW SECONDARY CARE FITS IN THE SYSTEM

Referral Pathway

Secondary care is accessed via GP referral to specialists for complex health conditions.

Purpose of Secondary Care

Secondary care provides targeted interventions for recovery and management of short-term (acute) and long-term (chronic) illnesses.

Improving System Integration

Long wait times and coordination issues between primary and secondary care can affect efficiency. Ongoing efforts aim to enhance communication and integration between healthcare providers.



EMERGENCY DEPARTMENT (ED) SERVICES



WHAT IS THE EMERGENCY DEPARTMENT (ED)?

Purpose of the ED

The ED provides urgent medical care for life-threatening and serious conditions around the clock.

Common Reasons for ED Visits

Typical ED visits include chest pain, severe bleeding, broken bones, mental health crises, and accident injuries.

Patient Arrival and Care Process

Patients arrive by ambulance or walk-in; the ED stabilizes and decides next care steps like discharge or admission.

WHAT HAPPENS IN ED?

Triage Assessment Process

Patients are assessed upon ED arrival to determine the urgency of their condition using a triage scale.



Prioritization Based on Urgency

Life-threatening cases receive immediate treatment, while less urgent cases may wait longer.



Treatment and Stabilisation

Treatment may include diagnostics, pain relief, surgery, or mental health support to stabilise patients.



Discharge or Admission Decision

After stabilisation, patients are either safely discharged or admitted for further care.



PATIENT RIGHTS IN NEW ZEALAND



UNDERSTANDING PATIENT RIGHTS

Respect and Dignity

Patients must be treated with respect, dignity, and consideration of their cultural values in all healthcare interactions.

Informed Choices

Patients have the right to receive full information and make informed decisions regarding their healthcare.

Support and Complaints

Patients can have a support person present and the right to make complaints if their care falls below standards.



PRACTICAL TIPS FOR PATIENTS



NAVIGATING HEALTHCARE SERVICES

Pre-Visit Guidance

Patients can call Healthline or consult their GP for non-urgent issues before visiting the Emergency Department.

Effective Communication in ED

Being honest about symptoms and asking questions helps ensure better care during Emergency Department visits.

Patient Rights and Support

Knowing rights, bringing a support person, and understanding triage improves patient experience and outcomes.

Following Discharge Instructions

Carefully following discharge instructions is essential for recovery and ongoing health management.



PATIENT JOURNEY FLOWCHART

Patient Journey in Aotearoa New Zealand



GP Visit

See primary care doctor



Appointment

Consultation or treatment
by specialist



Discharge or Admission

May be treated as
inpatient in hospital

Your Rights

- Right to be treated with respect and dignity
- Right to clear information about your condition and treatment options
- Right to choose and give informed consent

Your Rights

- Right to communication in a way you understand (interpreters available)
- Right to ask questions and receive honest answers
- Right to have a support person with you

You have the right to be treated with respect, receive quality care, and be fully informed throughout your healthcare journey.



PHARMACY SERVICES IN NEW ZEALAND

Linda Southby



OVERVIEW

- Welcome
- Categories of medicines
- Process of obtaining a prescription
- Ailments treated in pharmacy
- Triage and Referral
- Case study





Categories of medicines:

Medicines are classified to help us use them correctly and safely

GENERAL Sale

PHARMACY ONLY

PHARMACIST ONLY

PRESCRIPTION ONLY

GENERAL SALE MEDICINES

Can be purchased at the supermarket, service station, dairy or pharmacy

Small packets of some pain relief medications, antacids or antihistamines
Eg paracetamol, Gaviscon

Generally safe and don't require special advice on how to use safely.



PHARMACY ONLY MEDICINES

These medicines can only be sold from pharmacies.

They can generally be available for self-selection from pharmacy shelves.



Examples are:

- Electrolytes or tablets for diarrhoea
- Laxatives
- Treatment for head lice and scabies
- Skin and wound care
- Hay fever and allergies
- Worm tablets
- Larger packets of paracetamol, liquid paracetamol, anti-inflammatories
- Sore throat, cough and cold

Pharmacist only medications

When supplying medications, pharmacists have to:

- Ask specific questions to ensure medication is safe for you
- Eg they may ask if you take other medicines or have allergies to any medicines
- The pharmacist needs to confirm what the problem is and make sure the treatment is appropriate
- Provide you with information about the safe and correct use of the medicine
- Record the sale of the medicine including your name and address
- You have the right to privacy – you can always ask for a private place for discussion
- Usually if the medicine isn't helpful or the condition worsens we will advise you to see your GP
- Some have a criteria such as age and whether previously prescribed

Examples of some of conditions pharmacists can treat:

- Eye infections
- Cold sores
- Stomach Cramps
- Thrush of the mouth or vagina
- Strong anti-inflammatories
- Mouth Ulcers
- Eczema and rashes
- Travel Sickness
- Oral and emergency contraception
- Urinary Tract Infections
- Erectile Dysfunction

Obtaining a prescription medication

Prescriber: Fenella Richardson
Health Practitioner
Reg No. PMH 1100024
Date: 27/03/2023
Prescriber: 124

VICTORIA MEDICAL PHARMACY
123 Sydney Avenue
Warragul VIC 3920
Ph: 03 595 1234

Rx
Adrian Bentley
Date of Birth: 28/07/1964 AM/PM
AMOXICLIN 500mg CAPSULES
Take ONE capsule THREE times a day for SEVEN days
Pharmacy status:
Fully Subscribed
Prescriber code: PMH
Amount number: 45678

Fenella Richardson
Signature
FENELLA RICHARDSON
Health Practitioner
REG PMH 1100024

Pharmacy Use Only
No. Supplied: _____ Date: 27/03/2023 - VWS
☐ Refill not permitted

For Dispensed By: _____ Initials for Request: _____
VWS
☐ Patient Counselling
☐ Patient Educated Counselling
☐ Not Applicable

A prescription is a legal note from a doctor, dentist, midwife or nurse practitioner

It tells the pharmacy what medicine you need

You cannot buy prescription medicines without a prescription.

Your prescriber will usually electronically send the prescription to the pharmacy of your choice. If not, you may be given a paper copy to take to a pharmacy.

Collecting your prescription from your pharmacy

1. Take your prescription to any pharmacy or present at the pharmacy where you have asked your prescriber to send it
2. Tell the pharmacy staff your name. Pharmacy staff will ask for your address or date of birth to verify your identity.
3. You may need to wait while your medicine is prepared.

How much will it cost?

- Usually, \$5 per item (if you're enrolled with a GP)
- Most medicines are free for children under 14 and those over 65 years
- Extra charges apply if prescribed by a specialist, the medicine is not subsidised (part funded) or if you are a visitor or have a working/travel visa for less than two years



IMPORTANT TIPS

1. Always follow the instructions on the label
2. Ask the pharmacist if you don't understand.
3. Tell them about any allergies or other medicines you are taking
4. Return unused medicine to the pharmacy
5. The pharmacist is there to help – even with questions about side effects or how to take your medicine.

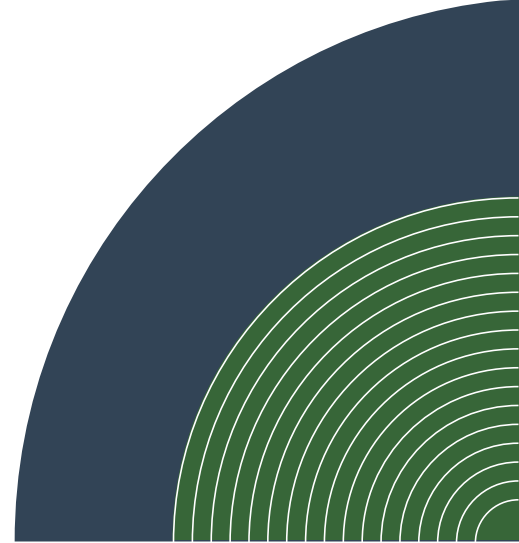
Common Terms in NZ Pharmacies:

- GP = General Practitioner (Doctor)
- Chemist = Pharmacy
- Script = short word for prescription
- Subsidised = the Government helps pay some of the cost
- Over-the-counter = Medicine you can buy without a script



Other services from LIMITED pharmacies

- Vaccinations – flu, covid, shingles, whooping cough/ tetanus, measles - *some may have a cost but mostly free for children*
- INR monitoring for those on warfarin (blood thinner)
- Throat swabbing and antibiotics for those who qualify
- Weight management
- B12 injections
- Hepatitis C testing
- Compliance packaging of medicines
- Medicine Reviews



CASE STUDY

Layla and her two children **Aisha (2)** and **Omar (7)** present at the pharmacy.

Layla approaches the counter seeking advice for three different health concerns.

1. Omar has head lice
2. Layla thinks she has vaginal thrush
3. Aisha multiple sores on her lower leg



1. Omar

The school has sent home a notice about an outbreak of head lice. Omar has an itchy scalp especially behind his ears. Pharmacy assistant assesses and discovers live lice and eggs. As he doesn't have any allergies and recommends using dimethicone and a metal head lice comb, using overnight including full scalp coverage. Wash out and use the fine-toothed comb to remove dead lice and eggs. Advise to repeat in one week and some basic advice given.

2. Layla

The pharmacist is alerted to have a consult about suspected thrush. Layla is embarrassed chatting about it, so the pharmacist takes her and the children to a private consult room. After some questions on the presentation, the pharmacist provides her treatment for vaginal thrush.

3. Aisha

Is two years old, normally well with multiple sores on her lower right leg.

The pharmacist assesses this to be impetigo (school sores).

As she has seven lesions, the infection is too widespread for topical treatment to be effective.

The pharmacist recommends Layla makes an urgent GP-visit for Aisha to get oral antibiotics, and lets the GP receptionist know the pharmacist has assessed this and believes antibiotics will be required urgently.

KEY POINTS ABOUT HOW PHARMACIES CAN HELP:

1. Apart from dispensing medicines, pharmacies offer a range of services to keep you and your whānau (family) well
2. Some pharmacies provide more services than others. If you're unsure about which services your pharmacy provides, give them a call
3. All medications supplied in pharmacies are regulated and legal, making a pharmacy the best place to source legal medicines



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Karakia Whakamutunga

Ka whakairia te tapu

Kia wātea ai te ara

Kia tūruki whakataha ai

Kia tūruki whakataha ai

Hui ē, Tāiki ē

Restrictions are moved aside
So, the pathway is clear
To return to everyday activities
Enriched, unified and blessed



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Thanks for Listening!