



**The mandated voice of general practice and urgent care providers.
By general practice, for general practice.**

GenPro For You
September 2024 Update



Working unashamedly to support sustainability and viability on behalf of general practice and urgent care business owners - and ultimately the New Zealand population they serve.

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[Message from the Chief Executive](#)

Kia ora koutou,

This last month has seen some significant developments with GenPro lodging a complaint with the Commerce Commission regarding the unfair nature of the contracting arrangements for General Practice owners. This is a culmination of around two years of work, started by Philip Grant, former Chief Executive of GenPro, who identified that a change in the Fair Trading Act meant there was an option to challenge the contracting arrangements.

Prior to this, there was no legal avenue to act.

While the process has only just begun, there has been significant work to assess the legal options, shape the complaint, find appropriate representative complainants and then lodge it.

GenPro firmly believes that the unfair arrangements contribute significantly to the underfunding of General Practice and the impact that has on workforce, practice viability and access to timely high quality General Practice services for patients.

We have already met with the Commerce Commission investigation team for a preliminary meeting and are encouraged by the response to date.

We had a busy month attending meetings with sector leaders, attending workshops and design groups and representing the interests of owners. It was good to meet up with members and colleagues across the motu and as always, receive feedback as well as providing advice and support. Please see the Advocacy Round Up section of this newsletter for highlights.

Finally, in the last newsletter I reported on the reset of fees and the approach

that many of you are taking. Disappointingly, Te Whatu Ora has chosen to refer a small number of practices to fees review despite the fact that fee increases are higher due to the inadequate capitation uplift by Te Whatu Ora. GenPro is supporting practices through this and has 'refreshed' legal advice on the process. The fee review process again demonstrates the unfairness of the relationship between contracted providers and the funder.

Remember that it is your right to set your fees.

Noho ora mai,



Mark Liddle
Chief Executive

[NZNO Primary Health Care MECA](#)

As reported in the last newsletter the NZNO have initiated a series of meetings across the motu to discuss the indicative offer presented by GenPro and the other employer representatives. Bargaining has paused while these meetings take place, and we anticipate that bargaining will likely recommence mid to late October.

The Round Up bulletin including details around the process and approach was sent to Comprehensive Members and MECA subscribers in September.

[NZNO Primary Practice Pay Equity Claim](#)

GenPro has met with the employer group following advice from the NZNO that a significant number of employers have not acknowledged the claims. There were also more than 200 employers that have not yet nominated a representative. GenPro has been working with the other employer representatives to try and contact those that are yet to comply with the process.

If you have received the claims and are yet to appoint a representative to the process, please contact membership@genpro.org.nz

GenPro members and MECA subscribers get this service at no additional cost as part of their membership. Non-members can be represented in this process

either by joining GenPro or paying a fee for representation. Kirsten Kyle, Membership Officer, can help with membership and representation enquiries.

The Round Up bulletin including details around the process and approach, liabilities and compliance requirements was sent to all members and subscribers in September.

Advocacy Round Up

Fair Trading Act Complaint

The Fair Trading Act Complaint was lodged by GenPro on September 12th, 2024 and acknowledged that day by the Commerce Commission. There was significant media interest in the complaint and associated media release, with coverage spanning the following few days.

The Commerce Commission has sought further information, and a preliminary meeting was held between the Commission team and GenPro representatives on September 25th.

Updates will be provided to members as the process progresses.

Meeting with Minister of Health and HNZ Commissioner

GenPro Chair, Dr Angus Chambers, Deputy Chair, Dr Stephanie Taylor and Chief Executive, Mark Liddle attending our regular meeting with the Minister of Health on September 12th. We discussed the issue of unfair contracting and tabled a high-level fairer model for contracting, and discussed other issues related to funding. The meeting was positive, and we continue to offer solutions to support better terms for General Practice.

On the 13th of September we met with Health New Zealand Commissioner, Prof Lester Levy. This was our first opportunity to speak with the Commissioner and was a positive exchange of challenges and opportunities from both perspectives. We look forward to meeting regularly with him in the coming months.

Contracted Provider Caucus (CPC) Meeting

GenPro Chair Angus Chambers chaired the CPC meeting on September 16th. The group dealt with two main issues:

1. Formal adoption of the conflict-of-interest policy

2. A response to the proposed System Level Measures Time frames and Milestones paper from Te Whatu Ora

The CPC will meet again ahead of the next PSAAP meeting, which is scheduled for the end of October, to discuss the papers going to PSAAP and agree, where possible, on the position of contracted providers.

Collaborative Aotearoa

The GenPro Chief Executive, Mark Liddle attended the first of three workshops held by Collaborative Aotearoa. These workshops are tasked with ensuring that the Health Care Home model of care is fit for the future. Mark is there with broad sector knowledge, but with a focus on ensuring the model aligns with the needs of practice owners.

Primary and Community Health Aotearoa (aka the Federation of Primary Care)

Mark also attended the Board and members meeting of the Federation. He is a member of the Board and represents owners as the Chief Executive of GenPro. It is clear that all parts of the primary and community sector are facing workforce and underfunding challenges.

Fees Review

GenPro has been actively supporting member practices with the fees review process. GenPro has also refreshed the legal opinion on the process and what is required of members. While you are expected to participate in the process, the information that is being requested by Te Whatu Ora is beyond what GenPro believes is required to evidence your increases.

Please note that you can only be referred to fees review by Te Whatu Ora if you increase your fees above \$65 incl. GST if your current fees are below that, or by more than 7.76%.

A summary of the legal opinion will be provided to GenPro members only in the Round Up Bulletin soon.

PMAANZ Conference, Auckland 13-14 September

GenPro attended another successful PMAANZ Conference in Auckland over the weekend. It was great to catch up with members and non-members, discuss the current issues and offer support.

There was information shared, connections made, and support provided – such a fun lively bunch!

Visit www.pmaanzenz.org.nz if you would like more information about the PMAANZ Association.

Invitation to take part in research about "Health Information & Bundled Consent in Primary Care"

Undertaking the study is Helen Deuchar a Master's student at the School of Population Health, University of Auckland. The research team includes Helen and two co-supervisors, A-Prof Dr Donna Cormack and A-Prof Dr Monique Jonas. The research is being undertaken as part of Helen's Master's thesis.

The study explores the views and experiences of people who work in Primary Health Care or people with expertise in data ethics, health information or privacy on current practices around health information and bundled consent in Primary Care.

Are you:

- Working in Primary Care and involved with collecting or accessing patient information? Or;
- Working in an advisory, policy or leadership role in data ethics, health information and privacy?

What's involved:

The research will be carried out as either an interview or focus group at an agreed-upon location (or via zoom). Interview and focus groups will be approximately 60 minutes.

If you are interested in participating, please contact:

Helen Deuchar - hdeu227@aucklanduni.ac.nz

Associate Professor Donna Cormack - d.cormack@auckland.ac.nz

For more information – [Link here](#)

You will receive a \$50 voucher as a thank you for your time. Light refreshments and kai will be provided for in-person interviews and focus groups.

Otago - Champion of Rural Health

The University of Otago has launched a new video highlighting its rural medical education initiatives: <https://www.youtube.com/watch?v=HYfD6XS8hS0>

There is also a story available here:

<https://www.otago.ac.nz/news/newsroom/otago-university-champion-of-rural->

[health](#)



[Why would you join GenPro?](#)

- To add to GenPro's collective national voice and growing mandate and therefore its ability to make a difference
- To work towards having a single voice representing General Practice Owners in Aotearoa
- To have a strong voice in national negotiations and discussions
- To have access to GenPro's exclusive range of member-only resources and briefings

Further information on the benefits of joining GenPro can be found [on our website](#) or by contacting membership@genpro.org.nz

Download the GenPro membership application

Remember to follow us on Facebook and LinkedIn for current updates



[Te Whatu Ora Updates](#)

Invitation: Building the future of health Stakeholder virtual hui

Date: Tuesday 8 October
Time: 3:00 - 3:45pm
Zoom link: [Building the future of health](#)

This is a placeholder invitation for our next stakeholder hui on Tuesday 8 October at 3pm.

The hui is an opportunity for you to hear updates from our CE, Margie Apa and our guest presenters. You'll then have the chance to ask questions during our live Q&A session at the end.

If you're unable to attend, a recording will be shared [here](#).

New NHI format from 1 July 2026

Health NZ will introduce a new format for the National Health Index starting 1 July 2026. This significant update aims to enhance the capacity and efficiency of patient identification within our health system. Health IT suppliers need to update their systems, devices, and processes for both the current and new format before 1 July 2026.

Key changes:

- Current format: AAA111# (three letters, three numbers, and a special single number that is used to check the NHI number), accommodating approximately 10 million unique identifiers.
- New format: AAA11A# (three letters, two numbers, another letter and one special single letter to check the NHI number), expanding capacity to 33 million unique identifiers.

Both formats will coexist to minimise disruption to existing systems. [For more information, click here.](#)

For a full list of Te Whatu Ora updates visit : [News and updates – Te Whatu Ora - Health New Zealand](#)



[The Final Word...](#)

As always, member feedback and membership enquiries are always welcomed - email enquiries@genpro.org.nz

By General Practice, for General Practice

- Membership enquiries/updates membership@genpro.org.nz
- MECA enquiries meca@genpro.org.nz
- Accounts enquiries accounts@genpro.org.nz
- All other enquiries enquiries@genpro.org.nz

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