Meeting Briefing

Health New Zealand
Te Whatu Ora

Meeting with GenPro on 24 July 2025

Due to MO:	22 July 2025	**Reference**	**HNZ00091439**
To:	Hon Simeon Brown, Minister of Health		
From:	Martin Hefford, Director Living Well		
Copy to:	N/A		
Security level:	In Confidence	**Priority**	Routine
Consulted:	N/A		
Proactive Release:	This title is proposed by Health NZ for proactive release		

Contact for further discussion

Name	Position	Phone	1st contact
Astuti Balram	Group Manager Primary Care	[redacted]	x
Martin Hefford	Director Living Well		

Attachments

Appendix 1:	[redacted]
Appendix 2:	Biographies of attendees
Appendix 3:	[redacted]
Appendix 4:	Online GP uptake infographic
Appendix 5:	[redacted]

Appendix 1, 3 and 5 withheld in full

About the meeting

Purpose	GenPro leaders have requested a meeting with you on 24 July 2025. This paper provides you with information to support your meeting.
Date	Thursday 24 July 2025
Time	4.25pm to 4.45pm
Venue	EW 6.6. Wellington
Attendees	Dr Angus Chambers – Chair of GenPro and Specialist GP Dr Stephanie Taylor – Deputy Chair and Specialist GP Mark Liddle – CEO of GenPro Note, biographies are attached as Appendix 1
Health New Zealand | Te Whatu Ora officials	Martin Hefford, Director Living Well [Available to join online] Astuti Balram, Group Manager Primary Care [Available to join online]
Media	No media are expected
[redacted]	

Purpose

1. This briefing provides you with information to support your meeting with the General Practice Owners Association of Aotearoa New Zealand (GenPro) on Thursday 24 July 2025.
2. You have previously met with this group on 27 March (H2025061630) and 28 May (H2025067477).

Background and context

3. GenPro is an interest group that represents General Practice owners. Most GPs are not practice owners – 70% are employed or contracted by owners.
4. GenPro was formed in 2020 by General Practice owners who were concerned about the lack of direct representation for General Practice owners in negotiations with Government including the Ministry of Health, ACC, and Health Agencies.
5. GenPro's stated vision is to promote and advocate for sustainable, responsive and high-quality general practice services for the New Zealand population. [redacted]
6. GenPro members have access to consultation on matters such as PSAAP negotiations and annual contract changes, and a range of advocacy, representation and lobbying services.

Matters for discussion

7. GenPro have a strong interest in the following areas of current work:

- annual capitation uplift and capitation re-weighting
- the impacts on general practice of the new 24/7 service offering
- primary care targets
- the future roles/expectations of Primary Health Organisations (PHOs).

Cabinet decisions expected in July

8. You have received advice regarding work on capitation re-weighting, primary care targets and the future roles/expectations of PHOs which the Ministry of Health is leading and will be seeking Cabinet decisions on these matters in July.

9. The outcome of the Cabinet decision is planned for announcement at the GP 25 Conference on 25 July 2025, the day after this meeting with GenPro.

Annual capitation uplift and capitation re-weighting

10. In March 2025 you announced that a further $95 million in funding will be available for a performance-based uplift for general practice per annum. This is in addition to the capitation uplift general practice receives annually.

11. With this additional funding included, Health NZ has recently agreed a 13.89% GP funding uplift through the Primary Health Organisation Services Agreement (PHOSA). The Chair and CEO of GenPro were on the PSAAP group negotiating the uplift and may may wish to discuss how the uplift will support the sustainability of general practice.

12. The initiatives aim to make it easier for people to see a doctor or nurse at their local GP clinic. The enhanced capitation funding is contingent on practices agreeing to provide information to support the likely primary care health target and to enable a general move to performance based funding.

13. GenPro encourage practice owners to increase their fees to maximum extent allowable under the fees framework. You may wish to encourage some restraint to support access for those on lower incomes.

14. GenPro have expressed the view that investing directly in general practice, rather than in PHOs, will ensure funding reaches the front line, resulting in more effective and efficient use of resources and enabling practices to better serve their communities.

15. The Ministry of Health has provided you with advice on capitation reweighting and the health target. You may want to let GenPro know that this advice has been received and is under consideration.

The impacts on general practice of the new 24/7 service offering

16. GenPro have raised concerns[1] that the funding model for the new 24/7 digital service proposes to pay telehealth providers a subsidy that in some cases is "more than 400% higher than in-person general practice receives for a higher quality service."

17. This comparison is related to the funding for episodic care for the 24/7 digital service, and

[1] https://genpro.org.nz/resources/general-practice-amazed-at-governments-cash-splurge-on-telehealth

what is paid to general practice for consultations for people who are not enrolled with them, referred to as casual consultations in PHOSA. **Appendix 3** includes the content provided by Health NZ in response to the GenPro press release on this topic.

18. Health NZ has been clear in its communications that the 24/7 service is intended to be provided as a complement to core primary care, as opposed to in place of GPs and primary care providers remain best placed to meet the needs of their patients and ensure continuity of care.

19. Health NZ has reiterated that the majority of funding for general practice is from capitation funding, as the focus for general practice is to provide ongoing care for their patients. Capitation had almost entirely replaced the previous general medical service benefit schedule. General medical benefit funding for casual patients now makes up less than 2% of the government revenue for an average practice.

20. The fees for the new online 24/7 GP online service have been set to support, not compete with, general practice while ensuring it is attractive for providers to offer the service. Patients' regular GPs will continue to receive their usual funding even if an enrolled patient chooses to use the Online GP Care service.

21. Health NZ offered to increase the funding related to casual visits at the recent PHOSA negotiations, however Genpro did not support this based on the fact that this has links with the clawback process.

22. GenPro may also raise concerns related to the additional work that the 24/7 service may create for general practice. Health NZ has in place requirements for the 24/7 service providers to follow the nationally agreed follow up and referral process, as is expected of all providers. This means that they are not permitted to order a lab test and refer it to the enrolled GP for follow up.

23. Of note, 80% of the appointments with the 24/7 Online GP services are completed with treatment provided by the provider, and only 5% are referred back to general practice. Health NZ will continue to monitor the data and consider further developments to enhance the connections with general practice in future phases.

24. Additional quantitative information on the uptake of the Online GP service is set out in **Appendix 4** while some initial qualitative information is included as **Appendix 5**.

Tend's confirmation as a PHO

25. Tend has recently been approved as a PHO, which means it will hold a contract with Health NZ for the Canterbury, metro Auckland and Bay of Plenty areas.

26. GenPro may be interested to understand the reasoning behind that decision and what it means for other large-scale providers.

27. Health NZ has stated that it will consider applications from other entities to become PHOs on their merits.

Appendix 2: Biographies of attendees

Dr Angus Chambers – Chair of GenPro and Specialist GP

Dr Chambers has been a GP in Christchurch since 1990 and has a long-standing commitment to advancing primary healthcare. He is the Director of the Riccarton Medical Centre in Christchurch, a General Practice and Urgent Care service. Dr Chambers studied medicine at Otago University and. He also has a degree in Law from Canterbury.

Dr Angus Chambers was one of the founding members and a previous deputy chair of GenPro.

Dr Chambers is an advocate for the sustainability of General Practice and has been a strong supporter of GenPro and its mission to reshape the representation of General Practice in New Zealand. His leadership extends to previously chairing Christchurch PHO, as well as the Primary Health Alliance.

Dr Stephanie Taylor – Deputy Chair and Specialist GP

Dr Taylor was elected to the GenPro Board in October 2022. She is an owner of St Heliers Medical in Auckland where she has practiced for over 18 years and is also the Clinical Director of the Medical Division of Green Cross Health.

Dr Taylor understands the pressures General Practice is under and is a passionate advocate for the sustainability of General Practice. Dr Taylor is committed to improving workforce stability and funding models and believes that GenPro is best placed to influence these changes.

She balances her professional commitments with family life, enjoying outdoor activities with her three daughters.

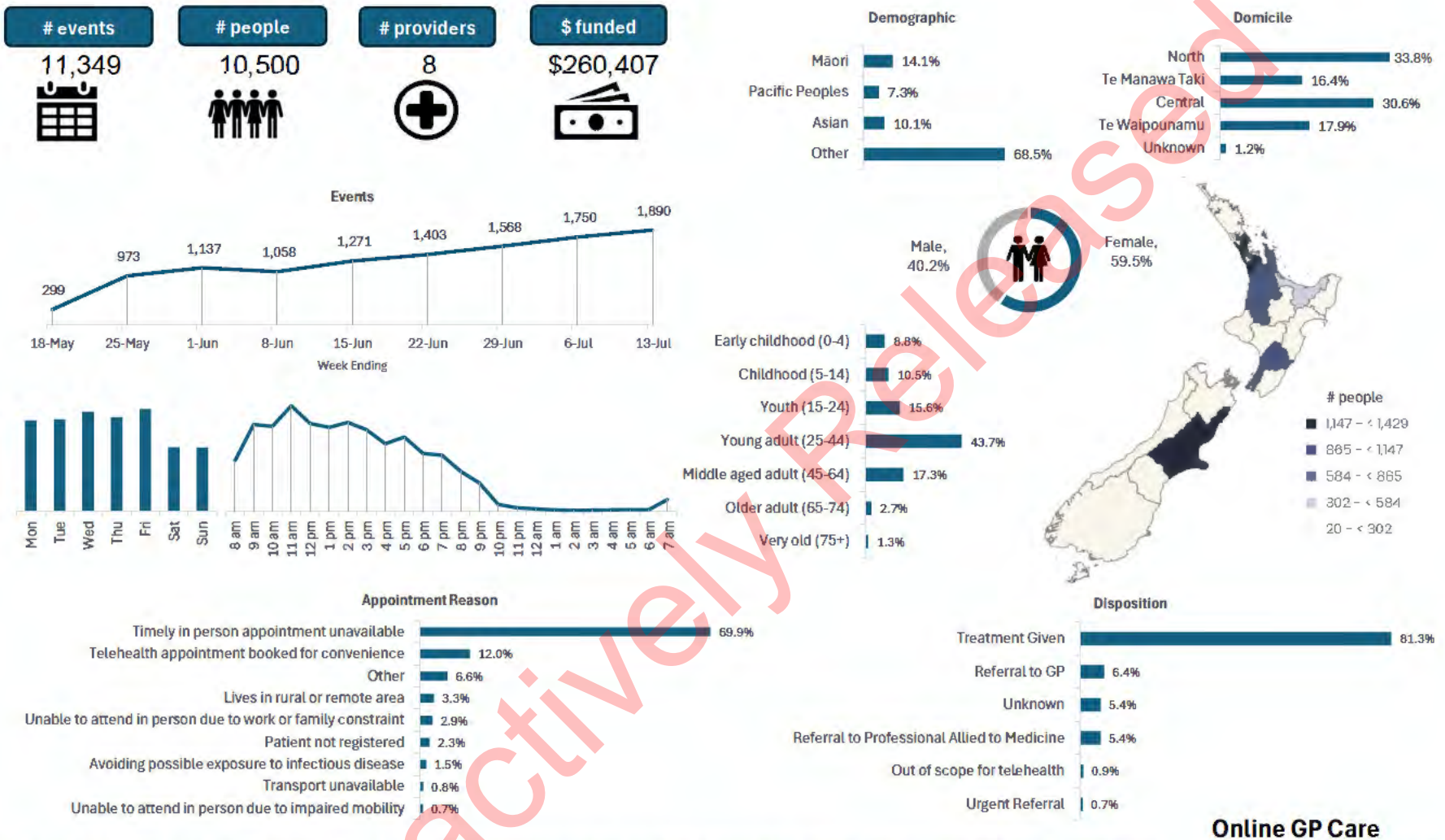
Mark Liddle – CEO of GenPro

Mark has significant health leadership expertise spanning back to the late 1980s both in the NHS hospital management in the UK and community and primary care in New Zealand.

His career in New Zealand's primary care sector started in 2001 as the inaugural Business Manager of a large purpose-built primary care centre in the Bay of Plenty. Since then, Mark has held key leadership roles, including 12 years at Pegasus Health, where he served both as Chief Operating Officer and for the last two years as Chief Executive.

Mark previously chaired Collaborative Aotearoa and he is currently a Board Member of Primary and Community Health Aotearoa, better known as the Federation of Primary Care.

Mark has a collaborative, solutions-oriented approach that aligns with GenPro's mission to strengthen and sustain General Practice.



***Note:** Data is to week ending indicated and excludes failed and DNA encounters. Sourced from providers and not yet validated against Health NZ datasets. Accuracy depends on the completeness and correctness of submitted data. Known issues include inconsistent coding, missing or incorrect entries, and variation in how appointment types and demographics are recorded. Interpret with caution and consider these limitations when using the data.*

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