



Dear valued client of Kaipara Medical Centre (KMC),

You may be aware that Kaipara Medical Centre has been sold. ProCare officially takes over the practice on 1 December 2019.

We hope you'll agree it is an exciting change for the practice but understand that you may have some questions about what it means, so we've set out to answer some of those queries below.

### **Why has KMC been sold?**

Six years ago Kaipara Medical Centre was facing possible closure and so the Helensville District Health Trust, the Waitemata District Health Board and two local GPs intervened and formed a partnership to ensure the vital service for the community continued.

It's now the end of that period and with a change of priorities for all the partners, the time was right to sell.

### **Are the GPs changing?**

No. Our six permanent GPs are staying on. One of the two GPs who were part-owners of the business is Dr Aimee England and she left us in February of this year. The other is Dr Phill Barter and while he'll no longer be a part-owner of the business, we're thrilled that he's staying on as Clinical Advisor.

### **Who is ProCare?**

ProCare is a network of 170 GP practices across Auckland. It provides them with support for all manner of things from GP locums, to advice on professional development for staff and how to run their businesses more effectively.

### **Why do they want to buy KMC?**

This is the first time ProCare has purchased a GP practice so it's looking to use it as a flagship for what can be achieved with the right support, governance and experience.

### **What will it mean for the staff here?**

It means great things for our staff with ProCare assuring there'll be no job losses as a result of the sale. What our staff will have though are better opportunities for training, professional development and their own career advancement.

### **Will this mean it will be easier for me to see my doctor?**

This is a key area of focus for the practice and ProCare going forward. While we hope to increase doctor capacity in the coming months, we will remain a general practice not a primary care accident and emergency centre which is at Westgate or a hospital emergency department, the closest being Waitakere Hospital.

It's perhaps timely to remind you about our online booking service, **Manage My Health**. Have you used it yet? If you visit [kaiparamedicalcentre.co.nz](http://kaiparamedicalcentre.co.nz) you'll be able to see which doctors are available and when and that may be more convenient to you as you make your appointment.

### **Will fees go up?**

No. Part of the reason ProCare was chosen as the preferred buyer was because it promised to keep our status as a Very Low Cost Access Practice. This basically means that based on the make-up of the South Kaipara population we receive extra government funding which means we can keep our fees low.

### **What will the Helensville District Health Trust do now?**

By selling its 50% stake, the Health Trust can now put its energy and resources into managing and developing high-quality health facilities. There are plans to redevelop the site on the corner of Commercial Road and Porter Crescent, to create a health campus that will be the envy of small towns right around New Zealand. This includes an expansion of the highly-successful Helensville Birthing Centre.

We hope this has helped explain the situation a little further. You should notice very little change at all as the transition to the new owners happens. But in time, we hope you'll see improvements that will make your experience with us here at Kaipara Medical Centre even better.

With warm regards,

**The Kaipara Medical Centre team, ProCare and the Helensville District Health Trust.**