

98% of New Zealanders to access urgent care within one hour’s drive of their homes

What’s happening and why

- Getting care quickly is key to better urgent care health outcomes for people.
- Access to urgent care services can vary depending on location, and some people face long wait times or drives to get care.
- New and improved services will be introduced, giving New Zealanders faster, more convenient access to urgent care services.
- These will be phased in over the next two years to match service readiness and workforce availability.



What’s rolling out when

- | 2025 | 2026 | 2027 |
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| <ul style="list-style-type: none">• Coromandel, Te Kuiti and Tūrangi gain improved services and resources as part of the rural and remote prototype | <ul style="list-style-type: none">• New 24/7 service in Tauranga• Improved services across rural and remote communities in areas like the Bay of Plenty, East Coast and Taranaki | <ul style="list-style-type: none">• Final enhanced services rolled-out across up to 28 communities rural and remote communities, such as Taumaranui, Tokoroa and Gisborne |

Why it matters Benefits for your family



- More care available closer to home
- More health tests done locally
- More medicines available locally
- Extended evening and weekend urgent care options
- 24-hour on-call clinical support
- More convenient healthcare with reduced need to go to ED or travel long distances for prescriptions and non-life-threatening health conditions

Better resources for health services Benefits for health professionals



- Rural clinicians paid to be on-call for improved service locations
- Access to more diagnostic tests so clinics can provide more treatment locally
- Less pressure on local EDs
- Strengthened primary care teams through expanded digital health and smarter use of other health professionals’ skills

What’s new Key improvements



- New 24/7 urgent care service Tauranga
- 24/7 on-call clinicians for rural and remote communities
- More key diagnostic tests, equipment and common medicines available locally
- 24/7 online GP consultations (separately funded)
- Primary care, urgent care and emergency ambulance services collaborate to make better collective use of the skills and resources they have



Case studies

Tauranga – Urban

It’s 3am in the morning. Marama’s 1 year-old son has a fever, is vomiting and has a rash. He can now take him to the city’s new 24/7 urgent care clinic, avoiding a long wait in the busy ED.

Te Kaha – Remote

It’s Friday night in Te Kaha and Tracey thinks she has a urinary tract infection. She gets an online GP appointment within 20 minutes and is prescribed an antibiotic. Instead of having a long drive to a pharmacy on Saturday morning, she picks up the medicine at a depot 20 minutes from her home.

Pātea – Remote

It’s Wednesday morning and Hohepa presents at a Pātea clinic with chest pain. The nurse completes a Troponin test to check for heart damage and an electrocardiogram (ECG) is completed. Both show no signs of heart damage and there are no other serious symptoms. He goes home with advice on managing symptoms and when to seek further medical attention. Because the clinic now has access to an ECG and Troponin tests, Hohepa has avoided a good wait for the ambulance to arrive, a 1 hour 25-minute drive to New Plymouth Hospital and an ED wait.