

98% of New Zealanders to access in-person 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   |
|--|---|--|
| <ul style="list-style-type: none"><li>• A new 24/7 urgent care service in Counties Manukau</li><li>• Great Barrier Island clinic given enhanced services as part of the rural and remote prototype</li></ul> | <ul style="list-style-type: none"><li>• A 24/7 service in Whangārei (expanded service)</li><li>• Improved services across rural and remote communities, mainly in Northland, start being rolled-out</li></ul> | <ul style="list-style-type: none"><li>• Improved services rolled-out across rural and remote communities such as Kaeo, Dargaville and Russell.</li></ul> |

2026

2027

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 in Counties Manukau
- A 24/7 (expanded) service in Whangareia
- 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



Auckland – Urban

It’s 3am in the morning. Tim, an Auckland Dad calls Healthline, concerned about his daughter’s fever. They ask him some questions, and suggest he visits a urgent care clinic. Instead of having to travel to the 24/7 urgent care 30 minutes away, Tim and his daughter can drive within a few minutes to their new 24/7 urgent care clinic in Counties Manukau. She receives tests and medicine on diagnosis immediately.

Aotea | Great Barrier Island – Remote

It’s Saturday morning and Hoani falls off his horse on Great Barrier Island. He calls 111. A PRIME doctor (local rural doctor linking with ambulance services) responds to the 111 call, drives to Hoani and ascertains Hoani needs an x-ray. The doctor sees Hoani at Aotea Health on the island. The doctor has been trained to x-ray limbs, and so is able to manage the initial assessment and diagnosis, leading to treatment that does not require further intervention. This avoids an emergency helicopter needing to be called and means Hoani can have his care provided locally.



Case studies