

Who we are

Rotorua Area Primary Health Services (RAPHS) is a community based clinical network of 13 general practices. Together, we have been committed to improving health and wellbeing in the Rotorua region for over 30 years.

Our Values

He Ora Whakapiri

Together, we make it better.
There is strength in unity - By working together we can do great things

Whakaaro nui

To show respect towards all others

Matatika

Acting fairly, ethically and with accountability

Our Goals

To improve the outcomes of health services:

- **Equity & quality of services**
- **Excellent patient & provider experience, and**
- **Efficiency, accountability and sustainability of services**

Funding

Public funding from the Ministry of Health and Te Whatu Ora is contracted to RAPHS through a number of agreements to:

- Provide health & wellbeing services for people enrolled with us through a member General Practice
- Provide targeted health & wellbeing initiatives for the local community through member and non-member practices, and other community health service providers.

Additionally, health service providers purchase IT services and technology support from RAPHS, to enable service integration and delivery.

Our Purpose

RAPHS purpose is to enable high-quality health and wellbeing services for our community; through supporting primary care services. Our charitable purpose includes:

- Improving overall health status of the enrolled population of Rotorua
- Reducing health disparities among different groups
- Promoting and developing a fully integrated health delivery system
- Promoting good health and the prevention of disease
- Ensuring quality health services through a skilled workforce
- Reducing access barriers to primary health services
- Coordinating with other local health providers to meet community needs
- Engaging in activities that support these objectives as a recognised PHO

Our Vision

To be an exemplar of person focused, integrated health & wellbeing services; that improve health system outcomes & equity

Community Service Delivery

To achieve our charitable goals, we work closely with communities, funders and healthcare teams:

- Contracted service delivery through a network of community-based healthcare providers
- Patient care and support services delivered by RAPHS kaimahi
- Provider support including workforce, technology and business support
- System support including accreditation, assurance, financial management, integration, provider facilitation and service development

71,246

Service Users enrolled & funded for services with providers in the RAPHS network, as of 30 January 2025

