

# Frequently Asked Questions (FAQs) for General Practice

## Who will be contacted?

The people being contacted are those people who have been referred by general practice or another health provider and graded for a non-urgent first specialist review who have been waiting over the target time of 4 months for the FSA. These people have in some instances been waiting over a year to be contacted and some of the information on their original referral may now be out of date.

## When will my patients be contacted by Health New Zealand | Te Whatu Ora?

People will be contacted from between 6 May-30 June 2024. Districts are managing the contact to people locally. However, all districts are to have contacted these people by the end of June.

## Why is General practice being advised?

General Practice is being advised of this communication to people who have been waiting for a non-urgent first specialist appointment as those people will still be in your care and may have questions following the contact from Health New Zealand or may require reassessment of their condition.

## Do GPs need to do anything?

Yes, we want to make sure GPs are well informed so they can answer any questions from people such as explaining what the communication means or options for people including sending through updated information if the person's condition has changed.

GPs are not expected to send through to HNZ changes to a person's contact details as people will be advised to contact HNZ directly. However, should there be a change in contact details the GP may want to update their own records.

## Does this relate to all hospital specialties?

No, not at this stage. In this first stage of contacting people waiting longer than 4 months for routine first specialist assessment, the people being contacted will either be waiting for General Surgery, Gynaecology, Ophthalmology or Orthopaedic appointments. The plan is to do further communications to people in other specialties from July 2024.

## Who should GPs contact if they have further questions?

GPs can contact [HSSPlannedCare@tewhaturora.govt.nz](mailto:HSSPlannedCare@tewhaturora.govt.nz)