



COLLABORATIVE
AOTEAROA



WellSouth
Primary Health Network
Hauora Matua Ki Te Tonga

MEDIA RELEASE

Thursday 27 March 2025

GORE HEALTH STAFF RECOGNISED FOR THEIR DEDICATION

In a first for Aotearoa New Zealand, Gore Health Centre is now accepting compliments via a healthcare gratitude app, promoting kindness and appreciation towards staff members.

Gore Health Centre, a medium-sized general practice adjacent to Gore Hospital, with support from Collaborative Aotearoa, has embraced a patient appreciation tool developed by HUMAN by ShareGratitude. This innovative app enables patients and their families to send real-time messages of gratitude and even token gifts directly to the mobile phones of healthcare staff.

Collaborative Aotearoa, a national membership organisation dedicated to equitable health and wellbeing across New Zealand, plays a crucial role in facilitating the Health Care Home (HCH) model of care in primary care settings.

Rhonda Reid, Gore Health Business Manager, says the app has already made a positive impact.

“It’s fantastic! Our staff, like most, have struggled with the continuous pressure our sector has been facing. Having gratitude to enhance our working lives is welcomed.”

Collaborative Aotearoa CEO Jess Morgan-French explains their involvement. “Our healthcare system is under significant pressure, sometimes affecting staff morale. Supporting the dedicated staff at Gore Health, one of our Health Care Home practices, was an easy decision. HUMAN by ShareGratitude offers an excellent opportunity to foster support, community, and kindness. We welcome this technology to Aotearoa and look forward to capturing the results from the pilot at Gore Health. We are also working with Human by ShareGratitude on securing a group discount for all Collaborative Aotearoa members and their practices.”

Practices that have achieved the Health Care Home model of care operate on a framework centred around true patient care. Mrs. Morgan-French says that it is a nationwide general practice model aimed at delivering an improved patient experience, enhanced quality of care, benefits for clinicians, and greater practice efficiency.

To encourage patients to express their gratitude, banners, cards, and flyers are promoting the easy-to-use app, guiding them to choose a department and select a staff member to send a message to. The app is also designed to filter out any unkind messages.



Caption: Gore Health Ltd Busines Manager Rhonda Reid and Practice Manager Christine Miller enjoying a coffee gifted to them through the ShareGratitude app.

ENDS

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About Collaborative Aotearoa

Collaborative Aotearoa (the Collaborative) is a national network of primary health care organisations and supporting partners committed to pursuing a vision focused on the health and wellbeing for whānau and communities.

The Collaborative has committed to expanding its reach to support its networks and continue to bring focus to equitable access to more general practices and communities across Aotearoa.

<https://collab.org.nz/>

About WellSouth

WellSouth is the Primary Health Network for Southern. To get the best health and wellbeing for our communities in Otago and Southland, our mission is to empower and support general practices and other healthcare providers to deliver affordable and accessible care for all our people, when and where they need it.

www.wellsouth.nz