



*Nau mai. Haere mai*

WELCOME

## Our Kaupapa

*At Kensington Health, our dedicated team of passionate professionals focus on whānau-centred, holistic care guided by manaakitanga.*

*With whanaungatanga we are committed to excellence, innovation and supporting our community.*

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## Opening Times/Location/Contact Details

**Open:** Monday to Friday, 8am to 5pm (closed on public holidays)

**Location:** 8 Kensington Avenue, Whangārei 0112

**Telephone:** (09) 437 9070

**Primary email contact:** [admin@kensington.health.nz](mailto:admin@kensington.health.nz)

**Our website:** [www.kensingtonhealth.nz](http://www.kensingtonhealth.nz)



# Who are we?

## **Our history**

Kensington Health, originally known as Primecare, was established as a Whangārei family doctors' practice in April 1988. Our first clinic was opened by then Health Minister Helen Clark. Dr Vivienne Arkinstall was the first general practitioner at the time, followed shortly by Dr Dave Bawden and Dr Melissa Gilbert-Smith, who not only reimagined Primecare into the Kensington Health that we have today, but continued to be a pivotal part of our team.

Kensington Health changed its name from Primecare in 2018 and moved into the newly established Kensington Health Hub building of August 2020. We have continued to grow, expanding into an additional adjacent space in early 2023 where we can offer an increased range of providers and services to our patients.

Our caring and highly skilled staff can provide a full range of general practice consultations. You will find us in the Kensington Health Hub building on 8 Kensington Avenue and we are open Monday to Friday, 8am – 5pm (closed on public holidays). We look forward to welcoming you as part of our whānau.

## **Patient-centred healthcare and wellness support**

The team at Kensington Health is made up of a multi-disciplinary mix of healthcare professionals who are passionate about providing the best level of care and achieving the best possible health outcomes for our patients. Finding solutions to health issues and moving with the times is important to us as it ensures that we continue to provide, and exceed, your expectations as your trusted Primary Care Provider.

## **Why Kensington Health?**

Your health and wellbeing are our most important concern. Our services are provided in a confidential and non-judgemental practice with caring practitioners. When visiting with us, you will be treated with integrity, honesty, respect, and trust. We welcome your feedback and are open to your suggestions on how we can improve our service to you.

## **Innovation**

We believe that change is a positive force when it comes to supporting your healthcare. As part of our ongoing commitment to innovation, we are a teaching practice that hosts a variety of students throughout the year to help support their learning journey. In addition, we utilise artificial intelligence (AI) during patient consultations—your consent is requested for this process. This approach allows us to focus even more on your individual needs and provide you with the best care possible.



# *Our amazing team*

## **Providers and Owners/Directors**

Doctor Vivienne Arkinstall

Nurse Practitioner Laura Doorish

## **Providers (General Practitioners and Nurse Practitioners)**

Doctor Anya Yanke

Nurse Practitioner Leanne Fauli

Doctor Beth Dennie

Nurse Practitioner Holly Froot

Doctor Melody Curle

Doctor Melissa Gilbert (*LOCUM*)

Doctor Mikayla Mckeague (*Remote support to Providers and Patients*)

## **Other Clinical / Nursing / Healthcare Assistant Team**

Kate Dent (Extended Care Paramedic)

Toyah Olson (Nurse Prescriber)

Judy Knox (Registered Nurse)

Carolyn Jameson (Registered Nurse)

Ashleigh Young (Registered Nurse)

Melissa Armstrong (Registered Nurse)

Jade Stevenson (Registered Nurse)

Ruth Shortland (Registered Nurse)

Sophie Fournier (Registered Nurse)

Karen Yovich (Healthcare Assistant)

Dana Shaw (Healthcare Assistant)

Kiel Harrison (Nurse Prescriber/Nurse Practitioner Intern)

## **Extended Healthcare Team**

Helen Lake – Health Coach (Tuesday to Friday)

Joline Zwart – Health Improvement Practitioner “HIP” (Monday, Wednesday, Thursday)

... And ... as we are a teaching practice, we will often with us visiting trainee GPs, trainee NPs and trainee nurses

## **Administration / Reception Team**

Shakaina Hoskin, Linda Elson, Annette Woodman, Jess Bacon, Sara Metcalfe

## **Management**

Sian Dawber (Practice Coordinator)

Jessica Hows (Clinical Lead)

Darren Rowbotham (General Manager)



# Policies

## Your Rights

The Code of Health and Disability Services Consumer Rights of 1996.

*For more information, there is a poster displayed in the waiting room and leaflets available.*



Health and Disability Commissioner  
Te Toihau Hauora, Hauātanga

## Advocacy Service

The Nationwide Health and Disability Advocacy Service is free, independent, and confidential and is available to assist you if you feel your rights have been breached.

*Their contact number is 0800 555 050 (8.30am-5pm, Monday to Friday) and their website is [www.advocacy.org.nz](http://www.advocacy.org.nz)*

## Health Information Privacy Code 2020

A copy of the Privacy Statement is available on request. *Please enquire at reception*



## Kensington Health Benzodiazepine and Opioid Prescribing

Please be advised that Kensington Health has a policy regarding the safe prescribing of opioids and benzodiazepines which follows the guidelines from the Australian and New Zealand College of Anaesthetists and Faculty of Pain Medicine.

*For more information about our health and safety policies – please enquire with reception.*

*He aha te mea nui o te ao?*

What is the most important thing in the world?

*He tangata, he tangata, he tangata*

It is the people, it is the people, it is the people.

# Pricing & Charges

**At 1 March 2025.** Subset of our fees. All fees are GST inclusive. Please ask at reception about any other fees.

**Note:** Fees may change from time to time – please refer to our website or ask our friendly reception team.

<b>Routine consultations (1 or 2 issues maximum - 15mins or less. Any additional issues will require a separate appointment)</b>		
<b>Age group</b>	<b>CSC/HUHC</b>	<b>Non-CSC/HUHC</b>
0-13yrs	Free	Free
14-17yrs	\$13.00	\$42.50
Extended appointment (Complex or multiple issues – more than 15 mins)	\$23.00	\$74.50
18-64yrs	\$19.50	\$65.00
Extended appointment (Complex or multiple issues – more than 15 mins)	\$34.50	\$114.00
65yrs +	\$19.50	\$65.00

<b>ACC Initial Consultations (15 mins or less)</b>		
<b>Age group</b>	<b>CSC/HUHC</b>	<b>Non-CSC/HUHC</b>
0-13yrs	Free	Free
14-17yrs	\$13.00	\$42.50
18+	\$19.50	\$65.00
<b>Additional ACC Services</b>		
Nurse follows up/wound management	\$10.00	\$10.00

<b>Other common services</b>			
<b>Age group</b>	<b>CSC/HUHC</b>	<b>Non-CSC/HUHC</b>	
New Patient Appointment	\$34.50	\$95.00	
Nurse Consult	\$19.50	\$28.00	
Repeat script (Within 48 hours)	\$19.00	\$23.00	
Repeat script (Urgent same day)	\$29.00	\$33.00	
Drivers Medical	\$80.00	\$80.00	
Casual patients (all ages/regardless of who sees you)	\$137.50	\$137.50	

**\*DNA (Did Not Attend) will incur a full consult fee being charged**

CSC: Community Service Card holder / HUHC: High User Health Card

**Extra charges may apply for additional services including (but not limited to):**

- Minor procedures
- Vaccinations
- Referrals/letters
- Medical consumables
- Skin checks
- Extended/complex consultations



## **Terms of Trade / Credit Terms**

By registering as a patient with us, **you are acknowledging and agreeing to these terms.**

Variations to the Terms of Trade / Credit Terms may occur from time to time, and Kensington Health will notify the patient by way of invoice/statement message and / or other written notification (including but not limited to email, patient portal message, text message) – and you agree that receipt of which shall be deemed to be acceptance by the patient.

### **Code of Conduct Policy**

Kensington Health prides itself on making our environment safe for our staff, patients, their whānau and any other visitors - therefore **expects a high standard of behaviour from all of us.** We strive to treat each other with respect, honesty and dignity. We are committed to engage in appropriate business conduct with our staff, patients their whānau and any other visitors.

Kensington Health has adopted a policy of **zero tolerance to any forms of abuse or violence.** We will not tolerate harassment, threatening behaviour, abusive language (via phone or in person), inappropriate physical contact or any other conduct that is found to be intimidating and otherwise create an offensive, hostile or unsafe environment. If any of these things occur, we reserve the right to ask you to leave Kensington Health.

Kensington Health has **installed CCTV around the practice (in public areas only)** to refer to in the event any such inappropriate behaviour occurs.

### **Appointments – Missed or Late Policy**

It is your responsibility to remember your appointment. If a patient does NOT attend their appointment without calling us at least one hour prior to the scheduled appointment, **the full consultation fee will be charged.**

If you arrive late for your appointment, **you may be asked to reschedule if we cannot accommodate you.** We will do what we can for you. If you decide to wait, we cannot guarantee how long it will be until you can be seen - priority will be given to patients that have arrived on time. This may mean a considerable wait.

### **Complaints Policy**

It is your right to make a complaint about our service. **All complaints should be submitted in writing, with any supporting information as appropriate. Complaint forms are available from our reception team.** Our Practice Coordinator (Complaints Officer) will investigate all complaints received – our aim is to achieve a mutually satisfactory conclusion. You will be advised of our findings once the complaint investigation has been concluded – no more than 7 working days after we have received the complaint. If you feel that Kensington Health has not adequately dealt with your complaint, you have the right to approach the Health & Disability Advocacy Northland (09) 430 0166.



## Credit Policy and Fees

Kensington Health has a policy of a maximum of 2 consultations or prescriptions being unpaid on your account. Patients will be asked to pay in full on the day before their third visit or prescription request. Kensington Health **reserves the right to withhold non-urgent services where there are more than 2 outstanding consultation or prescription payments due.**

If an outstanding account is not settled at the 90 day period and the patient has not made any effort to contact us to settle the outstanding account, **then patients will only be seen on a cash only basis. Please note that failing to make any attempt at payment past the 90 day period may result in;**

- **Disenrollment as a patient from Kensington Health.** You will be notified in writing should this occur.
- Kensington Health **may disclose this information to debt collection agencies** of Kensington Health's choice and legal proceedings may follow. This may result in your name and address being entered into a Credit Bureau default listing which may have impact on your credit rating. **Any costs incurred by Kensington Health to recover outstanding amounts will be charged to the patient.**

**All new enrolled patients will be requested to pay on the day of your new patient appointment –** there are no exceptions to this.

- All prices include GST unless otherwise stated.
- Prices quoted for consultations/services may be adjusted from time to time by Kensington Health, and the patient agrees to pay any such adjusted prices.
- Unless otherwise agreed, **full payment is required on the day of consultation/service.**
- Statements are emailed close to the 1<sup>st</sup> of each month showing any outstanding account balance.
- Where it is agreed by Kensington Health that payment is not made on the day of consultation/service, the patient will ensure that full payment is made within 7 days of the consultation/service.
- **Where accounts remain unpaid/outstanding after 7 days,** Kensington Health reserves the right to and *may* charge an administration fee of \$10.00.
- Please speak to our reception team as early as you can if you are not able to pay your bill or need to discuss alternative arrangements, including payment agreements.
- No goods supplied by Kensington Health may be returned for credit.
- Supply of goods for personal use will be covered by the Consumer Guarantees Act 1993.



## Practice Information

- **Emergencies:** In an emergency (including shortness of breath or chest pain or sudden/severe onset of pain, injuries, or bleeding): Please always call 111 for an ambulance.
- **New patient appointment:** On enrolling at Kensington Health, you will be required to attend a 30-minute new patient appointment. This 30-minute appointment is where we can ensure we have all your information and records correct, ensure your prescriptions are up to date and book you in with a Doctor, Nurse Practitioner, or other Healthcare Professional if needed. You may be seen by any of our clinicians, including our Nursing team. Payment for this appointment will need to be made on your arrival before the appointment commences.
- **Parking/disability parking** is available at the front of our practice in the large public car park.
- **Urgent Same-day Triage Service:** For same day urgent appointments (**not emergencies**). Please call us to be added to our triage list, where a Healthcare Professional will call you back and complete an assessment and may arrange for you to come into clinic to be seen if unresolved over the phone.
- **Same Day Care Zone:** Following the COVID outbreak, we have continued to utilise a separate area to see patients who are experiencing respiratory symptoms (cough/colds/fevers). We have a purpose-built area to deal with respiratory and other conditions – we are the only clinic in Northland to provide dedicated ‘negative pressure’ space for our respiratory patients.
- **Out of Hours Service:** Our phones are redirected to an out of hours provider called Whakarongorau Aotearoa (formally Homecare Medical NZ). Your call will be taken by a registered Nurse and relevant advice given.
- **Repeat Prescriptions:** We require at least **2-business days’ notice** for repeat prescriptions. We understand it can be a lot of work to book an appointment in clinic for a repeat prescription. If we have seen you in the last 6-12 months, it is likely one of our Healthcare Professionals can provide a repeat prescription over the phone. **We encourage you to use the Manage My Health app for all repeat prescription requirements** (our friendly reception team can guide you on this).
- **Urgent same day prescription:** Will incur an additional fee.
- **Test Results:** We will only contact you following a blood test, x-ray etc. if there is something we need to talk to you about. However, you are welcome to call and discuss the results with a Practice Nurse – **and we encourage you to access your results via Manage My Health.**
- **Recalls:** To ensure you and your whānau are up to date with immunisations, smears, blood tests and mammograms etc., you will be entered into our automatic recall system. Reminders are routinely sent via text and/or phone call. Please help us to help you by



advising us of any phone or email address changes.

- **Students:** Please note that we are a teaching facility and will often have students working alongside our staff. We will ask your consent for a student to be involved before any appointments you have with us, and you have the right to refuse if this is preferred.
- **What you should expect at Kensington Health:** Your health and wellbeing is our most important concern. When visiting with us, you will be treated with integrity, honesty, respect, and trust. We welcome your feedback and are open to your suggestions on how we can improve our service to you.
- **Expectation of Kensington Health patients:** We understand that situations involving you or your loved one's health can be frustrating or upsetting, however abuse towards staff is **NOT** tolerated or acceptable at Kensington Health. It is important that we can provide a safe environment for our valued employees and our patients and their whānau. Any abusive, threatening, or racist behaviour may result in the immediate termination of your enrolment at our practice.
- **Updating Information:** It is extremely important we keep your personal details up to date; especially contact phone numbers, email addresses, next of kin and change of address - so please inform us of any changes as they occur.
- **Contact:** If we need to contact you, we will try to send a text message, email, or a message via Manage My Health. Please tick the permission on your enrolment form if you are happy for us to contact you this way.
- **Interpreter Service:** If you or your whānau require support to communicate with our team, we can access a national Telephone Interpreting Service which has trained interpreters in 70 languages. Local personal support is available through the Whangārei Migrant Centre. For more information about, or to access, any of these services please talk with our reception team.
- **Manage My Health:** Gives you access to an online portal where you can connect with your clinic anytime and anywhere, and allows you to book appointments, check lab results and send enquiries directly to your health team etc. *If you are interested in registering for this service, please ask at reception as you will require an activation code. **We encourage all patients to register where possible***



# What we offer

## CLINICAL SERVICES

In addition to regular medical consultations focusing on life-long good health for all patients, our team can offer a wide range of health services at every life stage including:

- Mental Health support
- Steroid Injection therapy
- Liquid Nitrogen treatments
- Sexual Health and screening
- Driving, Diving & Insurance Medicals
- Vaccinations, Travel medicine advice
- Men's Health including prostate checks
- IV Infusions including Aclasta and iron infusions
- Well infant & child checks including immunisations
- Fertility Services
- Completion of forms (i.e., WINZ, Disability claims, Power of Attorney)
- Electrocardiograms, blood sugar monitoring, inhaler technique
- Skin checks, mole monitoring & early detection of skin cancers
- INR monitoring
- Health screening, health promotion & preventative interventions
- Palliative care in conjunction with Hospice and community services
- Minor surgery (punch biopsies, lesion removals, wedge resections)
- Chronic Disease Management (diabetes, asthma, COPD, heart & blood pressure)
- Women's Health including Prenatal & Postnatal Care, Contraception (including IUDs and implants), Cervical screening, Menopausal advice, Breast examinations & mammogram referrals.

## Additional Services

*Additional service providers working onsite within our clinic:*



### **Awanui Labs**

Monday – Friday; 8am – 4pm (closed for lunch 12-1230). This is a walk-in clinic, but bookings on-line are recommended at [www.norpath.co.nz](http://www.norpath.co.nz).

### **LARC Clinic**

This is a clinic that offers insertion, removal or replacement of Non hormonal copper intrauterine devices (IUD)

- Mirena
- Jaydess
- Jadelle Implant (Rods)

Please phone reception on (09) 437 9070 to enquire.

### **Skin Checks and excisions**

We have members of our team who have undertaken special training in skin checks and removal of small lesions such as moles that are suspicious of skin cancer. Please phone reception on (09) 437 9070 for further information.

### **Te Tumu Wiaora Services - Health Coach and Health Improvement Practitioner**

We have a Health Coach (HC) and Health Improvement Practitioner (HIP) that work with us to provide **free** support to all our patients for things like anxiety, sleep, grief, carer support, diet and exercise, stress, and much more.

The HC and HIP are available to book directly via reception.

Please phone reception on (09) 437 9070 for further information or to book an appointment.

### **SNIP Vasectomy Clinic**

We have SNIP, a visiting vasectomy clinic, that operates out of one of our clinical rooms approx. 1 day a month.

*\*ends\**