



Waikanae Health is based on the Kapiti Coast, which is currently about 45 minutes north of Wellington, New Zealand's capital city. There are 9 general practices in the Kapiti region who care for approximately 45,000 patients. Waikanae Health is the largest practice by nearly 30%. Our practice is over 40 years old and is well established in Waikanae. The Kapiti region is on a growth curve with patient numbers climbing to approximately 55,000, within 5 years. The growth is predominantly in younger middle age professional families.

We have a patient base of just under 10,000. This is currently split in approximately 14% 0-14yrs, 7% 15-24 yrs, 42% 25-64yrs and 36% 65+yrs.

We have two clinics, one in the main township of Waikanae, and a new facility at Waikanae Beach. The clinics are only about 5kms apart. We have a couple of GPs based at our beach clinic, however they also do regular sessions up at the main clinic. Similarly, each GP in our main clinic does at least one session at our beach clinic – this provides our patients with a choice as to where they are seen. Both clinics work under the same business structure. We run a separate Urgent Care Unit within the practice. We currently have a specialized Urgent Care doctor working 1 day per week, and our GPs and Nurse Practitioners share the rest of the sessions to meet the demand. Clinicians work with a Triage and Urgent Care Nurse to manage patients who require urgent and emergency care. Apart from another local practice we are the only other practice on the Kapiti Coast who runs such a clinic, all other practices pull doctors out of consult if needed.

Our District Board (Te Whatu Ora Health New Zealand – Capital, Coast and Hutt Valley) has invested in our area by providing funding into the practice to provide extended care to our

patients, as opposed to them having to go to hospital for treatment (Community Ambulance Response Service). This scheme is the only scheme in NZ, and is proving to be providing much better care to our patients. As we have an urgent Care Unit, we are well equipped to maximize this extended care – with other practices they need to pull GPs out of consultation to manage this care.

Alongside routine appointments, we manage care to approximately 120 patients residing in hospital care in 2 aged residential care facilities.

Waikanae Health is a [Health Care Home](https://www.healthcarehome.org.nz/) (HCH) practice – this is an initiative being rolled out across NZ, in recognition that there is a global shortage of both GPs and nurses to meet the growing numbers of our population who are not just living longer, but are living with multiple long-term conditions. The initiative looks how practices run, with the emphasis on building sustainable practices that will be there in another 15-20 yrs time, for all of these patients. We are 6 years into this journey and are accredited as a Health Care Home practice.

<https://www.healthcarehome.org.nz/>.

Our GPs work in workgroups known as PODS to provide a much better continuity of care to our patients. They are supported by POD specific nurses, nurse prescribers, nurse practitioners and clinical support assistants to manage the day-to-day care of those most in need. The PODS support clinicians when their team members are absent, by picking up the care of patients when needed.

Adjoined to both of our clinics are pharmacies.

Our opening hours are:

Main clinic (Marae Lane, Waikanae)	Monday – Friday	8am – 6.30pm
Beach clinic (43 Te Moana Road, Waikanae Beach)	Monday – Friday	8.30am – 5pm

On-call (after-hrs) services are provided by external telehealth providers.

We are owned by 3 ‘owner GPs’ who work within the practice, and have 5 associates, 1 registrar, 3 Nurse Practitioners and 1 urgent care doctor, working both full and part-time. Our GPs work extremely well together and cover each other when they are on leave. Most of our GPs work 8/10 sessions per week and have either 2x half or 1x full day (2 sessions) off. The clinical team are supported by two clinical support assistants, who help with triaging inboxes and the ever-increasing load of paperwork.

We have a team of four managers, 12 nurses, 4 health assistants, 2 clinical support assistants and 8 medical receptionists.

We are accredited with the Royal New Zealand College of GPs, and are a registered teaching practice for student doctors and GP registrars.

For further information please call Diane Leyten, Business Manager on 04 550 5419 or email on manager@waikanaehealth.co.nz.