

COMMUNITY NEWSLETTER

WWW.KAIKOURAHEALTHCARE.CO.NZ

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*'Ko te mutunga o tenei haerenga, a, te timatanga o tetahi haerenga ano'.
'When one journey has ended - another journey begins'*

Farewell from Angela Blunt, Health Services Manager

Matariki is a time of reflection, renewal, and new beginnings, so it feels like the right time for me to step down from my role as Health Services Manager at Kaikōura Health – Te Hā o Te Ora.

As I reflect on my time in this role, I am reminded of both the challenges and the many rewarding moments. I would like to extend my sincere thanks to the Kaikōura community for the support, kindness, and encouragement you have shown me throughout my time here.

Leading our health service has been both busy and demanding, but it has also been an incredibly fulfilling experience. While we haven't always got everything right, I have always been proud to work alongside a dedicated team who genuinely care about their patients and this community. Every member of our team works tirelessly to provide the best care possible.

Rural healthcare comes with unique challenges. Our staff regularly go above and beyond what is often required in urban centres. From our nurses and administration team to our allied health professionals and doctors, everyone plays a vital role. Our doctors provide extensive after-hours, overnight, and weekend on-call care to ensure our community has access to medical support whenever it is needed.

I feel incredibly fortunate to have worked alongside such a talented, compassionate, and committed group of people. They are the heart of Kaikōura Health, and I know they will continue to serve this community with dedication.

To everyone in our community, thank you for your patience, your understanding, and your support over the years. It has been a privilege to be part of your healthcare journey.

As I move on to my next chapter, I do so knowing I am leaving the organisation in excellent hands. I have every confidence that, with Nienke Itjeshorst and Emma Herbert leading the team, Kaikōura Health – Te Hā o Te Ora will continue to grow, evolve, and meet the changing needs of our community for many years to come.

Ngā mihi nui, and thank you once again for the opportunity to serve this wonderful community. It has been a privilege I will always treasure.

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- Changes to Doctor appointment availability
- Spotlight on the nursing team
- New Group in town!

01/04

Welcome to Nienke Itjeshorst, Health Services Manager

Join us in warmly welcoming Nienke Itjeshorst as the new Health Services Manager at Kaikōura Health Te Hā O Te Ora. Nienke brings extensive leadership experience, a strong commitment to community wellbeing, and a deep passion for delivering high-quality services that make a meaningful difference in people's lives.

Directors, Dr Andrea Judd and Dr Chris Henry, said: "Nienke has an energy that will be infectious. She is the perfect person to carry on and further develop the legacy of Angela leading a comprehensive competent health team."

Nienke said: "the stars were aligning for me to make a career switch from local government to health. Working with and for people is what fills my cup, every day. Working as part of the wonderful health centre whanau will bring me purpose, community and joy, I have no doubt! And to top it off moving to Kaikoura will bring a new adventure on our beautiful Te Waipounamu.

Looking Ahead: Changes to Doctor Appointment Availability

Over the next two months, from August through to October, our practice will be experiencing some pressure on the availability of routine doctor appointments.

Like many rural general practices across New Zealand, we continue to face significant challenges recruiting permanent General Practitioners. While this is an issue affecting many communities, we understand that it can be frustrating when you are unable to book an appointment as quickly as you would like.

We want to reassure our community that we are actively working to improve the situation. We have been recruiting for both permanent and locum doctors, and we are pleased to share that from October we will welcome new locum doctors to our team. Recruitment for permanent doctors also continues, and we remain hopeful that the incredible lifestyle, natural beauty, and strong sense of community that Kaikōura offers will attract doctors looking to make our town their home.

Your healthcare remains our priority

Although routine appointments may be more limited during this period, there will continue to be an acute doctor available every day to care for patients who need to be seen urgently. If you have a medical concern that cannot wait, please contact us, and our clinical team will ensure you are assessed and receive the care you need.

We understand that not being able to book a routine appointment when it suits you can be disappointing, and we sincerely appreciate your patience and understanding while we work through these workforce challenges.

How you can help

During this period, you can help us by:

- Booking routine appointments well in advance where possible.
- Ordering your prescriptions early
- Letting us know as early as possible if you no longer need your appointment so it can be offered to another patient.
- Being flexible with appointment times if you are able.
- Trusting our reception and clinical teams to prioritise appointments based on clinical need, ensuring those who require urgent care are seen promptly.

We know access to healthcare is important to everyone, and we are committed to providing safe, high-quality care throughout this period. We are grateful for the ongoing support and kindness shown by our patients and community as we continue our recruitment efforts.

Thank you for your understanding. We look forward to welcoming additional doctors to our team in October and continuing to improve access to care for everyone in our community.

NURSING TEAM SPOTLIGHT

Rosemary Joyce; Nurse Lead

A registered nurse for over 20 years with experience in older person's health, mental health, maternity education, and rural nursing. When it comes to health and wellbeing, it is holistic health and helping whanau have positive birth experiences that lights my fire. I love my vege garden, my family, surfing and random acts of kindness.

Tracy McCowan

I moved to NZ in 2002 from the UK and have called Kaikoura home ever since. I qualified as a Registered Nurse in 2017 and am delighted to be part of the Kaikoura Health Care team and enjoy working within the community. My passion is supporting people with long-term chronic conditions to live well and safely in their own homes. I have special interests in wound care and heart failure. In my spare time I enjoy horse riding, walking and being productive in my organic veggie patch.

Lucy Ayers

Graduating in 2023, I worked at Burwood Hospital on Stroke Rehab, then I moved to Kaikoura in March 2025 to be a practice nurse. I did a student placement here in 2022, and knew I wanted to move here to join this awesome and supportive team. Outside of work I like walking, reading, and enjoying the outdoors as there's so much beauty in this special part of NZ!

Melissa Platt

I graduated nursing in 2024 at NMIT in Nelson and started working in Kaikoura as a new graduate in 2025. Previously I had worked for several years in a retirement village as a healthcare assistant. I am originally from Motueka and I love living in small rural towns. Having the opportunity to move and work in Kaikoura was an amazing experience. I am a thrill seeker and love trying new things to get my adrenaline running.

Beverley Crook

After studying nursing at Ara in Christchurch in 2013, I moved to Kaikoura in 2015, working at Kaikoura Hospital ... just in time for the earthquake! I now split my time between the hospital and the medical centre. What I find most fulfilling is meeting new people and helping them in their healthcare journey and hopefully assisting them with a positive outcome.

We also have a couple of awesome casual nurses who help us out when we have the regular team away;

Amy Heger and Margaret Carvill

Nurse Appointments

Some services can be provided by the nurse rather than a doctor. Services such as those listed below can be booked with the nurse.

To book an appointment with a nurse, please call reception;

- Blood tests (requested by your Doctor or specialist team)
- Blood pressure check
- Compression Hosiery measurement
- COPD reviews
- Diabetic reviews
- District Nursing
- Ear Suction (limited days)
- Change of dressing
- General woundcare
- Infusions
- Post op wound check
- Removal of stitches
- Cervical screening (limited days)
- Immunisation's



NEW GROUP IN TOWN

This group is about doing NOT talking. All activities are designed to give you a chance to try it out and do it yourself at home. Please bring a yoga mat or cushion, journal and pen. Open to young people to adults.

The group will run on **WEDNESDAYS** from 19 August from **6.00-7.00pm** and all sessions are **free** to attend.

If you want to know more check out the information sheet on our website, click the link below;

[Tools for Wellbeing Group](#)

Practice Privacy Statement

This is an abridged summary of the full Practice Privacy statement which can be found on our website.

<https://kaikourahealthcare.co.nz/practice-privacy-statement/>. The statement tells you how Kaikōura Healthcare uses and shares your personal and health information. We comply with the Health Information Privacy Code 2020, and the Privacy Act 2020.

If you have any queries about anything in this statement, email admin@kaikourahc.co.nz or phone **03 319 3501** and ask to speak with the **Health Services Manager**.

Collection of your information

We collect your personal and health information so that we can provide you with care and treatment, communicate with you and inform you of health services that may be relevant to you such as screening programmes.

We collect information from you directly, or from someone you have agreed we can speak to, for example, whānau, a support person or a relative. We will talk to you first to collect information unless there is good reason not to, for example, if you are sick and cannot agree to the information being provided to us.

To provide health services to you, your information is collected from other health care providers and organisations. These providers will have their own policies for sharing your information with us.

Collection of information is authorised under the Health Information Privacy Code 2020 and Privacy Act 2020 and related health legislation like the Health Act 1956.

How we use and share your information

We use your personal and health information to provide you with healthcare and to support the safe, effective running of our services, and we share it only when it is necessary for your care, or it is required or permitted by law, or is needed to meet funding, safety, and regulatory obligations.

We use your information to provide you with health services and share necessary and relevant information with other healthcare providers and professionals involved in your care.

Our practice uses HealthOne. HealthOne is a South Island based secure electronic record that allows registered healthcare providers *directly involved in your healthcare*, to quickly access information such as your test results, allergies, medications, GP summaries and hospital information.

Privacy auditing is used to check that only those directly involved in *your care* are accessing your information.

Holding your information

Information is kept for as long as legally required and for our specific organisational purposes. We are legally required to keep your health information for a minimum of ten years after the last time we provided you with a health service.

Your rights

You have the right to: Ask us to see any of your personal information that we hold; Ask us to correct your information if you think it is wrong; Your caregiver or representative can also ask for information about you.

To make a request to see or correct your information, please contact Kaikōura Health by email

admin@kaikourahc.co.nz or phone **03 319 3501** and ask to speak with the **Senior Administrator** or the **Health Services Manager**.

If we are not the right people to respond to your request for information, we will let you know, and transfer your request to the right place.

If your care giver or representative asks us for information, we must provide this, unless a specific legal circumstance applies. These circumstances most commonly are:

- We don't think it is in your best interests to provide the information
- We believe that you do not want the information to be provided
- There is a reason under the Privacy Act why the information should not be provided.

We may first ask your representative for some further information so that we know we are speaking to the right person and that they are authorised to talk to us on your behalf.

Privacy complaints

If you have concerns about your privacy and the handling of your personal information, please let us know. We will work with you and do our best to resolve your concern. We are always open to improving our processes and systems.

If we are unable to resolve your concern, you have the right to complain to the Office of the Privacy Commissioner.

Options for contacting the Privacy Commissioner are on the [Commissioner's website \(privacy.org.nz\)](https://www.privacy.org.nz).