

Your general practice team is here to help you

A range of healthcare professionals work at your practice and in the wider community to help you get the right care when you need it.

Find out more inside.



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Your
health
matters

Help us
help you

More healthcare professionals are being recruited to work alongside GPs at your local general practice. Depending on your needs, you may be seen by a member of the wider practice team. Having access to a range of professionals means you receive the most appropriate care as quickly as possible.

This leaflet will tell you more about the expanded general practice team and how they can help you. Talk to the reception team to find out what's available in your area.

Reception Team

Staff in your practice reception team are specially trained to know about the services available to you at your GP practice and in your area. They will listen and talk to you in confidence about your health problem, to understand your needs so they can book you an appointment with the right healthcare professional or service.

They can help by:

- getting you an appointment with the right healthcare professional as quickly as possible
- identifying services you can access with a GP referral
- making appointments for new kinds of care or services you may not be aware of.



Clinical Pharmacists

Clinical Pharmacists are experts in medicines and can help people stay as well as possible. They can support those with long-term conditions like asthma, diabetes and high blood pressure, or anyone taking multiple medicines, to make sure their medication is working. Many Clinical Pharmacists can also prescribe medicines.



They can help by:

- reviewing your medicines
- agreeing and making changes to your prescriptions
- advising about medicines and possible side effects.

Paramedics

Paramedics work in a variety of roles within general practice. Their training means that they are used to working with people with a range of health conditions from minor injuries to more serious conditions such as asthma attacks and heart attacks. They help manage routine or urgent appointments and carry out home visits.



They can help by:

- assessing and treating certain health conditions
- attending home visits
- ordering tests and interpreting results.

MIND Enhanced Recovery Worker

MIND Enhanced recovery workers can assist with low level anxiety/ depression, bereavement, social isolation, loneliness, gender/ Identity, getting out and about, retiring, goal setting, coping skills, confidence/self-esteem, care support or major life changes.



They can help by:

- Signposting
- Goal setting
- Support to manage
- Coping skills

Social Prescribers

Social Prescribing Link Workers help people to focus on their social, emotional, and physical wellbeing, working alongside their medical team. They give people time to focus on what matters to them, helping to connect them with local groups and services for a range of practical and emotional support. This could include physical activities and social groups, volunteering and gardening, or even debts and housing advice.



They can help by:

- supporting you to manage your health and wellbeing
- giving you time to focus on what matters to you
- helping you to access support services and activities.

Health and Wellbeing Coaches

Health and Wellbeing Coaches support people to take steps to improve their physical and mental health conditions, based on what matters to them. They help people develop their knowledge, skills, and confidence in managing their health, to prevent long-term illness, and any existing conditions from getting worse.

They can help by:

- providing coaching support to help you manage your condition
- working with you to identify your health and wellbeing goals
- signposting you to helpful resources and peer support groups.



Care Coordinators

Care Coordinators work with people who may need extra support to navigate the health and care system, helping to connect them to the right services or professionals at the right time. Care Coordinators act as a central point of contact to ensure support is available to help people manage their care.



They can help by:

- preparing you for upcoming conversations about your health and care
- monitoring your health and care needs and responding to any changes
- supporting you to understand and manage your care.

Healthcare Assistants

Healthcare Assistants work under the guidance of a nurse or another healthcare professional. They help with routine health checks including blood pressure monitoring or taking blood samples, and can give certain vaccinations. They also provide patients with general health and wellbeing advice.

They can help by:

- carrying out health checks
- providing healthy living advice, such as stopping smoking and weight loss
- tending to dressings and stitch removal.



Nurses

Nurses undertake a wide range of activities in general practice. They assess, screen and treat people of all ages including those with long-term conditions such as asthma, heart disease and diabetes who may need regular health checks. They also provide services such as immunisations and fit notes. Nursing Associates work under the guidance of a nurse or another healthcare professional. They help with routine health checks, wound care, and provide patients with general health and wellbeing advice.



They can help by:

- providing vaccinations and injections
- supporting you with long-term conditions such as asthma and diabetes
- providing family planning and sexual health advice, including smear tests.

Advanced Practitioners

Advanced Practitioners come from a range of professional backgrounds such as nursing, pharmacy, physiotherapy, and paramedics. They are highly trained and have the knowledge and skills to manage all aspects of patient care.

They can help by:

- diagnosing and treating certain health conditions
- ordering tests and interpreting results
- prescribing medication.



General Practitioners (GPs)

GPs are medical doctors who oversee all aspects of patient care. As well as caring for patients directly, they support other members of the practice team to plan and deliver safe and effective care for patients.



They can help by:

- diagnosing and treating health conditions, prescribing medication where appropriate
- ordering tests and interpreting results
- referring you to hospital and other medical services for urgent and specialist treatment.

Your general practice team is here to help you get the right care from the right healthcare professional.

Talk to the reception team to find out more.



If your practice is closed and you need urgent medical help, use **NHS 111** – the service is available by phone or online at **111.nhs.uk**