

Pharmacist

Pharmacists are experts in medicines and can offer health advice. They can review current prescriptions and make changes if needed and advise on any side effects. You will often get an appointment with a pharmacist to review repeat prescriptions. They will tell your GP if your medicines need to be changed. If you are on regular medication, the pharmacist will review your medication each year to see if it needs to be adjusted.

Physiotherapist

Physiotherapists help and treat people with physical problems caused by illness, injury, disability or ageing. You can get an appointment with a physiotherapist if you are having pains in your back or limbs. They also promote good health and advise people on how to avoid injury.

Social prescribing Link Worker or Community Navigator

These roles connect you to nearby groups, activities and services to meet your social, emotional and practical needs which affect your health and wellbeing. They will have an appointment with you to talk about your situation, understand your needs and help you get the support you need. Examples include walking groups, cookery classes, volunteering or debt advice.

Mental health therapists and practitioners

Our qualified mental health workers can assess your needs and help you access local services and resources to help with your mental health. If you have a mental health condition, they can provide advice and support to manage your condition.

Your General Practice team



Find out more about the different healthcare professionals who work at this practice and in our area to help you get the right care when you need it.

www.highstreetsurgerycheshunt.co.uk

When you're feeling unwell, you want to get advice and help quickly.

General practice is often the front door into NHS services and the way that people get health advice, information, treatment and support.

So that you can get the right care at the right time, there are different specialist roles in general practice working together to care for you. The clinicians work at your practice and across a group of practices in your area, which is called a primary care network.

We want to support you to get the right appointment for your needs. You be offered an appointment with a nurse, a paramedic, a pharmacist, a healthcare assistant, a physiotherapist or another role rather than a GP if this is the best person to help you.

Because these specialists work across a few different surgeries locally, you might be asked to go to a different surgery than your usual one so that you get more choice of appointments.

This larger team also means GPs have more time to treat those with more complex or chronic health needs. If you need to see a GP you will always be offered an appointment, but these other health professionals may be able to provide more appropriate support so please take the opportunity to have an appointment with them.

There are different ways you can make an appointment:

- Use our online form
- Use the NHS App
- Visit our website

So what specialist roles do we have in our area at the moment? The rest of this leaflet tells you all about them. Please note that not all roles are at each practice, so you might be asked if you go to another surgery nearby for your appointment.



Receptionist team or Care Navigators

Our team are trained to find you the right care to ensure you get the right appointment. That means it is really important you answer their questions. This is not the same as a clinical triage – they are not diagnosing your issue.

GP

GPs are experts at diagnosing and managing medical conditions and referring patients to other services for urgent or specialist care when appropriate. If you have a concerning symptom that won't go away, they are the people you will speak with first.

Practice nurse

Nurses provide a wide range of services including dealing with dressings, checking over minor injuries, and caring for wounds, plus some vaccinations and health screenings. Some are specialists in areas such as diabetes, or respiratory care such as asthma.

Advance Nurse Practitioner

These team members provide services including blood samples, wound management, travel vaccinations, child immunisations and advice. They also get involved in family planning and women's health. ANP's can see you if you have an undiagnosed medical condition (i.e. they can be your first contact about new symptoms), and they make treatment decisions, undertake appropriate home visits, and sign 'fit' notes. They can refer you to secondary care. They can prescribe you any medicine for some conditions if they have completed an Independent Prescribing qualification.

Health Care Assistant

Health care assistants carry out clinical tasks such as blood pressure checks, ECG, health checks, and flu injections. They often get involved with the practice's health promotion and infection control work.

Paramedic

Paramedics run clinics, provide clinical triage, and manage minor illnesses. You may see a paramedic if you have a minor illness, or a paramedic may visit your or a family member if housebound with a long-term condition.

Care Coordinator

A Care Coordinator helps prepare you for upcoming conversations about your health and care and supports you to understand and manage your care.

