

# Staff in General Practice

A guide for our patients, their families and carers



**PRACTICE INDEX**

# Who's who?



- General practice continues to evolve and with the introduction of Primary Care Networks (PCNs), you will see a range of different staff working in our practice.
- This presentation will explain who's who and what they do at Larkside Practice.

# General Practitioner

- A General Practitioner or GP is a qualified doctor who works in primary care (general practice) and is often referred to as a family doctor.
- GPs in your practice assess, diagnose and treat illness. Some GPs have specialist interests such as minor surgery or dermatology.
- GPs can refer patients for further care, such as referral for X-ray or to see a specialist consultant at a hospital.
- GPs ensure that patients receive the most appropriate and highest level of care at all times.

# GP Registrar

- A GP Registrar or GP Reg (also referred to as a GP Trainee) is a qualified doctor who's now training to become a GP.
- GP Registrars work under the supervision of a GP Trainer and will spend three years undertaking the GP training programme.

# Advanced Nurse Practitioner



- An Advanced Nurse Practitioner or ANP is a registered nurse who's undertaken additional training, giving them the knowledge and competencies needed for advanced clinical practice.
- An ANP can see patients with undiagnosed conditions, decide on the treatment required, including referring patients to hospital (for specialist assessment) and ordering investigations.
- ANPs are able to prescribe medicines.

# Practice Nurse

- A Practice Nurse (PN) is a registered nurse who's carried out additional training to enable them to provide a range of services, including:
  - Wound management
  - Travel advice and vaccinations
  - Childhood immunisations
  - Family planning including cervical screening
  - Sexual health
  - Management of long-term conditions
  - Blood sample collection and ECGs
  - Smoking Cessation is provided by a dedicated service. Please ask if you require further information

# Physician Associate



- Physician Associates are medically trained across a wide range of conditions. They can:
  - See patients with a range of medical conditions
  - Undertake physical examinations
  - See patients with long-term conditions
  - Diagnose and formulate management plans
  - Request and interpret tests and investigations
  - Provide health promotion/ill-health prevention advice

# Healthcare Assistant

- Healthcare Assistants or HCAs are not registered healthcare professionals but HCAs employed since 2015 are expected to complete the Care Certificate.
- HCAs can:
  - Collect blood samples
  - Measure and record blood pressure
  - Collect specimens such as urinalysis
  - Undertake new patient health checks
  - Record ECGs
  - Provide health promotion advice such as smoking cessation
  - Support the nursing team with dressing changes and vaccinations
  - Support patients with Long Term Conditions

# Clinical Pharmacist



- A Clinical Pharmacist is a registered pharmacist who's undertaken additional training to enable them to work autonomously in general practice.
- A Clinical Pharmacist can:
  - Manage and prescribe medication(s) for patients with long-term conditions
  - Review patient medications including processing repeat prescription requests
  - Support the practice team with medicines optimisation

# Pharmacy Technician



- Pharmacy Technicians are registered with the General Pharmaceutical Council and work alongside other members of the practice team.
- Our Pharmacy Technician:
  - Prepares repeat prescriptions
  - Supports patients in getting the best outcomes from their medicines
  - Carries out prescribing audits
  - Supports the team with medication safety

# Care Navigator

- A Care Navigator is a member of the administration or reception team who's had additional training to enable them to direct our patients to the right health professional.
- Care Navigators:
  - Ask patients to describe their problem(s) or condition(s) and they will then signpost each patient to the right professional. This could be someone in our practice like an Advanced Nurse Practitioner, Physiotherapist, Clinical Pharmacist, Nurse or GP, or they could refer a patient to other local services.

# Care Coordinator

- Care Coordinators are personalised care professionals who help to provide capacity and expertise in supporting patients across the health and care system enabling them to:
  - Work collaboratively with patients and clinicians to support shared decision making regarding treatment pathways and the choices available
  - Support patient self management
  - Provide personalised care and support planning
  - Offer social prescribing to non-clinical community services, these include groups supporting those with long term and mental health conditions and those who feel isolated
  - Plan personal health budgets to support disabled people and people with long term conditions to give them more choice, flexibility and control over their care

# First Contact Physiotherapist

- A First Contact Physiotherapist is a qualified autonomous clinical practitioner who can assess, diagnose, treat and manage musculoskeletal problems enabling them to:
  - Be accessed directly by patients
  - Receive referrals from other members of staff
  - Provide rapid and accurate diagnoses and management plans
  - Give expert advice to patients on how to best manage their own conditions
  - Arrange further investigations and onward referrals

# Health and Wellbeing Coach

- A Health and Wellbeing Coach is a non-clinical role. Working with people with physical and/or mental health conditions they focus on improving health related outcomes with personalised plans and goal setting. This includes:
  - Providing coaching skills and behavioural and positive psychological input to support people to meet their health and wellbeing goals
  - Helping people in their motivation, knowledge, skills and confidence around a variety of issues and conditions
  - Supporting patients in areas such as weight management, diet, activity levels, stress, low mood, persistent pain, hypertension, stroke, diabetes, cardiovascular disease and end of life care
  - Facilitating group sessions
  - Engaging and inputting into multi-disciplinary teams with healthcare colleagues

# Phlebotomist



- A Phlebotomist is a member of the team whose primary function is to take blood samples from our patients. They are not involved in any other element of patient care.
- Some other members of our team are also trained to take blood samples, including the nursing team.

# Social Prescribing Link Worker

- A Social Prescribing Link Worker is a member of our extended team who's had specialist training that enables them to support patients in making positive changes in their lives, including:
  - Supporting patients with long-term conditions, including self-management
  - Creating personalised care and support plans based on what matters to the patient
  - Introducing patients to community groups
  - Safeguarding vulnerable patients

	GP	ANP	Practice Nurse	Clinical Pharmacist	Physician Associate	HCA
Diagnose	✓	✓	✓	✓	✓	
Prescribe	✓	✓	✓	✓		
Vaccinate			✓			✓
Order tests	✓	✓		✓	✓	
Analyse results	✓	✓		✓	✓	
Treat	✓	✓	✓	✓	✓	
Refer onwards	✓	✓	✓	✓	✓	✓
Visits	✓					