

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

Reception Team

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.

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.



Rachel Thirlwall-Frith
Practice Reception Team

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.

Saad Iqbal
Clinical Pharmacist

Pharmacy Technicians

Pharmacy Technicians play an important role within general practice by supporting the work of Clinical Pharmacists. They can update medication records and offer people advice on how to get the most out of their medicines.



They can help by:

- showing you how to use your medicines
- supporting Clinical Pharmacists to review your existing medications
- advising you on your lifestyle choices.

Kiera Whitehead-Elliott
Pharmacy Technician

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.

Ramiz Mungroo
Paramedic

Physiotherapists

Physiotherapists in general practice are experts in musculoskeletal conditions. They are able to assess, diagnose and treat a range of complex muscle and joint conditions, reducing the likelihood of needing a referral to a hospital team. They can also arrange access to further treatment, investigations and specialists when needed.



They can help by:

- diagnosing and treating muscular and joint conditions
- advising on how to manage your condition
- referring you on to specialist services.

Steven Swindell
First Contact Physiotherapist

Mental Health Therapists and Practitioners

Mental health professionals in general practice use a range of methods to help people with mental health conditions. These range from talking therapies for common conditions such as stress, anxiety and depression and support for people with more complex needs such as bipolar, psychosis and eating disorders.



They can help by:

- carrying out assessments
- providing advice and support to manage your condition
- supporting you to access appropriate mental health services and community resources.

Nicole Howard
Cognitive Behavioural Therapist

Physician Associates

Physician Associates diagnose and treat a wide range of health conditions. They work alongside GPs and the wider practice team to provide care to people, including those with long-term conditions.



They can help by:

- diagnosing and treating certain health conditions
- arranging tests and analysing results
- performing physical examinations.

Rennette Asare
Physician Associate

Occupational Therapists

Occupational Therapists support people of all ages with problems resulting from physical, mental, social, or development difficulties. They help people find ways to continue with everyday activities that are important to them. This could involve learning new ways to do things or making changes to their environment to make things easier.



They can help by:

- providing rehabilitation for you to stay well at home
- empowering you to make improvements in your day-to-day life
- supporting you to take control of your health and wellbeing.

Catherine Seals
Occupational Therapist

Dietitians

Dietitians are healthcare professionals that diagnose and treat diet and nutritional problems. Dietitians support patients of all ages with changes to their food intake to support long-term conditions such as diabetes, food allergies, coeliac disease, and metabolic diseases. They also offer practical guidance to enable people to make appropriate lifestyle and food choices.



They can help by:

- diagnosing and treating nutritional conditions in infants, children and adults
- helping you to make changes to prevent and support long-term conditions
- supporting you to maintain a healthy weight.

Suyin Chia
Dietitian

Social Prescribing Link Workers

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 debt 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.

Kassum Manjang
Social Prescribing Link Worker

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.

Gareth Dixon
Health and Wellbeing Coach

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.

Mikayla Nelson
Care Coordinator

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.

Martin Ratcliffe
Healthcare Assistant

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.

Nicky Thethy
Practice Nurse

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.

Matt Brewer
Advanced Nurse Practitioner

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.

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.



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.

Adebola Adisa
GP



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**