

# A new healthcare team available to help you

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

Find out more inside.

**HELP US  
HELP YOU**

**GET THE RIGHT CARE**





**Services in general practice and the community have been transformed to make it easier for you to access a wider range of help from us, closer to home, by phone or online.**

**This is part of the NHS long-term plan to offer people further choice and more joined-up healthcare.**

More healthcare professionals including Clinical Pharmacists, Physiotherapists, Paramedics, Physician Associates, Mental Health Therapists and Social Prescribing Link Workers have been recruited nationally to work alongside GPs in wider networks of practices.

Paston Surgery employs a number of these clinicians.

Our practice Reception Team will help guide you to the most appropriate care as soon as possible when booking you an appointment.

This guide will tell you more about how these new and existing roles will help you get the right care when you need it.

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## Care Navigator / Reception Team

Care Navigators working in practice reception teams are specially trained to know about the care and services available to you at your surgery and in your area. While the name of this role may differ in your practice, they'll 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 you:

- Get seen as soon as possible
- Know whether self-referral is available for certain services
- Make appointments for new kinds of care or new services you may not be aware of
- Access the appropriate healthcare professional



# Clinical Pharmacist

Clinical Pharmacists are experts in medicines and can help people stay as well as possible. They 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. They work with GPs, local pharmacies and hospitals to ensure that medicine services are joined up. Many Clinical Pharmacists can also prescribe medicines.

## They can help with:

- In-depth reviews of your medicines if you have a long-term condition
- Agreeing and making changes to your prescription
- Advice about medicines and side effects



# First Contact Physiotherapist

First Contact Physiotherapists in general practice are experts in musculoskeletal conditions. They are able to assess, diagnose and treat (or arrange treatment for) a range of complex muscle and joint conditions preventing the need for referrals to hospital. They can arrange swift access to further treatment, investigations and specialists when needed.

## They can help with:

- Diagnosing and treating muscular and joint conditions
- Advising on how to manage your condition
- Referrals on to specialist services



# Paramedics

Paramedics work in a variety of roles within a general practice. Their background in pre-hospital care means that they are used to working with people with a variety of health conditions from coughs and minor injuries to more serious conditions such as asthma and heart attacks. They work alongside GPs and help manage routine or urgent appointments, telephone triage (assessment of urgency of illness or injury) and home visits.

## They can help with:

- Diagnosing and treating health conditions
- Ordering tests and interpreting results
- Supporting people with long-term conditions such as arthritis and diabetes



# MIND

## Enhanced Recovery Worker

MIND, the Mental Health Charity, have Enhanced Recovery Works that can assist patients with low level anxiety or depression, bereavement, social isolation, loneliness, gender identity, getting out and about, retiring, goal setting, coping skills, confidence and self-esteem, care support and major life changes.

### They can help with:

- Signposting to help available including onward referrals
- Tools and techniques to manage symptoms
- Support for those experiencing psychological effects from life events





# Social Prescribing Link Workers

Social prescribing involves helping people to improve their health and wellbeing by connecting them to activities in the community. Link Workers connect those feeling lonely, overwhelmed or in need of help to a range of local support, from community and activity groups to work, debt or housing advice.

## They can help with:

- Getting people to focus on their own priorities and the things that affect their wellbeing
- Supporting people to take more control of their health
- Introducing people to groups and activities in their community



# Healthcare Assistants

Healthcare Assistants work under the guidance of a nurse or another healthcare professional. They help with routine health checks and provide patients with general health and wellbeing advice.

## They can help with:

- Health checks, such as blood pressure monitoring or taking blood samples

Vaccinations and injections

Healthy living advice,  
e.g. stopping smoking  
and weight loss

- Dressings and stitch removal



# General Practice Nurses

Nurses in general practice undertake a wide range of roles and are involved in almost every aspect of a patient's care, assessing, screening and treating people of all ages. In addition to providing traditional aspects of nursing care such as wound care, immunisations and administration of medicines, they run health checks and clinics for those with long-term conditions such as asthma, heart disease and diabetes.

## They can help with:

- Vaccinations and injections
- Supporting people with long-term conditions such as asthma and diabetes
- Healthy living advice e.g., stopping smoking and weight loss
- Family planning and sexual health advice, including smear tests



# Advanced Clinical Practitioners

Advanced Clinical Practitioners come from a range of clinical 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 with:

- Diagnosing and treating health conditions
- Ordering tests and interpreting results
- Prescribing medication
- Making referrals



## General Practitioners (GPs)

GPs oversee all aspects of patient care. They meet regularly with other members of the practice team to plan joint approaches to coordinate a patient's care.

**All other members of the practice team, work under the supervision of a GP.**

### They can help with:

- Diagnosing and treating complex health conditions
- Ordering tests and interpreting results
- Prescribing medication where necessary
- Referring you to hospital and other medical services for urgent and specialist treatment



We're here to help you get the right care, as quickly and as conveniently as possible.

Some appointments in the evenings and at weekends are also available here, or locally.

You can also access a range of practice services online, or via the NHS App on your smartphone.

**Talk to your reception team  
to find out more.**

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## Where to find help, when we are closed:-

<b>Call 999 or visit A&amp;E</b>	<b>ONLY USE THIS SERVICE IN AN EMERGENCY</b>  <b>That is if someone's life is at risk, or someone Is seriously injured or critically ill</b>
Call 111 or visit 111 online	When you need medical help fast, but it is not life-threatening e.g., needing medical advice, getting help, wanting reassurance
Walk-in centre or Minor Injury unit	For suitability and their opening times, call Norwich Walk-in Centre on 01603 677500 or Cromer Minor Injury Clinic on 01603 646230
Your Health Professional	If you have a Health Professional e.g., a mental health worker or midwife, please contact them, or their team, on the number given to you
Pharmacist	A Pharmacist can help with medication queries or minor illnesses e.g., aches, sore throat, colds, cystitis, skin rashes
The Internet or phone Apps	There is a huge amount of information available about medical problems on the internet or via phone applications that may help or reassure you



When we are closed, and you need urgent medical help, go straight to **NHS 111**

The service is available by phone or online at  
**111.nhs.uk**

*The images used in this leaflet are for representation only  
and are not Paston Surgery staff.*

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