



Patient information leaflet

Your GP practice team – Here to help you

When you visit your GP Practice, you're supported by a **whole team of healthcare professionals** who work together to help you stay well and get the right care when you need it.

While many people know about GPs, nurses, and healthcare assistants, there are also other experts who may be involved in your care.

These can include

- Care Co-ordinators
- Clinical Pharmacists
- Data and Digital Care Co-ordinators
- Health and Wellbeing Coaches
- Mental Health Practitioners
- Paramedics
- Pharmacy Technicians
- Social Prescribers.

You might not always see a doctor, but you'll always see the right person for your needs. This ensures you get timely, expert care from the most appropriate professional.

This guide introduces you to the roles working alongside your GP practice team in providing you and your family timely, tailored care.

Find out more in this leaflet or visit the Crane Valley PCN website using the link below.

www.cranevalleypcn.org/gp-practice-team

Navigating your care - our GP Reception team

Reception staff are specially trained to help you get the right care quickly by directing you to the most appropriate health professional or service. This is called care navigation or signposting.

To do this, they may ask about the reason for your call or visit — not to be nosy, but to make sure you get the best help as soon as possible. Everything you share is confidential.

If you'd prefer not to give details, you can simply say the matter is personal or private, and the receptionist will respect your choice.

Care Co-ordinators – Keeping your care connected

Who they are:

Non-clinical staff who work with your GP and healthcare team to support your health and wellbeing, especially if you have long-term or complex conditions.

What they do:

- Help organise your appointments and care plans
- Arrange medication reviews with pharmacists
- Invite you to reviews and follow-ups
- Link you to local groups, activities, and support services

How they help:

Care Co-ordinators make your care smoother and more joined-up, acting as your main contact between services so nothing gets missed. They also help the NHS by improving communication and continuity of care.

Clinical Pharmacists – Experts in your medicines

Who they are:

Highly trained medicine experts with advanced knowledge of how medications work and interact.

What they do:

- Review your medicines to make sure they're safe and effective

- Help manage long-term conditions like high blood pressure, asthma, and diabetes
- Advise on side effects, dosage changes, and alternatives
- Can prescribe medicines (if appropriately qualified)

How they help:

Clinical Pharmacists make sure you get the best from your medicines and can often answer questions you might otherwise ask your GP — saving you time and ensuring safe, effective treatment. They also help the NHS by reducing GP workload and managing medicine-related queries.

Data and Digital Care Co-ordinators – Helping you get the best from digital tools

Who they are:

Non-clinical staff who work with your healthcare team to help you make the most of digital tools and services that support your health and wellbeing.

What they do:

- Help you use the NHS App, online appointments, and home monitoring tools (like BP@Home)
- Review digital health data to spot trends and improve care
- Support digital health projects and new technology in your local area
- Work with your care team to find better digital ways to support patients

How they help:

They make it easier for you to use digital health services confidently, giving you quicker access to information and helping you manage your health and long-term conditions more effectively.

By doing this, they reduce admin tasks and phone calls, freeing up staff to focus on patient care and helping prevent avoidable appointments.

Health and Wellbeing Coaches – Helping you take charge of your health

Who they are:

Trained professionals who use motivational coaching techniques to help you make positive lifestyle changes and build confidence in managing your own health.

What they do:

- Support healthy habits around diet, exercise, sleep, and stress
- Help you set and achieve personal health goals
- Work with you to manage long-term conditions more effectively

How they help:

Health and Wellbeing Coaches empower you to take control of your health and make sustainable changes. Their support helps prevent illness and reduce the need for frequent GP appointments.

Mental Health Practitioners – Supporting your emotional wellbeing

Who they are:

Qualified mental health professionals who provide support, advice, and treatment for a wide range of emotional and psychological issues.

What they do:

- Offer assessments and short-term support for issues like anxiety, depression, or stress
- Help you access specialist mental health services if needed
- Work alongside your GP and other professionals to ensure joined-up care

How they help:

Mental Health Practitioners give you a safe space to talk and get practical help for emotional or mental health concerns. By providing timely support, they also help reduce the pressure on GPs and mental health services.

Paramedics – Expert care when you need it

Who they are:

Specially trained clinicians who work in GP Practices and the community to assess and treat a range of urgent or same-day health concerns by GP referral.

What they do:

- Assess, diagnose, and treat minor illnesses or injuries
- Visit patients at home when needed
- Conduct urgent same-day home visits, especially for housebound or frail patients
- Take urgent blood tests
- Work closely with GPs and other healthcare professionals to plan next steps in care, like arranging x-rays or organise hospital admissions

How they help:

Paramedics provide fast, expert assessment and treatment, helping you get the right care quickly. They also reduce GP workload and unnecessary hospital visits.

Pharmacy Technicians – Supporting safe and efficient medicines

Who they are:

Trained professionals who work alongside Clinical Pharmacists to support the safe and effective use of medicines.

What they do:

- Check and update your medication records for accuracy
- Support repeat prescriptions and medication changes after hospital stays
- Monitor high-risk medicines and provide guidance on using them safely

How they help:

Pharmacy Technicians work behind the scenes to keep medication processes accurate and efficient, help

ensure your medicines are managed safely and efficiently, reducing waiting times for prescriptions and reviews. This frees up Clinical Pharmacists and GPs to focus on direct patient care.

Social Prescribers – Supporting your overall wellbeing

Who they are:

Non-clinical staff who focus on your overall wellbeing, helping you with non-medical issues that may affect your health.

What they do:

- Support you with social, emotional, or practical challenges such as loneliness, housing, finances, or caring responsibilities
- Connect you with Community SWITCH and local groups, activities, or services that improve your quality of life and emotional wellbeing.

How they help:

Social Prescribers help you feel more confident, connected, and in control by supporting your wellbeing in ways that go beyond medicine. They also help the NHS by reducing repeat appointments and freeing up GPs to focus on medical care.

More information

For more about skilled professionals who might work alongside the GPs in your surgery, please visit the **NHS Dorset website** at:

<https://staywelldorset.nhs.uk/options/primary/>

