



Understanding who you are seeing

We have a range of GP Partners and salaried GPs offering care in our surgeries. Sometimes you may see another clinician. All appointment requests are assessed by a duty GP to determine the most suitable clinician and time frame for each individual case. Our whole clinical team work closely with our GPs to discuss cases and care options. Our roles are:

GPs (general practitioners) are doctors who have completed training in general practice. They have the knowledge and skills to manage many of your health issues and are also able to refer to other specialities.

Advanced Clinical Practitioners (ACPs) are healthcare professionals with advanced clinical skills from various backgrounds. They play a crucial role in patient care, working alongside doctors and other healthcare professionals. Their responsibilities include assessing patients, diagnosing conditions, prescribing medications, and managing treatment plans, ultimately contributing to improving patient outcomes and healthcare services. Some of our partners are ACPs.

Physician Associates (PAs) help patients by diagnosing conditions, performing physical examinations, arranging tests, and analysing results. They ensure patients understand all details before scheduling follow-up appointments or treatments. As dependent practitioners, they always work under the direct supervision of a GP.

The Nursing Team consists of various health care professionals including Practice Nurses. They are a highly skilled team who provide a variety of services including immunisations, diagnosing, and managing long term conditions, family planning advice, cervical screening as well as travel assessment and vaccines. They enable patients to maintain healthy lifestyles through a variety of interventions using a person-centred approach.

Social prescribers can assist with various emotional and practical issues affecting your health and well-being. They know local support services and groups and can help connect you to activities that promote positive changes to your health.

Physiotherapists assess, diagnose, and treat people with physical disabilities or injuries, helping to improve range of motion, strength, balance, and coordination. They also work with patients to manage pain, balance, mobility, and motor function.

Mental Health Workers enhance patient care by providing evidence-based interventions, improving communication, and ensuring a holistic approach to health.

Clinical Pharmacists carry out detailed medication reviews for patients with ongoing health problems and improve patient safety, outcomes and value through a person-centred approach.

This list is not exhaustive and the information given regarding each team is not exhaustive either.

Who else is working in our team to support your care?

Alongside our clinical staff, we have a large team of people working to support your care.

The **Patient Services Team** are our reception team. When they're not speaking with you, they are working hard to take enquiries, arrange appointments, disseminate test results and oversee the running of our waiting areas.

The **Clinical Administration Services and Medical Secretaries Team** work on a whole host of administration work behind the scenes, including passing information between patients and clinicians, processing referral letters and keeping all information held up to date.

Our **Business Intelligence Team** collects and analyses data to identify trends in need and improve patient outcomes.

Our **Care Navigation and Rota Team** ensure your care is triaged fairly so patients get the right care at the right time. They oversee our clinical rota, our phones and our appointments system. They work hard to align capacity with demand through day-to-day analysis of our systems. They work directly alongside the duty GPs and often call patients on their behalf to gain further information regarding your concerns.

Our **Medicines Optimisation Team** process and review your repeat medication to ensure it is still clinically safe and appropriate for you to take. With expert knowledge of medicines and long-term conditions such as high blood pressure and diabetes, they can support clinicians in offering the best treatment for you.

The **Patient Experience Team** take feedback and monitor what receiving care feels like for our patients, their families and carers. Compliments, suggestions and complaints can be communicated with this team and all communications are listened to and acted upon as appropriate.

Our **General Management Team** oversee the day-to-day operations of the practice and running of our premises. This team works with GP partners, senior managers, and our Chief Operations Officer.

Our **Finance Team** manages all aspects of money within our organisation and supports our other teams/stakeholders to resource our surgeries and projects.

The **Human Resources Team** are responsible for managing, developing and supporting employees within our organisation. They handle all the issues, policies and processes related to people, such as recruiting and hiring staff, training and developing employees and managing performance, compensation and benefits.

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