



## *Primary Care is Changing*

Primary care is having to change due to a national shortage of GPs and the increasing number of our patients (nearly 11000). We would like to explain to you how we are responding to this GP shortage and our growing patient list. Both of which are imposing considerable extra pressures. The changes have been made to enable the Upwell Health Centre to reassure you that the standard of care offered will remain as high as ever.

When you call the practice you will be asked some details by a member of the Patient Journey Team. This named member of staff has been asked to collect information by the Doctors as it will help ensure that your healthcare needs are met in the most appropriate way. This might be by a same day call back from an appropriate clinician (Advanced Nurse Practitioner, Paramedic, Physicians Associate, GP, Long-Term Conditions nurse or Practice nurse), or an advanced telephone appointment: Scheduled for some days or weeks later, as felt appropriate. If a face-to-face appointment is clinically appropriate a date and time will be scheduled, and you will be invited to attend for that appointment.

If felt more appropriate it might be that you will be directly referred into one of the new specialist services that have been developed to relieve the pressure and waiting time for GP appointments (First Contact Physio, Social Prescriber, Eye care service, Clinical Pharmacist), or asked to attend a minor injuries unit or Accident and Emergency. This does not mean that we do not care about your problem, it means that your individual healthcare needs can be safely and efficiently dealt with elsewhere by a more specialist service hence streamlining how we operate.

A description of the health care professionals you may encounter can be found on the reverse of this sheet. (Or below if this is being read via our website).

All health care professionals employed by Upwell Health Centre and the specialist services are highly trained in their individual field. They understand 'red flag' symptoms and can escalate any concerns to a GP immediately. By working together as a professional clinical team, we find that GPs can concentrate their expertise on the most complex and vulnerable patients. This is vital given that we are increasingly looking after people who are older and have more complex needs.

For the housebound, home visits can be requested as normal. We respectfully ask that these requests are made as early in the day as possible

*Thank you.*

## *Our Health Care Professionals*

### Physicians Associate (PA)

Highly trained and can perform physical examinations, diagnose illnesses, see both minor illnesses and patients with long-term chronic conditions and perform both diagnostic and therapeutic procedures.

### Paramedic

Highly trained with experience of working as a first responder. They can run clinics, triage, carry out assessments, deal with minor illnesses and prescribe.

### Clinical Pharmacist

Highly qualified experts in medicine. They can resolve day to day medication problems and consult with patients directly, delivering clinical advice about medication and treatments. They can also carry out structured medication reviews for patients with ongoing health problems and advise patients who are taking multiple medications.

### Advanced Nurse Practitioner (ANP)

A registered nurse who has completed extra training and qualifications. They are highly trained and can triage, assess, and examine, diagnose, treat, and prescribe medication and make referrals.

### First Contact Physiotherapist (FCP)

They have the advanced skills necessary to assess, diagnose and to recommend the appropriate treatment or referral needed for musculoskeletal (MSK) problems on a patient's first contact with the healthcare service.

### Social Prescriber

Trained to help patients improve their health, wellbeing, and social welfare through referring patients to a range of local, non-clinical services and charities.

### Pharmacist (in the Pharmacy)

Highly trained to be able to help and provide advice relating to large numbers of common ailments and conditions as well as provide guidance regarding specific medicines. You may be referred, if appropriate, to our pharmacist for a consultation.