

Additional Services: Patient Guide - updated March 2024

Service	What – is the service	Who is appropriate for service	Who is not	Who – provides service in Practice	How to access
Community Care Co-ordinator	Signposting to relevant voluntary and local authority services for support and advice	Carers seeking support/advice Patients requiring advice on accessing support/voluntary services	Patients with severe mental health conditions/complex medical conditions	NO-ONE CURRENTLY IN POST MARCH 24	Contact the Practice via online triage form or by phone 01952 726011
CoCo – Compassionate Communities	Voluntary befriending service provided by group of patients	Patients feeling lonely/isolated. Carers	Those needing personal care. Patients with severe mental health conditions/complex health conditions. Self referrals directly to CoCo	Compassionate Communities Group of patient volunteers	Contact the Practice via online triage form or by phone 01952 726011
Health and Well Being Coach	Supporting patients with lower level mental health conditions.	Patients with mild anxiety, stress, social anxiety	Under 18 years of age Patients with severe mental health conditions/complex medical conditions	Jessica Sawojka	Contact the Practice via online triage form or by phone 01952 726011

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Healthy Lives Advisor offering social prescribing	to help patients improve their health and wellbeing	Patients feeling lonely/isolated. Carers. Feeling low/stressed. Want to get more active. Need help in accessing housing for financial advice. Want to improve management of a new or long term condition. Want to lose weight or quit smoking	Patients with severe mental health conditions Under 18 years	Jaz Sandhu	Self refer : 0345 678 9028 select self-referral to social prescribing option Or via the Practice
Children & Young Persons Health and Well Being Coach	To support children and young people with issues that matter to them eg young carers, social anxieties, low level mental health, identify, self esteem.	Patients aged 11 – 18 years (up to their 19 th birthday	19 and above Those with extreme mental health difficulties	Kirsty Scott	Clinician Referral
Clinical Pharmacist	1 Medication queries -dosage -side effects -interactions -duration -stock availability/alternatives	Patients over 16 years	Under 16 years	Gareth Harris	Contact the Practice via online triage form or phone 01952 726011
Pharmacist Technician	Working alongside the Clinical Pharmacist			Julie Bates	

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First Contact Practitioner	Assessment of soft tissue, muscle and joint pain and decide on most appropriate management pathway.	All soft tissue injuries, sprains, strains or sports injuries Arthritis – any joint Possible problems with muscles, ligaments, tendons or bone eg tennis elbow, carpal tunnel syndrome, ankle sprains Spinal pain including lower back, mid-back, and neck pain Post orthopaedic surgery	Under 16's Actively unwell Medical management of rheumatoid conditions Women's health, antenatal/postnatal problems Housebound Neurological and respiratory conditions Headaches	Ruth Parry	Contact the Practice via online triage form or phone 01952 726011
Mental Health Practitioner	Support for low level mental health conditions	Patients who are experiencing low mood/depression, anxiety, intrusive thoughts, whether they have a diagnosis or not. Anyone who would benefit from short interventions and gaining/providing them with education around coping skills that would assist their mental health. Patients experiencing anxiety/low mood relating to work/relationships etc	Anyone already actively being seen by a mental health service (on a waiting list and requiring extra support in the meantime may be appropriate). Anyone enquiring primarily for a fit note. Anyone solely requiring a medication review	Julie May Griffiths	Contact the Practice via online triage form or on 01952 726011

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			<p>or wanting medical.</p> <p>Under 18 years of age</p>		
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NHS Talking Therapies	Psychological Therapy	Patients with mild to moderate depression and anxiety related problems	Under 18 years	Not an in-house service. Service provided by Midlands Partnership University NHS Foundation Trust	<p>Self Referral Call 0300 123 6020</p> <p>Self-refer :: Midlands Partnership University NHS Foundation Trust (mpft.nhs.uk)</p>
Primary Care Dietician	Primary Care Dieticians can supports patients with a range of dietary and nutritional concerns such as unplanned weight loss, Type 2 Diabetes and gastroenterology condtions	<p>Diabetes – pre diabetes; newly diagnosed type 2 diabetes diet controlled type 2 diabetes PCOS IBS – first line advice; low FODMAP Newly diagnosed coeliac disease Nutrition Support – MUST Score >3 Think Food has been implemented</p>	<p>Acutely unwell Under 16 years of age Housebound patients Actively under a specialist team Eating Disorder Has enteral feeding tube Last few days of life Acute mental health crisis</p>	Abigail Peat	Clinician Referral

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		Additional Diagnosis eg dysphagia, COPD	Patient choice not to see primary care dietician		
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