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| Service | What – is the service | Who is appropriate for service | Who is not | Who – provides service in Practice | How to access |
| PCN Dementia  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 | Jo Weaver Jackson | Contact the Practice via online triage form |
| 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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| Service | What – is the service | Who is appropriate for service | Who is not | Who – provides service in Practice | How to access |
| 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 19th birthday | 19 and above  Those with extreme mental health difficulties | TBC | Clinician Referral |
| Clinical Pharmacist  Pharmacist Technician | 1 Medication queries  -dosage  -side effects  -interactions  -duration  -stock availability/alternatives  Working alongside the Clinical Pharmacist | Patients over 16 years | Under 16 years | Eden Russwell – commencing August 2025  Currently no service – as at July 2025 | Contact the Practice via online triage form or phone 01952 726011 |
| Service | What – is the service | Who is appropriate for service | Who is not | Who – provides service in Practice | How to access |
| 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 | Nav Singh | 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 or wanting medical.  Under 18 years of age | Julie May Griffiths | Contact the Practice via online triage form or on 01952 726011 |
| Service | What – is the service | Who is appropriate for service | Who is not | Who – provides service in Practice | How to access |
| 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 | Self Referral  Call 0300 123 6020  [Self-refer :: Midlands Partnership University NHS Foundation Trust (mpft.nhs.uk)](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.mpft.nhs.uk%2Fservices%2Ftalking-therapies%2Fstw-talking-therapies%2Fself-refer&data=05%7C02%7Csarahahope%40nhs.net%7Cb0798bdbbaf84b67b8b808dc443bd593%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638460270969563489%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=6Ae93uJdZLZIBxIhN2RHBR5y81UU%2FWC6iSgKb%2BFLofU%3D&reserved=0) |
| 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 | 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  Additional Diagnosis eg dysphagia, COPD | 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  Patient choice not to see primary care dietician | Abigail Peat | Clinician Referral |
| Safeguarding Team | Safeguarding | All patients | N/A | Dr Heyes – Safeguarding Practice Lead  Becky Leitch – Lead Nurse  Jan Francis – Data Lead | Speak to a member of the team |