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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 DementiaCommunity Care Co-ordinator | Signposting to relevant voluntary and local authority services for support and advice | Carers seeking support/advicePatients 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 conditionsUnder 18 years | Jaz Sandhu | Self refer : 0345 678 9028 select self-referral to social prescribing optionOr 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 aboveThose with extreme mental health difficulties | TBC  | Clinician Referral  |
| Clinical PharmacistPharmacist Technician | 1 Medication queries -dosage-side effects-interactions-duration-stock availability/alternativesWorking alongside the Clinical Pharmacist | Patients over 16 years | Under 16 years | Eden Russwell – commencing August 2025Currently 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 injuriesArthritis – any jointPossible problems with muscles, ligaments, tendons or bone eg tennis elbow, carpal tunnel syndrome, ankle sprainsSpinal pain including lower back, mid-back, and neck painPost orthopaedic surgery | Under 16’sActively unwellMedical management of rheumatoid conditionsWomen’s health, antenatal/postnatal problemsHouseboundNeurological and respiratory conditionsHeadaches | 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 ReferralCall 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 diabetesdiet controlled type 2 diabetesPCOSIBS – first line advice; low FODMAPNewly diagnosed coeliac diseaseNutrition Support – MUST Score >3Think Food has been implementedAdditional Diagnosis eg dysphagia, COPD | Acutely unwellUnder 16 years of ageHousebound patientsActively under a specialist teamEating DisorderHas enteral feeding tubeLast few days of lifeAcute mental health crisisPatient choice not to see primary care dietician | Abigail Peat | Clinician Referral |
| Safeguarding Team  | Safeguarding  | All patients  | N/A | Dr Heyes – Safeguarding Practice LeadBecky Leitch – Lead NurseJan Francis – Data Lead | Speak to a member of the team |