

We're MORE than just a doctors' surgery



When you ring for an appointment, our receptionist may ask you some questions. This is to help us make sure you can be seen by the right person for your health needs. This may not be a doctor. It could be a member of our nursing team or even a pharmacist.

**Remember, we're more than just a
doctors' surgery**



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- ✓ Paramedic Science degree
- ✓ Extra qualifications accredited by the Health and Care Professions Council (HCPC)
- ✓ 12 years' experience treating acutely ill patients
- ✓ Visit patients at home
- ✓ Run minor ailment clinics at the surgery

It's not always necessary to see a doctor – talk to our reception team about seeing another member of our clinical staff instead

“I'm DEREK and I'm a PARAMEDIC working in general practice.”



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"I'm **MARIE** and I'm a
RECEPTIONIST
working in general practice"

- ☑ Welcomes patients and visitors
- ☑ Helps ensure patient appointments are with the most appropriate person (eg. nurse practitioner, rather than GP)
- ☑ Trained in data protection and confidentiality laws and guidelines
- ☑ Signposts patients to appropriate advice and guidance
- ☑ Helps maintain accurate patient records

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- ✓ Work as part of the practice team
- ✓ Extensively qualified in medicine management
- ✓ Seven years' experience in pharmacy settings
- ✓ Consult and treat patients
- ✓ Resolve day-to-day medicine issues
- ✓ Guide and advise patients on multiple medications

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“I'm SARAH and I'm a CLINICAL PHARMACIST working in general practice.”



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"I'm LUCY and I'm a
NURSE PRACTITIONER working
in general practice"

- ☑ Three years' training to become a registered nurse with extra training to become a nurse practitioner
- ☑ See patients with undiagnosed conditions
- ☑ Make treatment decisions
- ☑ Order investigations
- ☑ Prescribe medication
- ☑ Refer patients to hospital consultants
- ☑ Arrange for a GP to sign 'fit notes'

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“I'm **DAISY** and I'm a **HEALTHCARE ASSISTANT** working in general practice”

- ✓ Fully trained and assessed
- ✓ Administer vaccinations
- ✓ Dress wounds
- ✓ Take blood samples
- ✓ Record ECGs
- ✓ Give general health and wellbeing advice and guidance

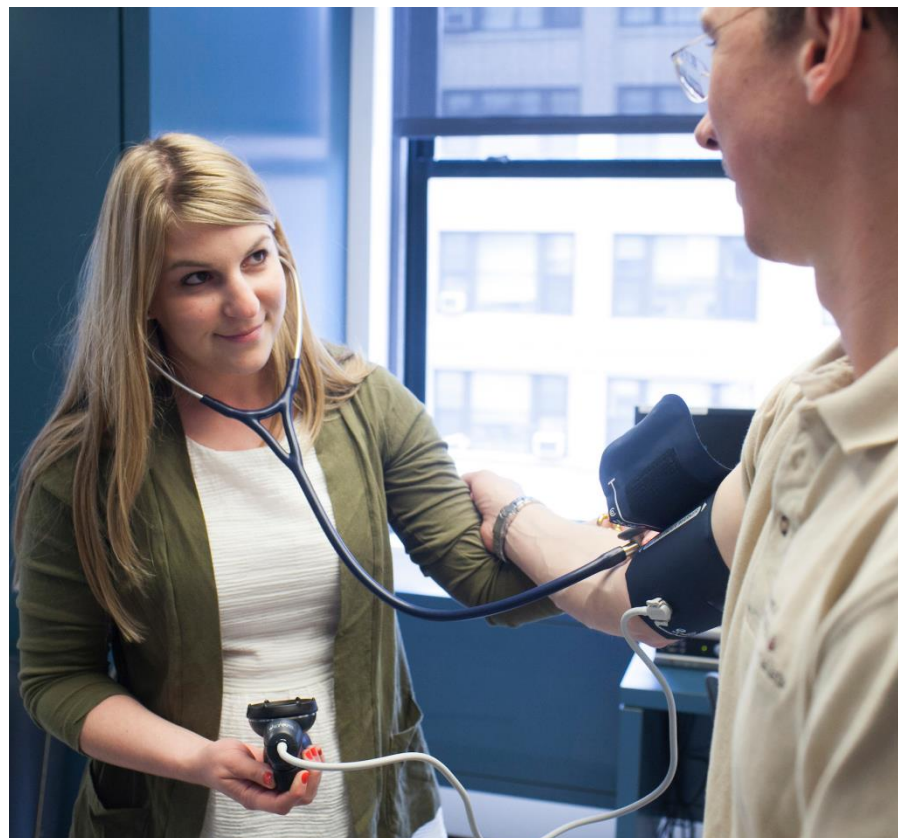
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"I'm **DANI** and I'm a
PHYSICIAN ASSOCIATE
working in general practice"

- ✓ Highly trained
- ✓ Perform duties similar to those of your family GP
- ✓ Take medical histories
- ✓ Carry out examinations
- ✓ Diagnose illnesses
- ✓ Refer patients to hospital
- ✓ Analyse test results
- ✓ Develop plans to help patients manage an illness or condition

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- ✓ Three years' training to become a registered nurse
- ✓ Successfully completed further studies to work in general practice
- ✓ Complex wound management
- ✓ Travel health advice
- ✓ Vaccinations
- ✓ Family planning
- ✓ Women's health
- ✓ Men's health
- ✓ Smoking cessation advice

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“I'm DREW and I'm a NURSE working in general practice”



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"I'm **NICOLE** and I'm a
NEWLY QUALIFIED NURSE
working in general practice"

- ✓ Three years' training to become a registered nurse
- ✓ Successfully completed further studies to work in general practice
- ✓ Complex wound management
- ✓ Travel health advice
- ✓ Vaccinations
- ✓ Family planning
- ✓ Women's and men's health
- ✓ Smoking cessation advice

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“I'm TYRONE and I'm a STUDENT NURSE in general practice”

- ☑ Currently completing placements in GP surgeries as part of my training
- ☑ Shadow more experienced nursing staff
- ☑ Carry out a range of duties under supervision
- ☑ Wound dressing
- ☑ Blood pressure checks

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