

# Who works at a GP Practice

There are a number of NHS health professionals that work at GP practices and they hire based on their patients' needs. Staff will often work for more than one GP practice within a Primary Care Network.

## A General Practitioner (GP)

A highly skilled doctor, trained in all aspects of general medicine.

This includes child health, mental health, older people, pregnancy, heart problems, skin conditions, minor surgery and others.

### What they do:

- treat acute medical concerns.
- diagnose illness and health conditions and plan their treatment.
- prescribe medication and order tests.
- manage most long-term health conditions such as diabetes, asthma, mental health and heart conditions.
- provide links to other health services and arrange hospital admissions and referrals to specialists.

## Practice Manager

Responsible for managing all business aspects of the practice.

### What they do:

- make sure that the right systems are in place to provide high quality patient care and patient safety.
- responsible for the effective running of Patient Participation Groups.
- usually are the first port of call for written complaints and patient feedback.

## Receptionist

The initial contact point for general enquiries. They provide basic information on services and direct patients to the right person depending on their health issues or query.

### What they do:

- make most of the patient appointments with GPs, nurses, and allied health professionals.
- deal with prescription enquiries, administrative claims, and patient records.

## Clinical Pharmacist

Experts on medicine, side effects, and interactions between medicines. A pharmacy degree allows them to prescribe medication.

### What they do:

- carry out medication reviews and order further tests.
- review hospital discharge letters and check that the newly prescribed medication is working.
- help patients understand their treatment and get the most out of their medication.
- treat minor illnesses and infections.

## The social prescribing link worker

Non-clinical members of staff who help to address non-medical issues that impact patients' health and wellbeing.

### What they do:

- listen to patients and connect patients to services that suit their needs.
- help find activities such as exercise or art classes.
- suggest opportunities to volunteer or meet people.
- signpost to organisations that can help with money worries, housing, or finding other support.

## Advanced nurse practitioner

Registered nurses are qualified to look after patients like a GP. They often have expertise in diabetes or people aged 65+.

### What they do:

- assess symptoms and build a picture of a patient's health.
- treat minor health problems, infections, and minor injuries.
- prescribe medication where necessary
- manage patients presenting with long-term conditions.

## Physiotherapist

Experts in muscular and joint health conditions.

### What they do:

- diagnose, treat, and offer advice on how to manage a condition.
- order diagnostic tests if necessary.
- some can administer steroid injections or prescribe medication.

## Paramedic

They undertake five-year medical training and have nursing and paramedic skills.

### What they do:

- manage routine or urgent appointments.
- run telephone triage - assess the urgency of illness or injury.
- carry out home visits.
- some can prescribe medication.

## Healthcare Assistant (HCA)

Trained to assist with a range of clinical duties that help monitor and record patients' conditions.

### What they do:

- carry out tests, such as taking blood samples or blood pressure checks.
- carry out new patient health checks
- provide health promotion advice.

## Physician Associate (PA)

Medically trained general healthcare professionals who work alongside GPs with close medical supervision.

### What they do:

- take patients' medical history.
- diagnose and plan treatment for patients.
- analyse test results.
- provide health promotion advice.