

**Know how we're working,  
know who can help**

# Primary care prompt cards

Extended workforce role descriptions

**2022**

# Advanced Nurse Practitioners (ANP)

## Description

- An Advanced Nurse Practitioner (ANP) is a Registered Nurse who has undertaken additional university training at degree or masters level.
- The role combines advanced nursing skills with clinical, diagnostic and treatment skills.
- They have a prescribing qualification and can prescribe within their own clearly defined remit.

## An ANP can see patients of any age with the following conditions

- |                        |                  |                            |
|------------------------|------------------|----------------------------|
| ✓ Abdominal Pain       | ✓ Eczema         | ✓ Sore Throats             |
| ✓ Allergies            | ✓ Eye Problems   | ✓ Sprains                  |
| ✓ Acute back pain      | ✓ Fever          | ✓ Thrush                   |
| ✓ Burns                | ✓ Head Lice      | ✓ Urinary Tract Infections |
| ✓ Chest Infections     | ✓ Hay Fever      | ✓ Worms                    |
| ✓ Coughs, Colds        | ✓ Minor Injuries | ✓ Wounds                   |
| ✓ Diarrhoea & Vomiting | ✓ Sinusitis      |                            |
| ✓ Ear Infections       | ✓ Skin rashes    |                            |

## Suggested Messaging for patients

- From what you say, it sounds like you could be seen by one of our highly experienced Advanced Nurse Practitioners (so you don't need to see a GP).
- Our ANPs can provide same day appointments for minor illness/ minor injuries, so you won't have to wait.
- Our ANPs have lots of experience in diagnosing and treating minor ailments and injuries like yours.
- Our ANPs can prescribe a range of medications, just like a doctor would
- Our ANP appointments are longer than a doctor's appointment, so you will have more time to talk about your condition.

# Practice Nurse

## Description

- ✓ A Practice Nurse is a qualified nurse, who provides treatment, minor therapeutic procedures, preventative care, screening and patient education.
- ✓ Practice nurses run a range of specialist clinics including family planning, child health surveillance, vaccinations, cervical cytology, warfarin monitoring and chronic disease management.
- ✓ They advise on and supervise patients' use of devices such as urinary diagnostic stix, blood glucose monitoring and nebulisers.

## A Practice Nurse provides the following services:

- |                          |  |
|--------------------------|--|
| ✓ Annual health checks   | ✓ Injections   |
| ✓ Blood pressure checks  | ✓ Lifestyle advice   |
| ✓ Cervical Smear Tests   | ✓ Removal of Sutures   |
| ✓ Child immunisations    | ✓ Travel Immunisations   |
| ✓ Dressings / wound care | ✓ Well person's clinics  |
| ✓ Ear Syringing          | ✓ Long term conditions clinics: Asthma, Coronary Heart Disease, Diabetes |
| ✓ Family Planning Advice |  |
| ✓ Flu vaccinations       |  |
| ✓ HRT / menopause advice |  |

## Suggested Messaging for patients

- Our Practice Nurses can see people with (asthma / diabetes / heart disease etc) on a regular basis, so you get continuity of care with one professional.
- Many of our patients with (Diabetes / Asthma / CHD) enjoy coming to the Practice Nurse's specialist clinic, as they can talk to other patients with the same condition and learn from them about how they manage.
- Our Practice Nurse appointments are longer than a doctor's appointment, so you will have more time to talk about your condition.

# Physician Associate

## Description

- ✓ A Physician Associate is a medically trained, generalist healthcare professional.
- ✓ Working alongside a clinical supervisor, they can take medical histories, undertake physical examinations, perform diagnostic and therapeutic procedures and request and interpret diagnostic studies (e.g. X rays)
- ✓ They offer continuity of care for patients with long term conditions and provide health promotion and disease prevention advice.

## A PA can see patients of any age with the following conditions:

- |                        |  |                              |
|------------------------|--|------------------------------|
| ✓ Abdominal Pain       | ✓ Fever  | ✓ Pregnancy related problems |
| ✓ Allergies            | ✓ Headaches  | ✓ Sinusitis                  |
| ✓ Acute back pain      | ✓ Head Lice  | ✓ Skin rashes                |
| ✓ Anxiety / depression | ✓ Hay Fever  | ✓ Sore Throats               |
| ✓ Burns                | ✓ Men's Health (testicular lumps, prostate concerns) | ✓ Sprains                    |
| ✓ Chest Infections     | ✓ Menstrual bleeding, mastitis, breast lumps,        | ✓ Thrush                     |
| ✓ Coughs, Colds        | ✓ Minor Injuries                                     | ✓ Urinary Tract Infections   |
| ✓ Diarrhoea & Vomiting |  | ✓ Worms                      |
| ✓ Ear Infections       |  | ✓ Wounds                     |
| ✓ Eczema               |  |                              |
| ✓ Eye Problems         |  |                              |

## Suggested Messaging for patients

- From what you say, it sounds like you could be seen by our highly experienced Physician Associate, who works alongside our GPs.
- Our PA can provide same day appointments for minor illness/ minor injuries, so you won't have to wait.
- Our PA has lots of experience in diagnosing and treating minor ailments and injuries like yours.
- Our PA can see people with (asthma / diabetes / heart disease etc) on a regular basis, so you get continuity of care with one professional.
- Our PA appointments are longer than a doctor's appointment, so you will have more time to talk about your condition.

# Practice Pharmacist

## Description

The role combines that of a traditional pharmacist who has specialist knowledge about medication as well as training to examine, diagnose and treat patients. They have a prescribing qualification and are able to prescribe within their own clearly defined remit. They also proactively review patients' medications for enhanced safety and effective treatment of ongoing conditions. Pharmacists support the other practitioners in the practice with specialist information about medications and alternatives.

## A Clinical Pharmacist can see patients of any age who need help with:

- |  |  |
|--|--|
| <ul style="list-style-type: none"> <li>✓ Information and advice on medication queries</li> <li>✓ Annual Medication reviews</li> <li>✓ Changing medication following test results or hospital instructions</li> <li>✓ Changes in medication following long term conditions clinics</li> </ul> | <ul style="list-style-type: none"> <li>✓ Treatment of minor ailments and injuries, such as:</li> <li>✓ Sore throats, coughs, colds and flu, stomach pains, aches and pains, red eyes, sleeping problems, athlete's foot, mouth ulcers, constipation and diarrhoea</li> </ul> |
|--|--|

## Suggested Messaging for patients

- A clinical pharmacist has expert knowledge of medicines and their uses and is able to prescribe a range of medications, just like a doctor would.
- Our clinical pharmacist (name) can do a medication review for you. We make these appointments longer than a GP appointment so you have plenty of time to look at all your medications.
- From what you say, it sounds like you could be seen by one of our highly experienced clinical pharmacists (and don't need to see a GP).
- Our clinical pharmacist can provide same day appointments for minor illness/ minor injuries, so you won't have to wait.
- Our clinical pharmacists have lots of experience in diagnosing and treating minor ailments like yours.

# Phlebotomist

## Description

- ✓ A Phlebotomist undertakes routine blood tests as requested by the doctors and also carries out blood pressure checks.

## A Phlebotomist provides the following services:

- ✓ Taking blood for diagnostic testing
- ✓ Blood pressure checks

## Suggested Messaging for patients

- Our phlebotomist is an expert in taking blood and is really good at putting patients at ease.
- The phlebotomist is highly skilled at taking blood, even from people who have veins that are hard to find.
- Most patients who have blood taken by the phlebotomist say it's much better than having the doctor do it, because it's their specialist job.
- They're very quick – you'll be in and out in a couple of minutes.

# Urgent Care Practitioners

## Description

- ✓ An Urgent Care Practitioner is a medically trained advanced paramedic, a generalist healthcare professional.
- ✓ Working alongside a clinical supervisor, they can take medical histories, undertake physical examinations, perform diagnostic and therapeutic procedures and request and interpret diagnostic studies (e.g. X rays)
- ✓ They offer continuity of care for patients with long term conditions and provide health promotion and disease prevention advice.

## A UCP can see patients of any age with the following conditions:

- |                        |  |                              |
|------------------------|--|------------------------------|
| ✓ Abdominal Pain       | ✓ Fever  | ✓ Pregnancy related problems |
| ✓ Allergies            | ✓ Headaches  | ✓ Sinusitis                  |
| ✓ Acute back pain      | ✓ Head Lice  | ✓ Skin rashes                |
| ✓ Anxiety / depression | ✓ Hay Fever  | ✓ Sore Throats               |
| ✓ Burns                | ✓ Men's Health (testicular lumps, prostate concerns) | ✓ Sprains                    |
| ✓ Chest Infections     | ✓ Menstrual bleeding, mastitis, breast lumps,        | ✓ Thrush                     |
| ✓ Coughs, Colds        | ✓ Minor Injuries                                     | ✓ Urinary Tract Infections   |
| ✓ Diarrhoea & Vomiting |  | ✓ Worms                      |
| ✓ Ear Infections       |  | ✓ Wounds                     |
| ✓ Eczema               |  |                              |
| ✓ Eye Problems         |  |                              |

## Suggested Messaging for patients

- From what you say, it sounds like you could be seen by our highly experienced Urgent Care Practitioner, who works alongside our GPs.
- Our UCP can provide same day appointments for minor illness/ minor injuries, so you won't have to wait.
- Our UCP has lots of experience in diagnosing and treating minor ailments and injuries like yours.
- Our UCP can see people with (asthma / diabetes / heart disease etc) on a regular basis, so you get continuity of care with one professional.
- Our UCP appointments are longer than a doctor's appointment, so you will have more time to talk about your condition.