**Consistent Wording for Practice Websites - ARRS Workforce**



**CARE COORDINATORS**

The Care Coordinator plays a crucial role in ensuring seamless and coordinated care for patients. Their role is to act as a liaison between patients, healthcare providers and other services. The Care Coordinator provides a personalised care approach for patients, optimising patient care experiences, supporting patients who are not confident or able to navigate support independently, contributing to improvements in patient health outcomes throughout their healthcare journey. Their role is essential in fostering positive health outcomes and empowering patients to make informed decisions/actively participate in their own care.

*Responsibilities Outlined:*

* Coordinate patients care and support needs identified via thorough assessments, explores the options to meet these in partnership with the patient. These could include physical, emotional and social aspects, such as, navigation through the system regarding appointment scheduling, and accessing support services (i.e. financial assistance).
* Developing personalised care plans in collaboration with the patient and their appropriate healthcare team, addressing specific challenges.
* Ensuring to provide relevant information and resources for patient’s needs. Educating patients on their health condition/s, treatment options and self-management strategies.
* Ensuring patients are well informed of their treatment plans and upcoming appointments (such as Cancer Care Assessment).
* Coordinate and collaborate with healthcare providers. Ensuring interdisciplinary care via information flow with various healthcare providers involved in the patients care.
* Monitoring and evaluating the care delivered.
* Ensuring timely and appropriate interventions, making adjustments to care plans through regular follow ups as necessary.



**NHS Social Prescribing, Addressing People’s Needs in a Holistic Way**

**SOCIAL PRESCRIBING LINK WORKER**

The Social Prescriber Link Worker specialises in connecting patients with non-medical resources and community based support. They are a vital member of the healthcare team, dedicated to understanding patients social, emotional and lifestyle needs through establishing a relationship built on trust and open communication. Their role is to provide a personalised care approach for patients navigating through the vast array of social support services. Overall, their role aims to improve patient’s health and well-being and to enhance their quality of life aiding in the development of resilience within oneself.

*Responsibilities Outlined:*

* Conducts holistic assessments that explores what matters to the patient and supports people to unpick complex social issues affecting their health and wellbeing. Examples include, housing, employment, social isolation or financial concerns.
* Help connect people to community groups and help the person to develop skills, friendships and resilience.
* Acts as a bridge between healthcare providers and community organisations, ensuring a seamless flow of information and support.
* Empower patients to take an active role in managing the factors effecting their social and/or lifestyle.
* Provide emotional support and encouragement to patients as they navigate social challenges.
* Participate in multidisciplinary team meetings to discuss patient progress and adjust social prescriptions as needed.
* Track and monitor patient engagement with prescribed social activities and resources.
* Evaluate the impact of social prescriptions on patient well-being and provide feedback to the healthcare team.



***FCP***

**FIRST CONTACT PHYSIOTHERAPIST (FCPs)**

A First Contact Physiotherapist is for patients experiencing any musculoskeletal (MKS) issues without having approached their GP first. They are an in-house specialist physiotherapist service that plays a pivotal role in the early assessment, diagnosis, and management of patients with MSK conditions. They provide a faster and expert diagnosis that may include referrals to hospital services, ordering tests and writing prescriptions. Their role is to help patients improve their mobility and regain their independence/confidence after an injury or operation, or as a result of ageing or a disability.

*Responsibilities Outlined:*

* FCPs will assess patients, diagnose, treat, and manage musculoskeletal (MSK) problems and undifferentiated conditions (where a patient attends an appointment to be diagnosed for the first time).
* Provides patients with direct access to physiotherapists, without the need for a prior assessment or referral from a GP.
* Develop personalised treatment plans, incorporating evidence-based physiotherapy interventions to address patients' specific needs.
* Educate patients about their musculoskeletal conditions, providing information on causes, prevention, and self-management strategies.
* Collaborate with patients to set realistic goals for recovery and improvement.
* Collaborate with other healthcare professionals, this may include GPs and other specialists, to facilitate timely referrals when necessary.
* Prescribe therapeutic exercises to improve strength, flexibility, and overall functional capacity.



C**LINICAL PHARMACIST**

Their role is to work directly with clinicians, other health professionals, and patients to ensure that the medications prescribed for patients are safe and effective. Overall, contributing to enhanced patient health outcomes and overall quality of primary care services.

*Responsibilities Outlined:*

 · Provide a consistent process of patient care that ensures the appropriateness, effectiveness, and safety of the patient’s medication use. This is through conducting comprehensive medication reviews (SMR’s).

· Consults with the patient’s physicians and other health care providers to develop and implement a medication plan that can meet the overall goals of patient care established by their health care team.

· Collaborate with patients to address any concerns, side effects, or difficulties related to their medications. Providing recommendations for medication adjustments, additions, or discontinuations (as needed).

· Educate patients on their medications, including proper administration, potential side effects, and the importance of adherence.

* Contribute to the development and implementation of protocols and guidelines to enhance medication safety.