

FAQs

Can I still see a doctor?

Based on your needs, you can still see a GP if that is the most appropriate course of action for you. Expanding the workforce is about providing access to the right professional at the right time.

How do I know if the support is right for me?

As a practice we use staff trained in care navigation and clinical triage systems to prioritise need and determine the most appropriate support for you.

GP Registrars are fully qualified hospital doctors that have 3 to 4 years experience and are with us from 6 to 12 months to help gain experience furthering their career as a GP.

An **Advanced Clinical Practitioner** can diagnose conditions, independently prescribe, and create an appropriate treatment plan.

General Practice Nurses have wide ranging roles providing care and treatment from birth to end of life

For example:

- Vaccinations and Immunisations
- Contraception and Sexual Health advice
 - Asthma Reviews
 - Diabetes Care

Health Care Assistants assist and perform routine clinical tasks to support the clinical team

Physician Associates can diagnose conditions, order and interpret test results, and make appropriate onward referrals.

Do you or a loved one live in a care home?

We have a dedicated team who cover the care homes in our PCN.

This team is made up of the following roles:

Advanced Clinical Practitioners can independently diagnose conditions, prescribe, and create an appropriate treatment plan. **Paramedics** can see and treat a range of illnesses and injuries and support access to the right care as quickly as possible.

Proactive and Preventative Care

Our practice is part of Wigan Central and Wigan North Primary Care Networks, which means local practices working together to expand what we can offer to our patients.

We may contact you if you are eligible for one of our PCN Health Improvement projects including;

- Liver screening
- Frailty (65+ years at risk of deterioration)
- Long term conditions



Wigan Central
Primary Care Network



Wigan North
Primary Care Network



Wigan Borough
Federated Healthcare

WHO'S WHO IN PEMBERTON SURGERY

Support, Care and Treatment options are expanding within the NHS.

We care about providing you with the right support so our practice now offers a range of options beyond a GP appointment.



Are you an adult experiencing mental health difficulties?

A **Mental Health Practitioner** can offer an initial conversation to understand your difficulties and goals. They can then provide advice and refer you to the most appropriate support for you.

For example a referral to our in-house team:

A **Trainee Associate Mental Health Link Psychological Practitioner** can deliver low level psychological interventions to improve wellbeing. A **Mental Health Link Worker** can provide low level education and skills for a range of difficulties and help you to access local community support.



Do you need practical, emotional, and/or social support to improve your wellbeing?

A **Social Prescriber** (also known as Community Link Worker) can help you to understand your difficulties and support you to engage with local community support and work towards your health and wellbeing goals.

We also have a dedicated **Children and Young Person's Social Prescribing** team for 5-25 year olds.

Are you experiencing first line joint pain, back pain, or arthritis?

A **First Contact Physiotherapist** could help by offering assessment, diagnosis, self-care advice, & first line management for musculoskeletal conditions.

- Soft tissue injuries: Sprains and strains
 - Arthritis
 - Spinal Pain
- Muscle, Joint, Ligament and Tendon problems
- Referred pain: Pins & Needles or numbness in limbs.



Do you need medication advice/review? Are you experiencing unwanted effects from medication?

A **Pharmacist** or **Pharmacy Technician** could offer medication management, reviews, advice and/or optimisation.

Do you have difficulty engaging with and managing your health appointments? Do you have long term health conditions?

A **Care Coordinator** can help you navigate across the health and care system and connect you with the appropriate support for your needs.

Our **GP Assistants** support the clinical team by undertaking medical observations and performing basic clinical tasks.

- Patient Health Checks
 - Phlebotomy
 - BP Checks
 - Urinalysis
 - Diabetes Care

We have a dedicated **Health and Inequalities** team that may proactively invite you to these appointments if you are identified as needing this support.

