HAMMERSMITH & FULHAM
TRAINING HUB
Education for our Primary Care Workforce

Embedded Digital Champions

Promoting Digital Inclusion for health & wellbeing in our H&F Community

H&F Centres for health

Westway Surgery

Parkview Practice

Canberra Old Oak Surgery

Dr Uppal & Partners, Parkview

Dr Kukar, Parkview

The Medical Centre

The New Surgery

Shepherds Bush Medical Centre

Park Medical Centre

Richford Gate Medical Centre

The Bush Doctors

Brook Green Medical Centre

North End Medical Centre

Ashchurch Surgery

Sterndale Surgery

West Kensington Surgery

Hammersmith Surgery

North Fulham Surgery

Dr Jefferies & Partners

Emed

Fulham Cross Medical Centre

Palace Surgery

Cassidy Medical Centre

Lilyville Surgery

Ashville Surgery

Fulham Medical Centre

Sands End Health Clinic

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1.Introduction

The Hammersmith & Fulham Training Hub joins the other boroughs of NWL to roll out the Embedded Digital Champion Volunteer training for Hammersmith & Fulham Practice staff.

An Embedded Digital Champion is someone that works in a frontline role, in our case in an NHS service, and incorporates being a digital champion into their role. They would look out for patients and carers who might be struggling or cite barriers to using online services that can be overcome.

It also enables the EDC to gain new skills, add more variation to their day and can help encourage innovative thinking through identifying further opportunities to help patients with digital skills.

Their work will then be about building a sustainable digital inclusion support system across the area, so that people can get help when they need it, where they need it, from services and organisations they already know and trust.The digital champions are on hand to help out, build confidence and share their digital skills and learning with others, by showing people how to become digitally included.

"Some people would never have had the confidence to walk into a library and say, 'I've just been given this tablet, and I don't really know how to use it, can you help me, please?'

1.1 What is Digital Exclusion

There is no universally accepted definition of digital exclusion.It refers to sections of the population not being able to use the internet in ways that are needed to participate fully in modern society due to **Affordability, Accessibility & Ability.**

- **Being able to use digital devices** (such as computers or smart phones and the internet). This is important, but a lack of digital skills is not necessarily the only, or the biggest, barrier people face

- **Access to the internet through broadband, wi-fi and mobile.** People need the right infrastructure to be able to access digital

- **Meeting all users' needs**, including those dependent on assistive technology to access digital services

1.2 What is the aim/strategy?

The Strategy focus is on providing support across the **four pillars of digital inclusion**:

1. Devices – signposting patients where to get access, loans or free devices

2. Connectivity – signposting patients to a safe space where they can use the connectivity

3. Advice & guidance on how to use digital, apps, the web/internet

4. Skills & where to learn them

1.3 Why is it useful?

In Hammersmith and Fulham, an estimated 12% of residents (20,497 people) have never used the internet.

Addressing digital inequality in Hammersmith & Fulham: The Embedded Digital Champion scheme supports less digitally enabled residents in Hammersmith & Fulham, aligning with the NHS long-term plan to embrace digital healthcare.

Innovative Healthcare Support: The scheme's innovation lies in providing digital support within a healthcare setting, benefiting digitally excluded individuals and those facing digital disadvantages.

Enhancing Online Consultation: the potential benefits of increased online consultation uptake, including reduced pressure on GP front desks, optimized GP time allocation, and improved healthcare delivery to those in greatest need.

Where online consults are working well, it has a measurable impact on GP practices and allows for this shift of focus to the patients who most need GP care to manage their conditions and keep them out of hospital.

1.4 Who is it for?

The Embedded Digital Volunteer Training and scheme is for anyone working in general practice in Hammersmith & Fulham.
However, we believe it is particularly useful, and can be utilised most effectively by those in the following roles:
Reception/Admin
Care Navigation
Social Prescribing Link Workers
Health & Wellbeing Coaches
Care Co-ordinators
HealthCare Support Workers & Health Care Assistants

It is aimed at benefitting those patients in Hammersmith & Fulham who are digitally excluded. **Bridging the gap for those 'seldom heard':**
- Older People
- People in Social Housing
- People in lower income groups
- People with disabilities
- Homeless people
- People who are unemployed
- People with fewer educational qualifications and opportunities
- People whose first language is not English

1.5 How do we use it?

Embedded Digital Champions are approachable individuals who can share enthusiasm and knowledge of digital with service users in an easy-to-understand way.

The Embedded Digital Champion Volunteers can help people use digital technologies to manage their health and wellbeing.

We will aim to 'Empower' patients to use Digital tools themselves by Increasing their confidence and motivation.

We will helps to Increase the overall digital skill pool in Hammersmith & Fulham.

Empower People
This is an opportunity is to help people without basic digital skills and engage them in understanding what is possible, breaking down barriers and help access more support where relevant.
We can add someone to the NHS app but if they aren't confident using a smartphone and don't really know what an app is, then it's not necessarily going to be helpful….

Support Staff
EDCs are Allies to staff and patients:
Take pressure off busy managers, reception, admin
Improved 'culture'- the patient understands the digital transformation of the NHS and why it's actually a benefit to them!

Deliver the best possible care
EDC Volunteers are committed individuals who can create change.
Sustainable support: Embedded champions can help patients apply their new skills and knowledge and overcome barriers in the long term.

2. What training is provided to the EDC

Access to the Digital Champions Network

Which offers a comprehensive framework to support staff in developing and delivering digital skills support to your patients.

This ready-made platform includes:

- **Bite-sized, flexible online learning**, accessible anytime for ongoing development.
- **Over 25 CPD-accredited e-learning courses**, supported by curated resources, session plans, and training tips.
- **A project management framework**, complete with toolkits, resources, and support to help launch and sustain your programme.
- **User-friendly tools** for tracking progress and measuring impact.
- **A vibrant community of practice**, offering forums and regular meet-ups to exchange ideas and enhance skills.
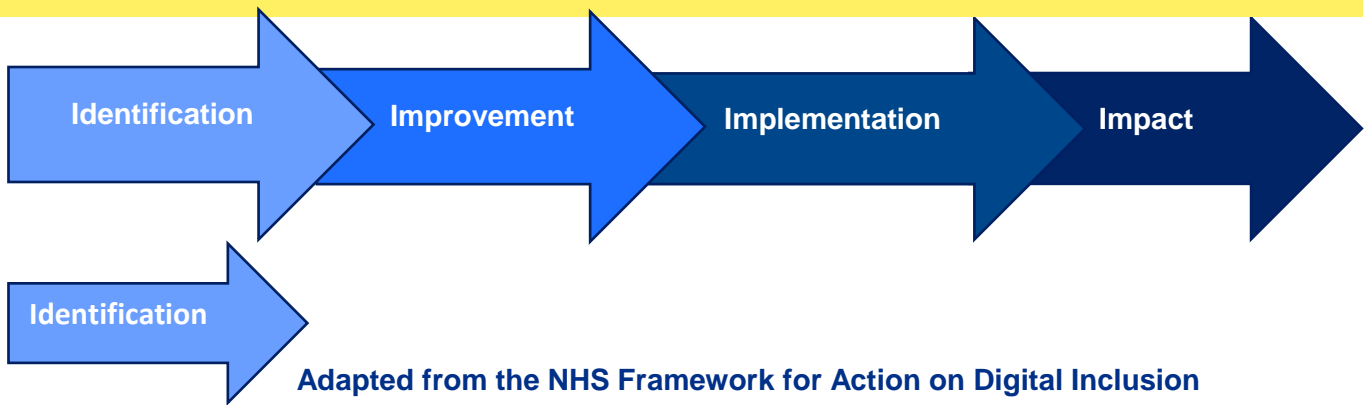
Continued learning and development
The Training Hub will continue to offer opportunities and training to bring the EDC Volunteers together to share learning, ask for help and advice from peers, provide a space for speakers and update on new services or anything which may be relevant in their role. The goal is to keep EDCs connected, supported and learning.

Knowing your Colleagues & what they do
At the back of this booklet in **Appendix B** please find a **List of Roles in Primary Care**, that explains all the different roles that may work in your practice or PCN. By having knowledge and understanding of all these roles you will be better able to navigate patients, queries and your own questions to the right person.

3. YOUR 4 STEPS TO BEING AN EMBEDDED DIGITAL CHAMPION VOLUNTEER

Identification → **Improvement** → **Implementation** → **Impact**

Identification

Adapted from the NHS Framework for Action on Digital Inclusion

Characteristic	Priority groups
Age	Older people, especially people over 75 years old (also children and young people, and people over 40 with few or no qualifications, who are not specified within the NHS framework for action on digital inclusion)
Ethnicity	People from Black and minoritised communities
Language	People who are less fluent/confident in using and understanding the English language
Socio-economic disadvantage	People who are unemployed, people on low incomes, people with lower levels of literacy, people with few or no qualifications, single parents, carers people living in areas of high deprivation
Health	People with long-term health conditions, people with mental health issues, people with physical and learning disabilities, care home residents
Social exclusion	Veterans, people experiencing addiction, people experiencing homelessness, people experiencing domestic abuse, refugees and people seeking asylum
Geography	People living in areas with inadequate broadband and mobile data coverage

Improvement

Access: the ability to go online and connect to the internet

Skills: improve the skills gap in using Digital

Motivation/Confidence: to use, understand or engage

Developing strong partnerships built on trust: is key to improving digital access in healthcare

If you have pre-existing, trusted relationships with learners, they'll find it easier to understand the benefits of digital for them, as well as their fears and any potential risks.

Mapping the patient and staff journey to identify the pain points and barriers can reveal when and why patients risk being excluded.

Improving a learner's understanding of digital technologies and their confidence and motivation to use them can enable increased use of digital both in terms of online but also healthcare treatment in wearable technology.

Implementation

Teach them use of the NHS Website, NHS APP & GP Online services, if you are permitted the time to do so – or guide them to websites that can show them eg. [NHS App walkthrough video](#), or groups and learning centres that will.

Communicate the benefits of using Digital Tools by presenting them with accessible websites; text & email correspondence.

Promote engagement with digital inclusion projects in your area and community – see resources in the appendices of this booklet.

Always provide choice when offering patients access routes – make it clear to them that they can continue to use telephone or visit the surgery as they may fear this option is being withdrawn.

Signpost them to databanks or access to devices.

Take the time to support patients who are learning how to use a healthcare digital tool, e.g. how to submit an online request for a repeat prescription.

Impact

Digital health is connected into health & wellbeing. If someone is coming to a GP surgery/Health care worker, they can be signposted to a centre/digital champion who will be able to sit down with them and say, "right, let's have a look at what you're interested in, let's see what's available for you".

- More digital data to determine priorities in health care requirements in the borough

- Community reach: increase in Digital Inclusion; a focus on measuring community outreach.

- Ability to measure outcomes

- Improved quality of provision

- Improved quality of wellbeing and healthcare and wider social outcomes

- Enhancing Online Consultation: the potential benefits of increased online consultation uptake, including reduced pressure on GP front desks, optimised GP time allocation, and improved healthcare delivery to those in greatest need

4. The NHS APP

The starting point is for you to get comfortable using the NHS App – so you'll understand the functionality better and be able to help patients.

The NHS App is available to download from the Apple & Android app stores.

It can also be used on an Internet Browser with an NHS account.

The features available will depend on your GP practice.

It is available to anyone age 13 years and over who is registered with an NHS GP.

It is owned and created by the NHS so you can be assured that it is safe and secure to use.

The key features of the NHS App that can improve health & wellbeing for patients are:

- Order repeat prescriptions
- Check their health records
- Make an appointment
- Send non-urgent & admin enquiries
- View their hospital referrals and appointments
- Manage health services for a child or someone else they care for

Advice, guidance, preventative and administrative services

Priorities for 2024/25

- Extend the availability of existing services
- Add new services, including digital preventative services.

Integrating 'Manage health services for someone else' service	Integrating Digital NHS Health Check service	Easier access to Register with a GP service
Vaccination and screening records	RSV vaccinations – appointments and records	Integrating more online consultation services

The NHS App messaging service provides a secure inbox that allows patients to receive messages from health and care services such as their GP surgery via the NHS App, instead of SMS (text message) or letter. This is safer and secure, can include more content; is more reliable and can be checked from any device when logging in.

Messaging

Priorities for 2024/25

- Rolling NHS App messaging out to more providers with more message types
- Giving users better tools to manage their messages and notifications

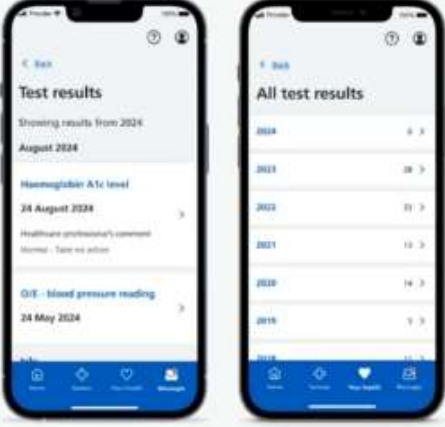|	
Unified message inbox with functionality to manage messages	Improving push notifications
Nudging users to increase read rate and reduce fallback	Enabling more services to send messages through the NHS App

Can you help a digitally excluded patient learn how to use the NHS App?

The Vision is that Patients are easily able to 'Access' and find all of their test results. This allows them to 'Understand' & 'Trust' what their results mean for them so they have more 'Control' of their own health.

All of these features help patient's health & wellbeing by:
- Putting them in control
- Reducing their waiting times
- See the status of their results/prescriptions/requests
- Available 24/7 so gives them greater flexibility to get information and make appointments and send requests at a time that suits them

Walk Through videos for you and your patients:
https://digital.nhs.uk/services/nhs-app/toolkit/walk-through-videos

5. Cyber Security – Key Tips for you & your patients:

in association with
National Cyber Security Centre

Patients should follow the advice of the NCSC on staying safe online, key points are explained below. If patients disclose any cyber-attacks to NHS staff, such as phishing or smishing attacks by individuals impersonating the NHS, they should be encouraged to report these scams to the NCSC.

Staff should also report any threats to the NHS Data Security Centre by emailing cybersecurity@nhs.net

If patients have lost money or have been hacked as a result of responding to a phishing message, they should report it to the police. Patients can visit www.actionfraud.police.uk or call 0300 123 2040.

Passwords:
For most people, commonly used and weak passwords are the greatest threat as they are most likely to fall victim to untargeted, brute force attacks. For the victim of abuse, personal passwords can be more of a problem, as the attacker is someone who will know them well enough to guess those passwords.
If you reuse passwords across accounts, once someone has access to one account they may be able to access many more. For most people, the most common threat is that one of their accounts is compromised in a data breach; for the victim of crime their abuser may have found out a password from one account and been able to use it elsewhere.

Ideally no two accounts should have the same password, but this can be hard to put into practice. The NCSC supports the use of password managers, saving to the browser, or writing down passwords and keeping them in a safe place, as these options make it easier to use unique passwords.
However all should be used with caution in a domestic abuse situation, as the abuser might be able to access the passwords. It may be better to commit a small number of strong passwords to memory for the most critical accounts.

Some accounts are more important than others, such as email, bank or phone-related ones (e.g. iCloud or Google) and should be prioritised with unique, strong passwords. One of the most important accounts is email, as it can be used to reset the password for almost all other accounts - if you select 'forgot password' on most sites and accounts, a reset link will be sent to the email account used to register the account. If an abuser has access to email, they will be able to reset and access almost all other accounts.

Passwords should not be:
Easy to guess because they are commonly used, e.g. passw0rd
Easy to guess by someone who knows you well, e.g. your pet's name
Easy to crack because they are technically weak, e.g. a single dictionary word
The NCSC guidance recommends using three random words to produce sufficiently strong passwords.
You can add a mix of upper case, lower case, numbers and special characters, especially if the site or app demands these things.

Do not share accounts
If you share an account, either because it's a joint account such as a 'couples' Facebook profile, or because you have given the login details to someone else, this can give free access to your photos, videos, emails, money, contacts, etc. An abuser will be able to able to delete, steal, share or manipulate all these things.
If login details have been shared willingly with an abuser it will make it much more difficult to prove a case against them.

Two step verification/two factor authentication
Two step verification (2SV) or two factor authentication (2FA) are ways to add extra protection to accounts. Both mean that something extra is needed, in addition to username and password, to get into an account. This is commonly an SMS sent to your phone (which means only the person holding the phone can access the account) but can be other methods.

2SV/2FA can:
- Alert you to attempts to access the account
- Prevent certain activities happening, e.g. payments being made.
- Help to build evidence against an abuser

Never share the codes sent as part of 2FA/2SV with anyone else as this will allow abusers access into your accounts.

Using email safely
When receiving emails, it is important to be vigilant and cautious in order to protect against potential scams or phishing attempts. One way to check the legitimacy of an email is to hover your mouse over any web addresses that the email is trying to get you to visit to make sure that they appear legitimate and never open any links from unknown senders.
A tactic used by spam emails is to request personal information, including bank account details or account passwords. It is important to remember that you will never be asked to provide your login details to anyone, so any email requesting such information should be viewed with suspicion.
Additionally, if an email seems too good to be true or uses any kind of urgency, such as asking you to 'log in now', this should raise suspicion of spam. Other red flags include incorrect grammar and spelling, and suspicious attachments, which should never be opened from unknown sources or even from known sources who don't usually send attachments.
It is important to check the sender address and ensure that it reflects the official agency or bank that the email claims to be from. If you are in any way suspicious of the request, you should contact the sender by phone or other established channels to confirm the legitimacy of the sender and the request. It is also important to be cautious if your email address is being used as the 'From' address or if the 'To' field shows many recipients, particularly if they are unconnected.
N.B. For NHS Staff: Always exercise extreme caution in replying all, or sending to multiple recipients, especially when the communication contains personal data, as this has resulted in many high profile data breaches.
Follow NHS Guidance for sending secure email (including to patients).

Backups and software updates
Keep your devices as up to date as possible.
If devices are fully up to date it will mean that known flaws are fixed, and cannot be exploited to harm you.
Older devices cannot always be kept fully up to date. They should be kept as up to date as possible. Other tips explained in these guides will help keep you safe, even if there are unfixed flaws in your device.
Backing up your photos, videos, files etc means that you will be able to get them back relatively easily if you lose access on your device, for instance if it is stolen. See App Protection & Settings for possible risks if you share a backup destination (e.g. iCloud) with an abuser.

Common cyber threats
Common cyber threats that may target NHS staff or patients include junk email or spam, which are irrelevant or unsolicited messages sent via email for the purposes of advertising, phishing, or spreading malware.
Another threat is malware, which refers to various forms of insecure, intrusive, or hostile computer software, such as viruses, worms, and trojan horses, which are often spread using email.
Phishing is where an attacker sends a fraudulent message to trick a person into revealing sensitive information or deploying malware on the victim's computer.
Smishing, is the act of using SMS text messaging to trick victims into a specific course of action, such as clicking on a malicious link or divulging information.
Spoofing, which is when emails come with a forged sender address.

6. Self-Learning

The idea of this is to help EDCs know about, and test resources available to help them in helping others through signposting. For example, completing a couple of key modules on **LearnMyWay**; reading about the **GoodThingsFoundation** and their reports and tips; seeing what other local support is on offer from the council or any charities and sharing with their peers.

EDCs may also want to increase their basic skills on areas they are less confident through free resources such as Barclays Digital Wings, as one example.

For those seeking additional Digital skills, The NWL Learning Hub can provide technical support ([NHS North West London: Log in to the site (nwllearning.nhs.uk)](nwllearning.nhs.uk)

7. On Completion

Final sign off once the provided training courses have been attended, will be recorded by the H&F Training Hub, and a Hammersmith & Fulham certificate awarded for completion of the voluntary training. These certificates will be standard across Hammersmith & Fulham, and will provide staff with recognition of the good work that they have done and the knowledge and skills acquired.

Congratulations!
You have successfully completed the Embedded Digital Champions Volunteer Training

We wish you every success in the important role you currently play in general practice and any career progression you may wish to undertake.

If you would like to work towards the next competency level, you can by contacting the training hub team.

Good luck!

Appendices

Appendix A
Resources, National & Online Pg.1

Resources, Local to Hammersmith & Fulham Pg.2

Data Banks in Hammersmith & Fulham Pg.3

Appendix B
A guide to Primary Care Roles you are working with & can connect to Pg.4

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Good Things Foundation
Good Things Foundation is the UK's leading digital inclusion charity & the key driver behind digital inclusion for health & wellbeing.

Good Things Foundation is the charity behind the:
- **National Databank**
- **National Device Bank**
- **National Digital Inclusion Network** **('online centres')**
- **For more information, email hello@goodthingsfoundation.org**

The following PDF document is their most recent report (July 2024) on Digital Inclusion for health & the role of Primary Care Networks and is a very interesting and eye opening read:
file:///C:/Users/Gpuser/Downloads/GoodThings_PartnershipWorkingToPromoteDigitalInclusionForHealth_2024.pdf

Learn My Way
This website has free learning for you to gain digital skills to stay safe and connected.
https://www.learnmyway.com/ This is an ideal learning resource for people who need to learn and practice their digital skills.

This is a page captured from their website that shows links to all the learning modules available. They are short and easy self-learning modules aimed at all individuals of any level, but particularly those who are complete beginners.

Using your device	>	Starting to use the internet	>
Using email	>	Safety and security online	>
Staying in touch	>	Spending money online	>
Online entertainment	>	Working with office programs	>
Employment and work	>	Managing your health online	>
Managing your money online	>		

Making devices more accessible for those with disabilities – A website
The guides offer step by step instructions on how to adapt your phone, computer or tablet to meet your needs. You can search for a specific need or filter the guides based on your symptoms e.g. Hand tremor; or your condition e.g. Dyslexia.
https://mcmw.abilitynet.org.uk/

Age UK
https://www.ageuk.org.uk/hammersmithandfulham/our-services/digital-skills/
Along with 1-2-1 appointments, they also host fun events like Techy Tea Parties with games and tea and cake at the centre.
Some of our regular activities can be accessed online and at the centre inviting those who are housebound to stay connected.
They can support older people who don't know how to Zoom, taking them step by step so that they can join in.
Their Digital Champions are able to provide 1-2-1 digital support in person and over the phone.
They can also help older people find a suitable internet provider
To book, email digital@ageukhf.org.uk
Tel **020 7386 9085**

H&F Adult Learning & Skills Service
Hammersmith & Fulham adult learning and skills | London Borough of Hammersmith & Fulham
Face to face services & IT help sessions
These sessions need to be booked in advance and can provide basic one-to-one IT help.

Macbeth Centre
145 King Street
Hammersmith
W6 9JJ
Tel **020 8753 3600**
Or
Uxbridge Road Centre
239a Uxbridge Road
Shepherds Bush
W12 9DL
Tel **020 3146 9126**

Free digital skills training at the Library:

Askew Road library (30-minute sessions),
Monday and Wednesday 2:30pm and 3pm.
Please book at the customer service desk or call **020 8753 3863**.

Hammersmith library (60-minute sessions)
Wednesday 11am-12 noon and 2pm-3pm,
Thursday 2pm-3pm and 3pm-4pm.
Please book at the customer service desk or call **020 8753 3820**.

Shepherds Bush Library (30-minute sessions)
Wednesday 2pm-3pm.
Book at the customer service desk or call **020 8753 3842**.

Data Banks in Hammersmith & Fulham

Click on the map
This will take you to the **Digital Inclusion Hubs in the LBHF**

These include local places for people to get help with Digital or to get 'Mobile Data'

Like a foodbank but for mobile data, the National Databank provides free mobile SIM cards for people who can't access the internet.
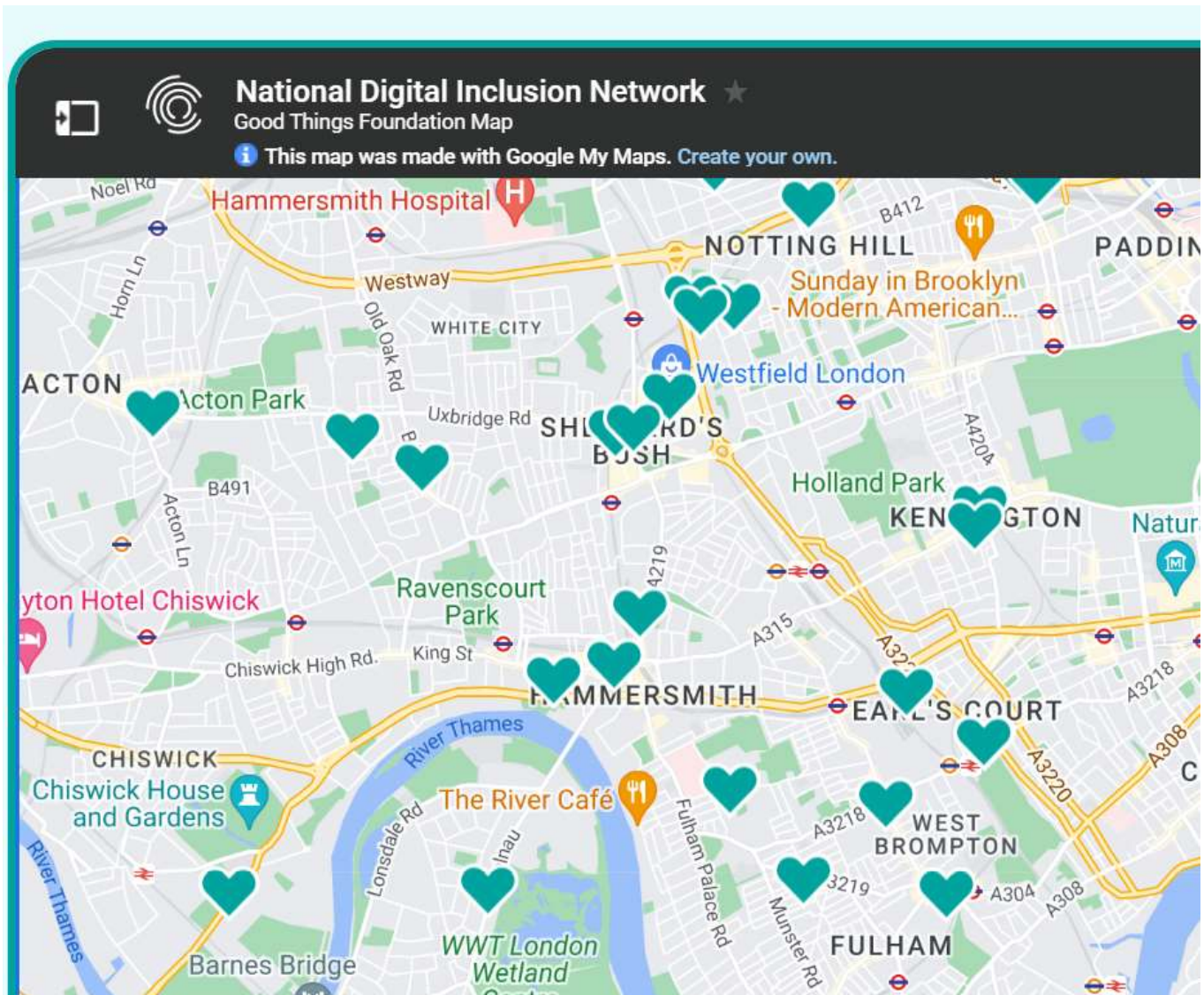
A Guide to Primary Care Roles you are working with and can connect to

More healthcare professionals are being recruited to work alongside GPs in general practice. Depending on the patient's needs, they may be seen by a member of the wider practice team. Having access to a range of professionals means you receive the most appropriate care as quickly as possible.

Non Clinical Roles

Reception Team
Staff in the practice reception team are specially trained to know about the services available to patients at their GP practice but also in their area or PCN.
You should listen and talk to the patient in confidence about their health problem, to understand their needs so you can book them an appointment with the right healthcare professional or service.
By being aware of all of the roles within general practice you will be able to
- Identify services you can access with a GP referral
- make appointments for new kinds of care or services that general practice provides

Practice Manager
Practice managers are vital to the successful running of GP surgeries. They manage the business and operational aspects of the surgery, making sure that patients are at the centre:
- business planning
- handling financial systems for the practice, including payroll
- selecting, training and supervising non-clinical staff
- developing and supervising appointment systems that work well for patients and clinicians
- ensuring accurate records are kept, and liaising with local health organisations such as Integrated Care Boards (ICBs), Primary Care Networks (PCNs)
- developing strategies for the practice on issues such as computer systems and security, expanding or changing services, and long-term services

PCN Manager
Your PCN has a manager who supports the Clinical Director, Director and PCN. Their role is to support the PCN with a wide range of business activities. For example, providing data to NHS England, supporting projects and helping all the GP surgery teams in their PCN work together and be involved in the role of the PCN. They help their PCN to work more closely with other providers for better patient care as well as identify ways to reduce health inequalities so everybody has the same access to health services in Hammersmith & Fulham.

Social prescribing link workers
SPLWs help people to focus on their social, emotional, and physical wellbeing, working alongside their medical team. They give people time to focus on what matters to them, helping to connect them with local groups **community activities** and services for a range of practical and emotional support. This could include physical activities and social groups, volunteering and gardening, or even debt and housing advice. They can assist patients by:
- supporting you to manage your health and wellbeing
- giving you time to focus on what matters to you
- helping you to access support services and activities
- developing a plan with you

Care Co-ordinators
Care co-ordinators help to co-ordinate and navigate care across the health system, helping people make the right connections, with the right teams at the right time. Care co-ordinators are effective in bringing together multidisciplinary teams to support people's complex health and care needs.
They can be an effective intervention in supporting people to stay well particularly those with long term conditions and people living with or at risk of frailty. They can assist patients by:
- Care Coordinators act as a central point of contact to ensure support is available to help people manage their care
- preparing you for upcoming conversations about your health and care
- monitoring your health and care needs and responding to any changes
- supporting you to understand and manage your care.

Health and wellbeing Coaches
H&WB coaches support people to increase their ability to self-manage motivation levels and commitment to change their lifestyle. They are experts in behaviour change and focus on improving health related outcomes.
They can be an effective intervention for people experiencing a range of long-term conditions, including respiratory, cardiovascular (including type 2 diabetes and hypertension), and stress/low mood. They can also support people with weight management, diet and increasing activity levels.
Health and Wellbeing Coaches support people to take steps to improve their physical and mental health conditions, based on what matters to them. They help people develop their knowledge, skills, and confidence in managing their health, to prevent long-term illness, and any existing conditions from getting worse. They can assist patients by:
- providing coaching support to help you manage your condition
- working with you to identify your health and wellbeing goals
- signposting you to helpful resources and peer support groups

Clinical Roles

General practitioners
GPs treat all common medical conditions and refer patients to hospitals and other medical services for urgent and specialist treatment diagnosing and treating health conditions, prescribing medication where appropriate. They can assist patients by:
- Taking medical histories from patients
- Performing physical examinations
- Diagnosing illnesses
- ordering tests and interpreting results
- referring you to hospital and other medical services for urgent and specialist treatment

Physician associates
Physician Associates support GPs in the diagnoses & management of patients, and treat a wide range of health conditions, including those with long-term conditions. They can assist patients by:
- Taking medical histories from patients
- Performing physical examinations
- Diagnosing illnesses
- Seeing patients with long-term chronic conditions
- Performing diagnostic and therapeutic procedures
- Analysing test results
- Developing management plans

Advanced Practitioners
APs or ANPs come from a range of professional backgrounds such as nursing, pharmacy, physiotherapy and paramedics. They are highly trained and have the knowledge and skills to manage all aspects of patient care. They can assist patients by:
- diagnosing and treating certain health conditions
- ordering tests and interpreting results
- prescribing medication

Nurses
Nurses undertake a wide range of activities in general practice. They assess, screen and treat people of all ages including those with long-term conditions such as asthma, heart disease and diabetes who may need regular health checks. They also provide services such as immunisations and fit notes. They can be involved in a wide range of patient care appointments including:
- Obtaining blood samples.
- Electrocardiograms (ECGs).
- Minor and complex wound management including leg ulcers
- Travel health advice and vaccinations
- Child immunisations and advice
- supporting patients with long-term conditions such as asthma and diabetes
- providing sexual health advice, testing and treating for STIs

- Family planning & women's health including cervical smears
- Screening and helping patients to manage long term conditions
- General practice nurses may also have direct supervision of Nursing Associates & healthcare assistants at the practice.

Nursing Associates

NA is a new role within the nursing team. It is also a stepping stone to becoming a registered nurse. They perform routine health checks and their duties are likely to include undertaking clinical task:

- blood tests for Adults
- ECGs
- Wound Care
- Supporting individuals and their families and carers when faced with unwelcome news and life-changing diagnoses
- Performing and recording clinical observations such as blood pressure, temperature, respirations and pulse
- Discussing and sharing information with registered nurses on a patients' condition, behaviour, activity and responses

Pharmacists

Clinical Pharmacists are experts in medicines and can help people stay as well as possible. They can support those with long-term conditions like asthma, diabetes and high blood pressure, or anyone taking multiple medicines, to make sure their medication is working. Many Clinical Pharmacists can also prescribe medicines. They can assist patients by:

- reviewing their medicines
- agreeing and making changes to your prescriptions
- advising about medicines and possible side effects.

Pharmacy Technicians play an important role within general practice by supporting the work of Clinical Pharmacists. They can update medication records and offer people advice on how to get the most out of their medicines. They can assist patients by:

- showing you how to use your medicines
- supporting Clinical Pharmacists to review your existing medications
- advising you on your lifestyle choices

HCAs/HCSWs

Healthcare assistants/ Health Care Support Workers, make sure the patient experience is as comfortable and stress-free as possible. They have a lot of contact with patients.
Healthcare Assistants work under the guidance of a nurse or another healthcare professional. They help with routine health checks including blood pressure monitoring or taking blood samples, and can give certain vaccinations. They also provide patients with general health and wellbeing advice
In a GP surgery, they may;

- Sterilise equipment
- Do health checks
- Restock consulting rooms
- Process lab samples
- Take blood samples
- Do health promotion or health education work
- Blood tests and Immunisations
- providing healthy living advice, such as stopping smoking and weight loss
- wound care - tending to dressings and stitch removal

General Practice Assistants (GPAs)

GPAs provide a support role, carrying out administrative tasks, combined in some areas with basic clinical duties. Some of their day-to-day responsibilities include:
Sorting all clinical post and prioritising for the GP in terms of actions
Signposting some post to others practice staff such as clinical pharmacist

- Extracting all information from clinical letters that needs coding and adding to notes
- Arranging appointments, referrals, tests and follow up appointments of patients
- Preparing patients prior to going in to see the GP, taking a brief history and basic readings in readiness for the GP appointment
- Dipping urine, taking blood pressure, ECGs & phlebotomy
- Completing basic (non-opinion) forms and core elements of some forms for the GP to approve and sign such as insurance forms, mortgage, benefits agency forms etc.

Mental Health Therapists and Practitioners
Mental health professionals in general practice use a range of methods to help people with mental health conditions. These range from talking therapies for common conditions such as stress, anxiety and depression and support for people with more complex needs such as bipolar, psychosis and eating disorders. They can assist patients by:
- carrying out assessments
- providing advice and support to manage your condition
- supporting you to access appropriate mental health services and community resources.

Occupational Therapists
OTs support people of all ages with problems resulting from physical, mental, social, or development difficulties. They help people find ways to continue with everyday activities that are important to them. This could involve learning new ways to do things or making changes to their environment to make things easier. They can assist patients by:
- providing rehabilitation for you to stay well at home
- empowering you to make improvements in your day-to-day life
- supporting you to take control of your health and wellbeing

Dietitians
Dietitians are healthcare professionals that diagnose and treat diet and nutritional problems. Dietitians support patients of all ages with changes to their food intake to support long-term conditions such as diabetes, food allergies, coeliac disease, and metabolic diseases. They also offer practical guidance to enable people to make appropriate lifestyle and food choices. They can assist patients by:
- diagnosing and treating nutritional conditions in infants, children and adults
- helping you to make changes to prevent and support ong-term conditions
- supporting you to maintain a healthy weight.

Physiotherapists
Physiotherapists in general practice are experts in musculoskeletal conditions. They are able to assess, diagnose and treat a range of complex muscle and joint conditions, reducing the likelihood of needing a referral to a hospital team. They can also arrange access to further treatment, investigations and specialists when needed. Their role is vital in treating a variety of conditions such as:
- Neurological (stroke, multiple sclerosis, Parkinson's)
- Neuromusculoskeletal (back pain, whiplash associated disorder, sports injuries, arthritis)
- Cardiovascular (chronic heart disease, rehabilitation after heart attack).
- diagnosing and treating muscular and joint conditions
- advising on how to manage your condition
- referring you on to specialist services

Paramedics
Paramedics work in a variety of roles within general practice. Their training means that they are used to working with people with a range of health conditions from minor injuries to more serious conditions such as asthma attacks and heart attacks. They help manage routine or urgent appointments & carry out home visits.
- assessing and treating certain health conditions
- ordering tests and interpreting results

H&F Training Hub Contacts

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