

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 generalist 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.