

Heath Hayes Health Centre/ Chase Medical Practice

The Surgery Extended Primary Care Team

- **Care Signposters – our Reception staff**
- **Orthopaedic Assessment - Physiotherapist**
- **Pharmacist embedded in General Practice**
- **Wellbeing Support Workers**
- **Doctors**
- **Nurses**
- **Health Care Assistant**

Care Signposting – What does it mean for our patients?

“It is a person-centred approach that uses signposting and information to help our patients move through the health and social care system as smoothly and as quickly as possible in order to ensure that their unmet needs are met”

Our Receptionist Signposters have a crucial role to play in this as they are the frontline staff who will be navigating you to the most appropriate Practice team member, be it a Doctor, a Nurse, the Pharmacist, the Physiotherapist or the Wellbeing Support Worker.

Therefore, to help them to arrange for you to be seen by the most appropriate member of our Team, when you call the Surgery for an appointment you will be asked for a brief description of your problem.

The doctors at the Surgery do not wish you to be offended or upset by this as the Receptionists are trying to do their best to help you.