

## **“Additional Roles” – what are they, who do we have, and what do they do?**

The “Additional Roles Reimbursement Scheme” (ARRS) was introduced as part of the new GP Primary Care Network contract in 2019. The aim was to support the recruitment of new (non-doctor or nursing) staff into General Practice. There are specific roles that can be recruited to practices, with agreed levels of funding agreed for each.

This was ostensibly to help with GP Access, with the ambition being that these ARRS staff would free up GP time to see patients. In reality it doesn't appear to have made a huge impact on GP activity, but arguably does help a number of unmet needs in our community.

So, which of these roles does Church Lane Surgery have?

### **First Contact Physiotherapists (FCPs)**

FCPs are experts in the assessment and management of musculoskeletal conditions – so problems with bones and joints. Problems they will see might include things like sprains, sports injuries, back pain, arthritis. If you call with one of these problems – particularly if you've not had it before - the receptionist may well offer you an appointment with the FCP rather than a GP.

The FCP can usually make a diagnosis and advise on how to manage the condition. If further tests or referrals are needed they are able to make these directly too. Our FCPs work in conjunction with Harrogate Hospital, which means they are able to work closely with hospital services if needed, and have the same level of training (sometimes more) than those that you would see at the hospital.

### **Pharmacists**

We have a number of pharmacists working for the surgery now. Pharmacists are able to carry out a number of roles in the surgery relating to your medication. These range from updating your repeat prescription to match changes from the hospital, to contacting you to carry out full reviews of your medication, and auditing medication for patient safety.

Increasingly our pharmacists are also helping with the management of conditions like raised blood pressure and asthma. They are also kept extremely busy acting on any recommendations around drug changes and monitoring that are introduced nationally!

### **Pharmacy Technician**

Pharmacy technicians work alongside doctors and pharmacists. Whilst they are not able to prescribe or make clinical decisions, they are able to support in implementing recommended changes. Pharmacy technicians are also able to offer advice on effective medicine use (like how to use an inhaler), implement protocols from the pharmacy team, or lead audits to review medication and prescribing.

### **Social Prescriber**

1 in 5 GP appointments relate to wider social needs rather than a health issue. As such the Social Prescriber is someone whose job is to help with these concerns. You may be referred to them by the nurse or GP, or you can ask to have an appointment with them directly. They can help with non-medical issues such as debt, homelessness or isolation – directing you to the right services to support you.

Our social prescriber is jointly employed with North Yorkshire County Council, and as such has a wide understanding of the options that are available for those who need them.

### **Paramedic**

Paramedics are able to assess any patient with a new onset illness or injury and act appropriately. They are able to see patients in the practice and at home. Our paramedic works closely alongside the Duty GP that day to help triage and treat any patients calling for urgent same day assessment.

### **Health & Wellbeing Coach**

Health and Wellbeing coaches support patients to develop the knowledge and skills they require to manage their own health goals. They can help patients identify their own health concerns, and steps to address them – these might include looking at weight loss, exercise or diet.

Our health and wellbeing coach accepts direct referrals, as well as actively working with the practice to identify patients who might benefit from their input.