

## Overview of Personalised Care Team roles

<b>Social Prescriber</b>	<b>Care Coordinator</b>	<b>Health and Wellbeing Coach</b>	<b>Mental Health GP Plus</b>
<ul style="list-style-type: none"> <li>➤ Address the wider issues that affect people's health and wellbeing</li> <li>➤ Take a person centred approach to identify what matters to the person</li> <li>➤ Connect people to:               <ul style="list-style-type: none"> <li>• Practical, social, emotional support in community</li> <li>• Activities that promote wellbeing</li> <li>• Positive people, positive places, positive things</li> </ul> </li> <li>➤ Identify and nurture community assets by working with partners such as VCSE, local authority, health</li> <li>➤ Tend to work with people with complex social needs, mental health needs, multiple LTC</li> </ul>	<ul style="list-style-type: none"> <li>➤ Proactively identify and work with people to provide a coordination and navigation of care and support across health and care services</li> <li>➤ Manage a caseload of patients, acting as central point of contact</li> <li>➤ Bring together all the information about a person's identified care and support needs and explore options to meet these within a single personalised care plan</li> <li>➤ Review patient's needs and help them access the services and support they require to understand and manage their own health and wellbeing, referring to social prescribing, health and wellbeing coaches and other professional where appropriate</li> <li>➤ Support people in preparing for, or follow up, conversations with primary care professionals (to enable them to be actively involved in managing their care/be supported to make choices that are right for them)</li> </ul>	<ul style="list-style-type: none"> <li>➤ Focus on people with long term conditions or poor health or with risk factors developing an LTC</li> <li>➤ Work with people in a coaching relationship and using structured framework over a number of sessions to help them to work through a health related problem</li> <li>➤ Help people to find their own solutions and to build their knowledge, skills and confidence in living with their condition and dealing with challenges and ups and downs</li> <li>➤ Work with people one to one or small groups</li> </ul>	<ul style="list-style-type: none"> <li>➤ provide PCN constituent GP surgeries with specialist mental health advice on patient care, in particular, for those patients who would be referred as routine referrals to HPFT</li> <li>➤ Placing specialist mental health staff in GP practices to promote early assessment, treatment and/or onward referral and be recovery focused, is in the best interest of the patient and primary care services</li> <li>➤ works in a multidisciplinary manner with other PCN-based clinical staff, including PCN clinical pharmacists and social prescribing link workers, to help address the potential range of biopsychosocial needs of patients with mental health problem</li> <li>➤ Psycho-education and brief interventions to support mental health &amp; wellbeing</li> </ul>