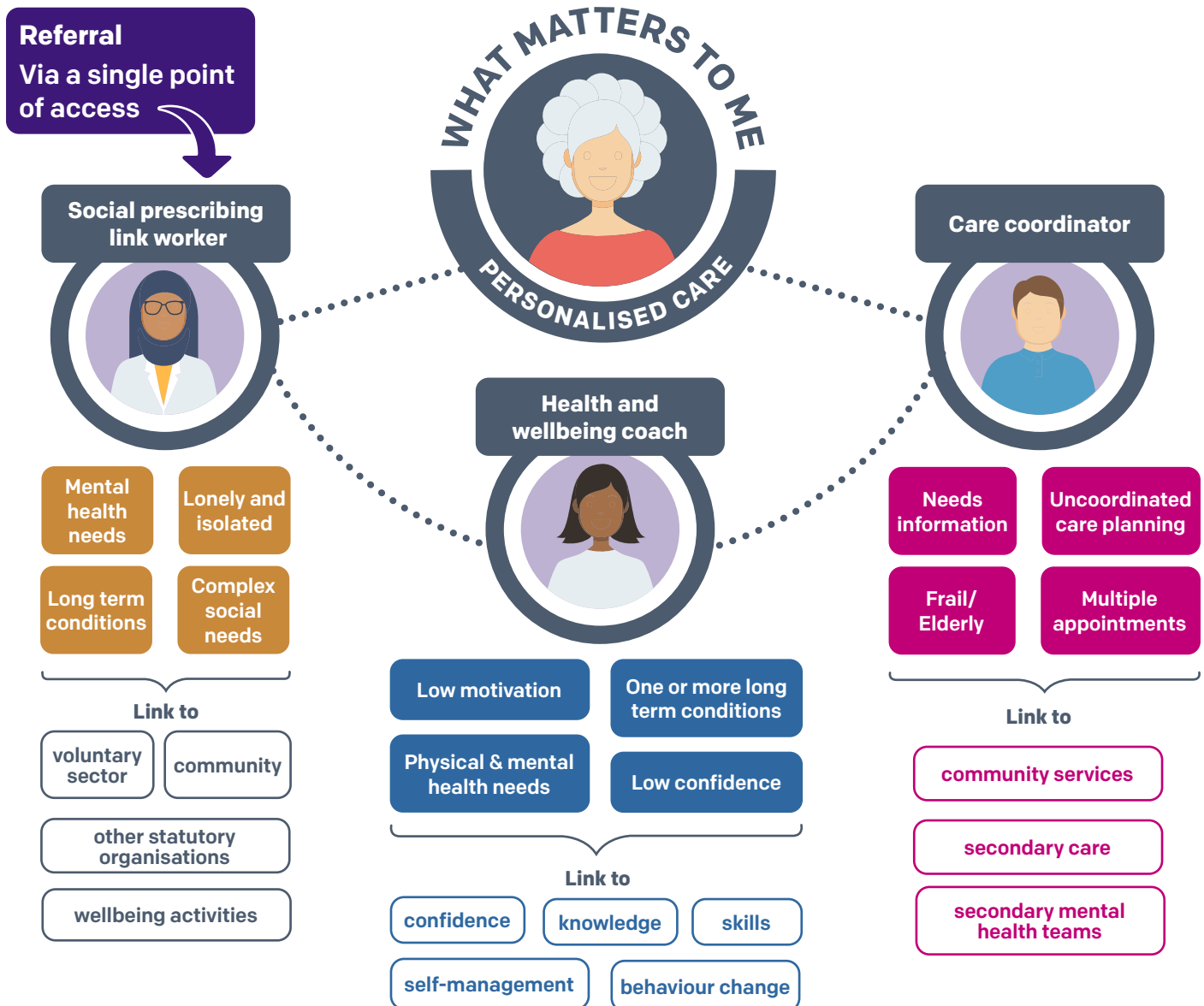


THE PERSONALISED CARE ROLES IN PRIMARY CARE



Ways of working

- Proactive outreach to cohorts and patients who may benefit from personalised care interventions
- Work as part of the multi-disciplinary team to ensure patients receive the right support from the right professional
- Receive referrals from multiple agencies
- Give people time over several sessions to offer a person-centred conversation based around asking “what matters to you?”
- Work with other personalised care roles and the wider MDT to ensure people are supported by the right service at the right time.

EACH ROLE HAS A UNIQUE CONTRIBUTION TO MAKE:

Social Prescribing Link Workers	Health & Wellbeing Coaches	Care Coordinators
<p>Address wider issues that affect people's health & wellbeing.</p> <p>Use personalised care and support planning and health coaching approaches, usually over several sessions to identify what matters to the person and connect them with;</p> <ul style="list-style-type: none">■ practical, social and emotional support within their community and■ activities that promote wellbeing e.g. arts, sports, natural environment. <p>Identify and nurture community assets by working with partners such as VCSE, local authorities and health.</p> <p>Tend to work with people experiencing loneliness, complex social needs, mental health needs or multiple LTCs.</p>	<p>Proactive identification and caseload management of people with LTCs.</p> <p>Guide and support people with LTCs to reach self-identified health and wellbeing goals.</p> <p>Use specialist coaching and behaviour change techniques, usually over a number of sessions.</p> <p>Tend to work with people with physical and mental health conditions, and with one or more LTCs such as type 2 diabetes, COPD, are at risk of developing a LTC.</p>	<p>Proactively identify patients who need support to:</p> <ul style="list-style-type: none">■ prepare for follow-up clinical conversations with primary care professional■ be actively involved in managing their care and to make choices that are right for them■ develop personalised care & support plans■ understand and manage their condition, ensuring changing needs are addressed. <p>Provide coordination and access to other appropriate services and support</p> <p>Tend to work with people with multiple appointments, frail/elderly and people with LTCs.</p>