

# Care Co-ordinator

LD:NorthEast's

Healthy Tomorrows Service

# North West PCN

Additional Role

The Care Co-ordinator is the first port of call for patients and practices. They identify patients who would benefit from additional support, and help to co-ordinate their journey through primary care



## In detail

The Care Co-ordinator will pro-actively support patients to make and attend annual health checks, medication reviews and other related appointments.

They will work with practices to co-ordinate a patient's journey through primary care, ensuring they have access to the right information and assisting them to access additional services when required.

## Who is it for?

The Care Co-ordinator is there to support any adult registered with a practice who has a learning disability, particularly patients who are harder to reach and engage with.

## What support do they offer?

- Identifying patients who may benefit from additional support to attend an annual healthcheck, medication review, etc.
- Building relationships with patients, identifying barriers or concerns and offering additional support.
- Co-ordinating any additional appointments, providing accessible information and assisting with referrals to additional services like health coaching, podiatry, physiotherapy, etc.

## How to Contact

Your Care Co-ordinator will aim to visit each practice in the PCN once per week, on an agreed day and time



You can still contact your Care Co-ordinator outside of this time either by phone, email or via a task on EMIS / SystemOne



You can refer a patient to your Care Co-ordinator for additional support and you can also arrange for them to attend an appointment with a patient

**Your Care Co-ordinator is:**



## Service Enquiries

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