

CARE COORDINATORS



Chester East
PRIMARY CARE NETWORK

Boughton Health Centre - Mel Rivington
Park Medical Centre - Vacancy
Heath Lane Medical Centre - Claire Jones
Upton Village Surgery - Dawn Tunstall

Bringing together all of a person's identified care and support needs and what matters to them, addressing these in a single care and support plan

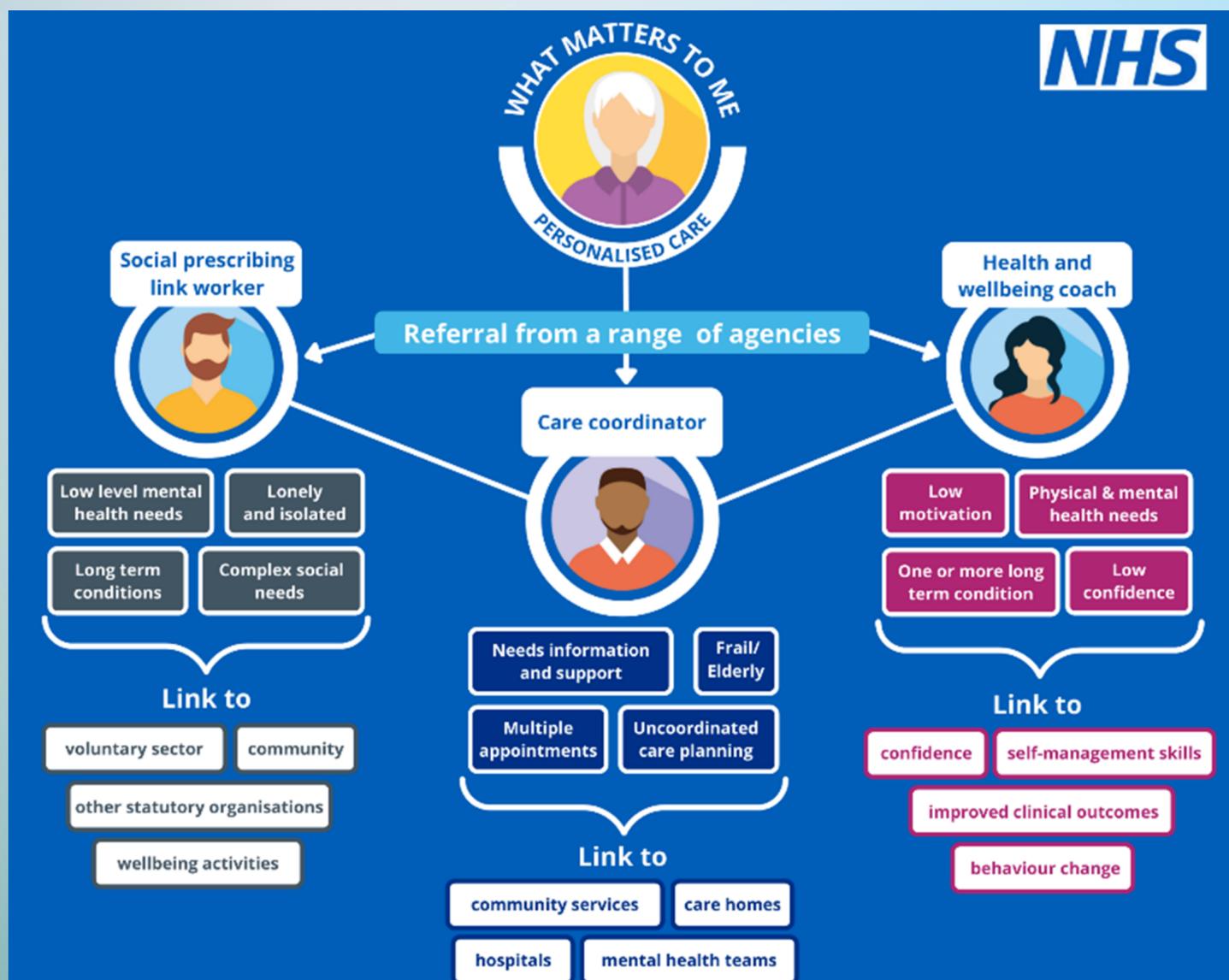


WHAT WE CAN DO

- Alleviate workloads for practices
- Build trusting relationships and listen closely to what matters to patients, to develop a personalised care & support plan.
- Help patients manage their needs, answering their queries and supporting them to make/prepare for appointments.
- Supporting patients, helping them to connect to the services and support they require within the practice or elsewhere.
- Provide coordination and navigation for individuals and their carers across health and care services, working closely with social prescribers, wellbeing coordinators and other primary care roles.
- Ensure that people have high quality health information to help them make choices about their care

WHO CAN BE REFERRED TO US

- Patients struggling with appointments
- Patients who need support communicating with different services and organisations
- Carers /family members (with consent and registered at the same practice) to signpost to support services
- Patients with health anxiety
- Patients feeling isolated or lonely (unless already referred to Social Prescriber)



If you feel like you need to be referred to our Care Coordinator, please speak to one of the Admin team to discuss your needs.