

Primary Care Roles

There are a range of Primary Care professions across Norfolk and Waveney to support you. We will ensure that you are directed to the most appropriate health and care professional, who might not be a GP or doctor, but is best able to support your medical, health and care needs.



Pharmacy Technicians

Pharmacy Technicians are professional, skilled, knowledgeable and essential members of the pharmacy team who dispense and supply your medicines, and make sure they are right for you.

Pharmacy Technicians are healthcare professionals who are registered with the UK pharmacy regulator, the General Pharmaceutical Council (GPhC) for their licence to practice.

Care Navigators

Most GP reception staff are trained care navigators to help ensure patients receive the right care from the most appropriate person in a safe and effective way.

They will generally be the first contact you speak to and will arrange for you to see the best person for help. They help free up appointments with GPs, nurses and other health and care professionals by getting you to see the right people, first time.



Primary Care Roles

We are here to help you



Care Coordinators

The Care Coordinator role may be the first point of contact for patients and are primarily responsible for arranging and supervising individual patient care.

Your care coordinator will review your health and care needs and ensure that you are accessing the right care and support. They will coordinate your support across health and social care services and develop a personalised care plan which brings all your care and support needs together into one plan.

Physician Associate

When you contact primary care, we may arrange for you to see a Physician Associate. An appointment with the Physician Associate might be face-to-face, by video or by phone.

A Physician Associate is here to help you stay on top of any health concerns. They are highly skilled at diagnosing conditions and can perform physical examinations if needed. They can also arrange tests and analyse results quickly, explaining everything in detail before arranging follow-up appointments or treatments.



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First Contact Practitioner (FCP)

First Contact Practitioners (FCP) are physiotherapists placed directly into GP practices to treat patients who come into the clinic with injuries or disorders of the muscles, nerves, joints and can include sprains, strains, and back pain.

Patients can bypass a GP appointment and go straight to get help with a specialist physiotherapist. This makes wait and recovery times shorter, frees up GP appointments, and reduces the need for medication.

Social Prescriber

A social prescriber will help with any social need that's affecting your wellbeing. They are there to listen to what matters to you and help find the support you need.

They'll connect you to local services, groups and activities, putting you back in control of your health and happiness. Appointments can be made in discussion with your social prescriber.



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Trainee Nursing Associate

Trainee Nursing Associates have a wide range of flexible skills to support patients in many ways including ECGs, taking blood pressure, and supporting patients and their loved ones with life-changing diagnosis or end-of-life care.

They work with nurses and other healthcare workers providing vital person-to-person support and ensuring their colleagues know of their patients' individual needs.

Advanced Nurse Practitioners

Advanced Nurse Practitioners are Registered Nurses who have completed additional training and academic qualifications to be able to examine, assess, make a diagnosis, treat, prescribe and make referrals for patients.

They are qualified to be able to make a number of decisions about diagnosis and treatment of patients.

