

Bursledon - Lowford Centre Service Mapping Key

The table below details the staff roles and a brief description of the care they deliver and the referral pathways.

Service key	Description	Referral Pathway
Clinical Pharmacist	Offering complex medication reviews for patients on multiple medicines and/or residing in a care home, helping to manage long term conditions such as hypertension. The pharmacist contributes to patient safety and support with prescribing tasks.	GP will usually refer patient for a medicines review.
Pharmacy Technician	Supporting the clinical pharmacist and working with medicines management team by undertaking medication audits to deliver against local objectives in terms of efficiencies, best practice, improving repeat medication work flow and medicines optimisation.	Working in practices in support of effective prescribing by GPs, nurses, clinical pharmacists etc.
Care Navigators	Work with GP, Community Nurses and Adult Services, families and carers in support of the elderly and most vulnerable patients to live independently at home and to avoid unplanned hospital admission.	Referrals come from a variety of sources: Practice, community nursing teams, adult social care
Social Prescribing Link Workers	Taking referrals from Eastleigh Southern Parishes (ESP) practices and from a wide range of other agencies to support the health and wellbeing of patients. Assessing how far a patient's health and wellbeing needs can be met by services and other opportunities available in the community, co-producing a simple personalised care and support plan to address the patient's health and wellbeing needs by introducing or reconnecting people to community groups, including weight management and signposting where appropriate.	Referral via patients own practice and a wide variety of other sources.
Health and Wellbeing Coaches	Working closely in partnership with the Social Prescribing Link Worker(s) or social prescribing service provider to identify and work alongside people who may need additional support, but are not yet ready to benefit fully from social prescribing. Providing personalised support to individuals, their families, and carers to support them to be active participants in their own healthcare; empowering them to manage their own health and wellbeing and live independently through:	Referral via patients own practice.

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Service key	Description	Referral Pathway
Phlebotomy Clinic	Blood Tests in the community removing the need to visit hospital	Appointments booked via patients own surgery
i-Talk Service	Service for people suffering from depression and anxiety. The i-Talk service offers a triage and assessment service include access to psychological therapies	Referral via patients own practice.
Mental Health Practitioner	Mental Health service providing a combined consultation, advice, triage and liaison function, supported by the local community Adult Mental Health Services provider	Referral via patients own practice.
Extended Access Primary Care Service	Extended access to GP appointments and Nurse Prescribers Service – out of hours i.e., Mon: Fri 6.30pm - 9.30pm Sat: 8.00am - 10.30pm Sun & BHs 8.00am - 6.00pm	Appointments booked via patients own practice.
Nurse Led appointments	Daily Nurse led clinics for dressings, injections, vaccinations etc.	Appointments booked via patients own practice.
MSK/ Physiotherapy	Access to appointments with a physiotherapy service able to assess, treat and manage musculoskeletal (MSK) issues often without a need to see a GP first	Referral via patients own practice.
Youth Counselling Service	Assessment/counselling service for patients aged 11 to 19 on a range of issues including Low self-esteem, Depression, Anger, Drugs and/or alcohol problems Bereavement, Anxiety, Stress, Confusion, Family conflicts, Relationship issues Loneliness, Bullying, Eating problems, Abuse	Referral via patients own practice.,
LARC service	Access to the provision of long-acting reversible contraception delivered bi-monthly	Booked via patients own practice.

