

A1: HEALTHCARE SERVICES

| Conditions | Symptoms | Needs | Professionals |
|-------------------------------------|---|---|--|
| Arthritis | A condition affecting the joints, causing inflammation, pain and difficulty with movement. | <ul style="list-style-type: none"> • Medication to reduce swelling and pain • Physiotherapy to increase mobility • Lifestyle changes, such as improved diet and increased exercise to help joint function • Surgery to replace joints like knees and hips • Regular medical examinations to monitor effectiveness of treatment • X-rays, MRI scans or CT scans to check progression of condition • Mobility aids to help support movement • Adaptations to home to help with mobility | <ul style="list-style-type: none"> • GP • Pharmacist • Rheumatologist • Physiotherapist • Dietitian • Radiologist • Surgeon • Occupational therapist |
| Coronary heart disease (CHD) | A condition where the arteries are blocked by fatty deposits, leading to difficulties with the flow of blood, causing pain in the chest and upper body and shortness of breath. | <ul style="list-style-type: none"> • Medication to lower cholesterol and blood pressure, to stop clots from forming and to increase blood flow to the heart • Low fat and low salt diet to reduce cholesterol • Increased exercise to improve heart function • Support to stop smoking to reduce damage to the heart • Meditation and relaxation to reduce stress • ECG monitoring to check heart function • Surgery to widen blocked arteries or heart bypass • Surgery to implant pacemaker | <ul style="list-style-type: none"> • GP • Pharmacist • Dietitian • Practice nurse • Counsellor • Cardiologist • Surgeon |
| Dementia | A condition affecting the brain, causing impairments to cognitive skills including memory and thinking and leading to behavioural difficulties. | <ul style="list-style-type: none"> • Medication to improve symptoms such as memory loss and confusion • Lifestyle changes such as to diet and exercise to improve quality of life • Personal care • Safeguarding • Emotional support • Stimulating activities to improve cognitive skills, such as reminiscence • Regular medical examinations to monitor progression of condition | <ul style="list-style-type: none"> • GP • Pharmacist • Homecare worker • Care assistant • Specialist dementia nurse • Geriatrician • Psychiatrist/neurologist/ psychologist |
| Diabetes (type 2) | A condition where not enough insulin is produced or where the body cannot use the insulin that is produced, causing difficulties regulating glucose levels. This can lead to tiredness, weight loss, excess thirst and extreme tiredness. | <ul style="list-style-type: none"> • Changes to diet, exercise and weight management to help manage blood sugar levels • Medication to help control blood sugar levels • Self-monitoring of blood glucose levels at home • Regular medical examinations to monitor progression of condition • Blood tests to monitor glucose levels and inform treatment plan | <ul style="list-style-type: none"> • GP • Pharmacist • Practice nurse • Specialist diabetes nurse • Dietitian • Endocrinologist |
| Obesity | A condition where a person is significantly overweight with a body mass index (BMI) above 30 kg/m ² , causing risk of developing serious conditions such as heart and liver disease and diabetes. | <ul style="list-style-type: none"> • Lifestyle changes to lose weight including diet and exercise and reduction of alcohol intake • Medication to reduce appetite, increase metabolism, or block the absorption of fat • Weight loss surgery to reduce food intake or to re-route food to block the absorption of calories • Regular blood tests may also be recommended to monitor cholesterol and blood sugar levels • Weight loss monitoring to inform treatment plan | <ul style="list-style-type: none"> • GP • Pharmacist • Dietitian • Practice nurse • Psychologist/therapist/counsellor • Personal trainer |

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| Coronary heart disease (CHD) | | | |
| Dementia | | | |
| Diabetes (type 2) | | | |
| Obesity | | | |

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| Asthma | A condition affecting the lungs, causing the airways to narrow and leading to difficulties in breathing and wheezing. | <ul style="list-style-type: none"> • Inhalers to prevent asthma attacks and give relief from the symptoms of an attack • Medication to reduce inflammation in the airways and improve lung function • Peak flow monitoring to track lung function • Regular medical examinations to monitor and adjust treatment plan | <ul style="list-style-type: none"> • GP • Pharmacist • Practice nurse • Asthma clinic team • Emergency responders • Paramedics • A&E doctors and nurses |
| Chronic obstructive pulmonary disease (COPD) | A condition affecting the lungs where the airways become narrow. Symptoms include shortness of breath, coughing, wheezing and chest tightness, which can worsen over time and significantly impact daily activities. | <ul style="list-style-type: none"> • Medication to relax the muscles around the airways, making it easier to breathe • Oxygen to help with breathing • Lifestyle changes to diet and to stop smoking • Physiotherapy to improve lung function and reduce symptoms • Regular monitoring of lung function to adjust medication • Chest X-rays and CT scans to monitor changes in lungs • Emergency plans in place | <ul style="list-style-type: none"> • GP • Pharmacist • District nurse • Radiologist • Cardiologist • Emergency responders • Paramedics • A&E doctors and nurses |
| Sensory impairment | A condition in which one or more of the senses (sight, hearing, taste, smell, touch) is affected, resulting in conditions including vision and hearing impairment. | <ul style="list-style-type: none"> • Aids such as corrective lenses, glasses or contact lenses (vision), hearing aids (hearing) • Assistive devices such as magnifiers or screen readers can also be used to aid reading and other visual tasks. Hearing loops can be used where available • Surgery such as cochlear implants • Regular medical assessments to ensure that any changes or developments in the condition are detected and managed appropriately • Communication strategies such as sign language, lip reading or speech therapy | <ul style="list-style-type: none"> • Optician • Ophthalmologist • Audiologist • Sign language interpreters • Speech therapist • Occupational therapist |
| Physical impairment | A condition in which a person's physical abilities are limited, making it difficult to perform certain tasks or activities. This can include conditions such as paralysis, amputation, mobility issues, deterioration of muscles and flexibility due to pain or the ageing process. | <ul style="list-style-type: none"> • Physical examinations to identify the extent of the impairment • Medication for pain and inflammation • Surgery • Rehabilitation after injury or surgery • Physiotherapy • Assistive devices including prosthetics and mobility aids • Lifestyle changes including changes to diet and exercise plans | <ul style="list-style-type: none"> • Pharmacist • Physiotherapist • Orthopaedic surgeon • Occupational therapist • Homecare worker • Dietitian |
| Learning disability | A condition that affects a person's ability to learn and process information. People with learning disabilities may have difficulty with reading, writing, maths, personal or social skills. | <ul style="list-style-type: none"> • Assessment to determine the type of disability and the individual's needs • Individualised Education Plan (IEP) outlining any adjustment needs for educational settings • Therapies, such as speech therapy, occupational therapy and psychological therapies • Acquisition of life skills and independent living skills • Support for and protection of rights and choices • Advocacy to assist with expressing needs and wishes | <ul style="list-style-type: none"> • Psychologist • Learning disability nurse • Speech and language therapist • Occupational therapist • Support worker • Teaching assistant |

Health services can provide assessment, diagnosis, advice, treatment, practical help and psychological support

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| Physical impairment | | | |
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Primary care

This is the first point of contact that an individual has with health services. Individuals would usually decide to use a primary care service themselves, by self-referral, because they have symptoms indicating that they have a health problem.

Secondary care

This is more specialist treatment or care usually given in a hospital or a dedicated clinic. Service users are commonly referred to secondary care services by a primary care professional like a GP via professional referral.

Tertiary care

This is specialised health care which is accessed by referral from a primary or secondary health professional. Tertiary care facilities will have staff and facilities for advanced medical investigation and treatment.

Allied health professionals

Professionals who work in a range of specialisms, who support individuals who have physical and mental health problems. They are involved in treating, rehabilitating and improving the lives of patients.

Allied health professionals include physiotherapists, speech and language therapists, occupational therapists, dietitians, art therapists, drama therapists, osteopaths, paramedics, prosthetists, radiographers, podiatrists, operating theatre practitioners and orthoptists.

Jan is 20 years old and has recently had problems catching her breath. She is experiencing a tight chest and wheezing.

Apply it:

How can primary care services meet the specific health needs of Jan who has asthma?

Jan can self-refer by booking an appointment with her GP. The first step is for the **GP** to formally diagnose Jan and assess the severity of her asthma. This may involve conducting lung function tests like peak flow, reviewing her medical history and asking about her symptoms.

Once Jan's asthma has been diagnosed, primary health services can provide her with the appropriate medications to manage her symptoms. This may include inhalers to open her airways and reduce inflammation.

Once the doctor has prescribed the medication, she would be able to go to a local pharmacy or chemist where the pharmacist would dispense the medication. The **pharmacist** could also answer any general queries Jan has about the medication, such as how often she should take it, potential side effects and how the asthma medication may interact with any other medications Jan takes.

Jan will need educating about asthma management, including how to use her inhaler correctly, recognising triggers that can cause an asthma attack, and understanding the signs and symptoms of worsening asthma. This can be provided at the regular asthma clinics held at her GP's surgery by the **practice nurse**.

If Jan experiences a severe asthma attack or other complications, she may need emergency treatment. This can be provided by **emergency responders, paramedics** and the **A&E department**, and will usually involve the use of nebulisers to stabilise her condition.

Apply it:

How can secondary care services meet the specific health needs of Jan who has asthma?

If Jan's asthma is not well-controlled with primary care, she may need to be referred to a specialist clinic at the local hospital. Specialists at an **allergy clinic** can investigate what may be triggering the asthma attacks. They will question Jan about her medical history and any family history of allergies. They will also carry out skin and blood tests to try and identify a potential trigger for Jan's asthma attacks.

Another service that can be provided at Jan's local hospital is **the asthma clinic**. At the clinic, additional tests can be undertaken, such as detailed lung function tests, measurement of inflammation in the lungs, blood tests, sputum analysis and CT scans which are not available at a GP's surgery. At the clinic, specialists provide expert advice on managing her condition.

Specialist asthma nurses can help Jan develop an asthma action plan; a personalised plan that outlines steps to take when her asthma symptoms worsen. The plan includes a list of medications to take, signs to look out for, and when to seek medical attention.

If Jan's asthma symptoms are not well-controlled with her current medications, the specialist clinic can look at some non-standard treatments and can adjust her medication to find a more effective treatment plan.

Apply it:

How can primary and secondary services work together to meet Jan's needs?

Primary and secondary healthcare providers will share information with each other about Jan's condition, treatment plan, and any changes to her medications or symptoms. This can help ensure that everyone involved in her care is on the same page and working towards the same goals.

When the GP refers Jan to secondary services, they will write a letter with key information that the secondary service needs to know about Jan's condition and the reasons for the referral. Any results of tests carried out at the asthma or allergy clinics, would be sent to the GP, so that the GP is aware of their findings and can advise Jan accordingly. Primary and secondary healthcare providers can coordinate their care efforts to ensure that Jan receives the best possible care.

This can include discussing any changes in Jan's condition or treatment plan.

Both primary and secondary healthcare providers can educate Jan about her asthma and how to manage it effectively. This can help ensure that Jan understands her condition and feels empowered to take an active role in her own care.

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Briefly describe each level of care

| | | | |
|---------------------|-----------------------|----------------------|------------------------------------|
| Primary care | Secondary care | Tertiary care | Allied health professionals |
|---------------------|-----------------------|----------------------|------------------------------------|

Examples of allied health professionals

Jan is 20 years old and has recently had problems catching her breath. She is experiencing a tight chest and wheezing.

| | | |
|--|--|--|
| <p>Apply it: Write three paragraphs on: How can <i>primary care services</i> meet the specific health needs of Jan who has asthma?</p> | <p>Apply it: Write three paragraphs on: How can <i>secondary care services</i> meet the specific health needs of Jan who has asthma?</p> | <p>Apply it: Write three paragraphs on: How can <i>primary and secondary services work together</i> to meet Jan's needs?</p> |
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