Experiences of workplaces patient journey– primary care

**Here is an example of a patient journey to bring job roles to life in Primary Care.**

Rashad is 16 years old and has asthma. Recently Rashad’s asthma has deteriorated. Rashad is currently taking his GCSEs and has been suffering from anxiety and stress.

This has caused absence from school and Rashad has been unable to meet his friends to play cricket and football outside of school.

Each job holder explains what their job role is in assessing, treating or caring for Rashad, e.g.:

**Receptionist** – making an appointment, booking in

**General Practitioner** – Assessment, refer, prescribe

**Practice Nurse** – Asthma clinic, using their inhaler, follow-up, gives advice on getting a flu vaccine

**Healthcare Assistant** – phlebotomy (blood tests)

**Physiotherapist** – provide exercises/breathing techniques.

**Mental Health Practitioner** – provide support and techniques to manage anxiety and stressful situations.

**Pharmacist** – provide medication/inhalers and advice on how the inhaler works with any other medications.