

Primary Care is often considered as the 'front door' of the healthcare service, providing patients with healthcare advice, treatment and management within their community.

Primary Care includes:

- Community Pharmacy
- Dentists
- Optometrists
- GP Receptionists
- GP Nurses
- GPs
- Physiotherapists
- Mental Health Liaison Officers
- Urgent Primary Care Centres

Each member of the Primary Care team has skills and expertise in different areas, enabling you to get the right support, from the right healthcare professional, first time.

To find your local NHS Primary Care services, visit cavuhb.nhs.wales/primary-care-services or scan the QR code below.



By seeing the right person, at the right place, first time, you will get the most appropriate treatment for your healthcare needs.

If you're unsure which member of the Primary Care team is the best person to see for your needs, please visit cavuhb.nhs.wales/primary-care-services. You can also find your local NHS Primary Care services with our handy search tools.

#WeArePrimaryCare



NHS 111 Wales

If you're unsure of your symptoms and what support you need, you can visit **NHS 111 Wales online** or call **111 free** from a mobile or telephone.



Your Primary Care team

Your community healthcare team, often known as your Primary Care team, are your first port of call for healthcare needs in your community.





Community Pharmacy



Your community pharmacy does so much more than dispense medications. They can also provide advice on minor illnesses and medications.

Some community pharmacists are able to provide free NHS treatment for common illnesses and prescribe medications.



Dentist



A dentist can help if you have a toothache, sore or bleeding gums, troublesome wisdom tooth, tooth sensitivity or other types of facial pain.



Optometrist



Also known as your high-street opticians, an optometrist can provide advice and support for eye health needs, such as problems with your vision, eye pain or injury.



Your GP Practice



When you contact your GP practice, you speak to a receptionist first. They are trained to ask confidential questions to assess your needs and ensure you access the right healthcare professional, first time.

Within your GP practice is a team of healthcare professionals who specialise in different areas to provide you with the best advice and treatment.

Practice Nurse



You would visit your General Practice Nurse for wound care, contraception advice and reviews,

immunisations, blood monitoring and chronic illness reviews, such as asthma and diabetes.

Physiotherapist



A physiotherapist can offer advice and treatment if you have joint or muscle pain.

Mental Health Liaison Officer



Mental health liaison officers work within GP surgeries to support patients with their mental health needs.

Urgent Primary Care Centre



You may be referred to an Urgent Primary Care Centre by a GP receptionist.

These centres introduce additional capacity to support GP practices to ensure you can access urgent care when you need it.

GP



Your GP can provide advice and treatment for a range of conditions.

This will usually be patients who are the most vulnerable, complex and very unwell.