



CHRISTINE ROUSSEAU

CARE CO-ORDINATOR

ABOUT ME

Hello, I'm Chrissy, a full-time mental health care coordinator for Healthier South Wirral PCN, and I've been a part of the team since October 2023. I've worked in the NHS for the last 10 years, in both administrative and clinical assistance roles, and as an alternative therapist prior to that.

My role involves receiving mainly mental health referrals from GP's, nurses, surgery staff and other ARRS colleagues, then making contact with the patient to find out what kind of support they're looking for, before booking them with the right practitioner for them.

● CONTACT ME

Please ask reception to send me a message about any of our additional roles that you would like to be referred into.



THINGS I CAN SUPPORT WITH:

- Being the first point of contact after a patient has been referred to a ARRS role (Mental Health Co-ordinators, Mental Health Leads, Health Coaches and Wellbeing Practitioners)
- organising and managing bookings for ARRS roles.
- Taking detailed information from the patient to ensure the correct referral has been made.
- Completing the patient template on EMIS to ensure all information is captured so the ARRS roles know how to best support the patient.
- Identifying additional needs of the patient to make sure they are getting the best support suited to them and booking them in with other ARRS roles if necessary.
- Contacting patients and taking bookings for the Ear Syringe programme.
- The role is expanding and more will be added to the job description in the future,

REFERRALS

Mon- PCN Office
Tue- PCN Office
Wed- PCN Office
Thur- PCN Office
Fri- PCN Office