

## TABLE TOP COMMENTS

**Topic 1:** *Care Navigation plus ORCHA and Evergreen* **Q1.** *What are your thoughts on this?* **Q2.** *How will this benefit patients in your practice?* **Q3.** *How can/ will you promote this?* **a).** *In your practice* **i.** *In your PPG – practice events, notice boards* **ii.** *Working with other practice volunteers* **b).** *In your local community, family and friends*

### **Benefits and Fears**

- Patient's confidence in advice given by receptionists
- Some receptionists better than others
- Raise awareness of the benefits and effectiveness of the approach
- Better access to services when needed
- Choice – Could patients suggest local service?
- Fear of security and data protection
- What's in it for us – needs, reasons, benefits.
- Choice for patients
- Choice – Could patients suggest local service?
- Six services to navigate to – pharmacy, sexual health, Drugs and Alcohol, My Wellbeing College, Community Connectors, Midwives, Maternity
- Wondered why physios not on the list of services
- Will patients feel they are being 'short changed' when they ring surgery for an appointment.
- Does not affect online booking system
- Intrusive – choice – sensitive questions at reception
- Confidentiality in a queue
- Time wasting, getting appointment – affect the queue

### **Communication & Training For Staff and Patients**

- E- Consult
- E-Learning – Face to face? - for reception staff
- How are patients being notified of Care Navigation? Comms. Plan?
- Target frequent visitors
- Message on prescriptions, texts, posters etc
- GP Message seems to be important
- Identify groups which may have difficulty accessing information
- More patient involvement
- Can apps on ORCHA be used on PC's / tablets as well as phones/ instruction in Health Centre
- PPG'S can help encourage patients to use Evergreen and spread the word on Care Navigation with awareness events

- Promote to people who are already comfortable with tech – don't push on those who don't want to.
- Ask for informal practice feedback
- Must be patient feedback
- Does not affect online booking system
- Saving time by using on-line service to book appointments and order repeat prescriptions
- Staff better informed to share info with patients
- Self – referral to by-pass GP's - v. positive
- Wider Publicity – Supermarkets; community events; Ward Officers; public transport; taxis; self - care events