

Care Navigation

*The right care from the right
person, first time*



What is Care Navigation?

- The right care from the right person, first time.
- A GP may not be the best person to see. You could be seen and treated more quickly by another practitioner/service.
- Many services no longer need a GP to refer you.
- The team will never offer clinical advice and it is completely your choice if you would like to share details with them when you call. Anything you do share will be kept strictly confidential, but it could mean you get the treatment you need more quickly, from the right person.
- Care Navigation is being rolled out in practices nationwide by NHS England. It is supported by the GPs in your practice, as well as NHS Bradford District and Craven CCGs.



What does care navigation offer?

Available now:

Internal navigation	External navigation
BP monitoring	Drugs and alcohol service
GP based pharmacist	Chiropodist
Signposting to health care assistant	Social prescribing
Minor illness clinic	Community pharmacy
Nurse	Dentist (urgent 111)
Nurse practitioner	Sexual health services
Nurse triage	Midwives
GP extended hours service	My Wellbeing College (low level mental health)

Possible future external navigation:

Citizens advice, carers resource, school nurse/health visitors, social services, opticians, bereavement services, smoking cessation.



Preparation for Launch

- Workshops on the care navigation model (Providers, practices and patient reps)
- Patient engagement via patient networks, peoples board, engaging people and also various CCG media releases (Press, radio, social media, websites, posters/leaflets)
- 552 Receptionists and administrators across Bradford and AWC received accredited training and the training continues to be available for practices.
- GP Practices received promotional materials in order to prepare for the launch including a toolkit and guide on usage of the SystemOne (IT) template.



Following the Launch

- Care navigation launched on the **3rd Dec 2018**
- From launch to the end of January **21,865** signposting events were recorded. (data caveat – standardised usage)
- Some patients accepted the offer, some declined and some were ineligible for navigation.
- The highest number of navigations are to:
 - Nurse/triage
 - Nurse practitioner
 - GP based pharmacist
 - GP extended hours
 - Community pharmacy
- Positive feedback received from engaging people and practices



Next Steps

- Continuous patient engagement.
- Super user groups - to establish a mechanism for highlighting issues, problem solving and sharing good practice (practice staff and patients).
- Monitor the usage of care navigation and refine data collection.
- Work with other providers to establish new navigation options.
- Embed within GP practice culture.



Table Top Discussions

1. How Care Navigation is working in your surgery?
2. What questions would you like to ask the panel?

Any other feedback?

