

Patient asks for a **GP** appointment

The care navigator opens the template

The care navigator asks the patient for their details and the reason for their request

The patient refuses to give information

The patient gives information

The care navigator ticks the **>rejected box<** on the template

The care navigator checks the internal/ external **>criteria for signposts<**

The patient is offered an appointment



Solid blue boxes show actions care navigators should take

Patient needs do not meet any of the signposting criteria

Patient needs meet the signposting criteria

The care navigator ticks the **>ineligible (needs a GP appointment)<** box in the template

The patient declines the signpost and chooses to see a GP

The patient accepts the signpost

The patient is offered an appointment as normal

The care navigator ticks the **>declined box<** in the template and ticks where the patient could have been signposted to

The care navigator ticks the **>accepted box<** in the template, ticks where the patient is signposted to, books an alternative appointment or provides relevant information to the patient. Patient consent to be recorded if required.

The patient is offered an appointment as normal

Care Navigation

Care Navigation Patient Journey

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