

What is Care Navigation?

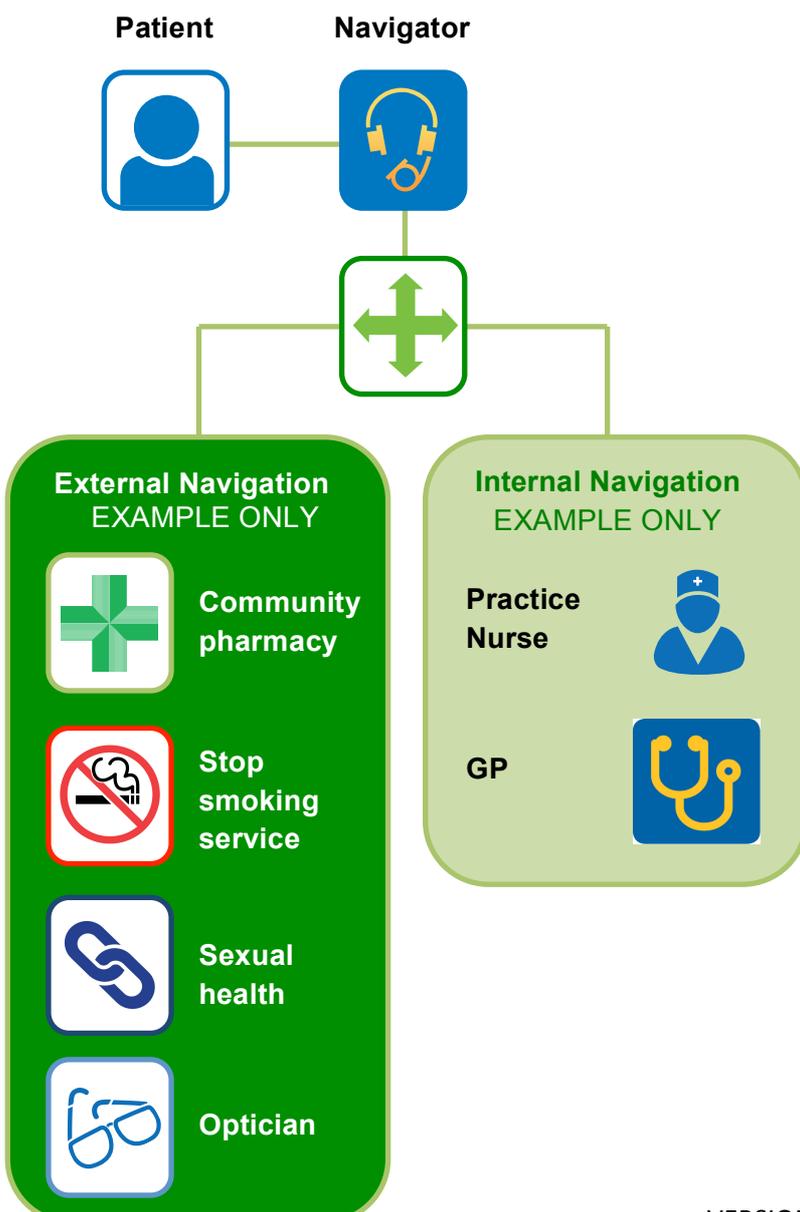
Care Navigation offers individuals choice by **providing information** to help them move through health and social care services and **access the support** that is right for them. This will help patients to **see the right person**, to provide the **right care**, in the **right place**, at the right time as efficiently as possible.

This connects with work that is already happening to bring together a range of local services in a co-ordinated way known as 'Teams Around Patients'.



Why use Care Navigation?

- To improve access to health and social care
- To release doctors time to care for patients with long term conditions or complex needs
- To improve the service provided by frontline staff in health services
- To comply with national plans from the *General Practice Forward View* published in 2016



How does it work?

- If you contact your practice you will speak to a receptionist
- These receptionists will have been specifically trained to provide Care Navigation locally
- The receptionists will ask for a **brief outline of why you're contacting** them and will be able to offer potential choices regarding appropriate services
- **But it's your choice, you can still request to see your GP if you wish**
- You may be provided with a choice in relation to an appropriate member of staff you can see within the practice
- The choice may also involve an alternative service which can meet your needs, for example; community pharmacy, stopping smoking or sexual health
- Where appropriate, you may be directed to Local Community Groups
- Where appropriate the receptionist may be able to book an appointment for you directly
- This is not clinical advice or triage
- You do not have to accept the choice provided by the receptionist