



“Please don’t be offended if you are asked what the problem is when you ring for an appointment.

“This is called Care Navigation and it’s about helping you get the service you need.”

The receptionist/care navigator might suggest you see an alternative professional or service:

Pharmacy

Physiotherapy

Adult Social Care

Lifestyle

Health & Wellbeing

Please turn over for more information

**Giving care in the right
place, first time**

ABOUT CARE NAVIGATION

Over the coming months you will notice our reception team/care navigators begin to ask for a brief outline of your problem when you ring to book an appointment.

This is because we are introducing something new called "Care Navigation". It means we are training our staff to help patients by identifying the most appropriate person for their care.

Our reception team/care navigators will never offer clinical advice or triage; this new way of working is about offering you the choice to see the most appropriate professional in the practice team or elsewhere. It will often be quicker and means you may not need to see a GP at all.

By working this way, it helps to free up time for our GPs to care for patients with complex or serious health conditions that can only be managed by a GP. More importantly though, it means people are seen first by the clinician best able to manage their clinical problem.

The choice is always yours though and you will never be refused a GP appointment but we hope next time you contact your GP and speak to our reception team/care navigator you will see the value of seeing another health professional if they are able to help.

If you would like someone to explain this to you in person, a member of our practice team would be happy to help.