**CARE NAVIGATORS**

The reception staff have been provided with full training to ensure they can direct patients to the most appropriate person. This includes training to spot certain red flag symptoms that need immediate attention. Now trained Care Navigators they are able to work at a level to support patients from first contact.

We now have more advanced health care professionals working in and with the surgery, as well as other agencies providing services that would have previously been provided in the surgery. This means the most appropriate service for your condition could be a clinical pharmacist, physiotherapist, Practice Nurse, Advanced Nurse Practitioner, local pharmacist referral service or a GP. The Care Navigators will signpost you to the service appropriate to your problem.

In order to support you correctly, the care navigators must ask for an idea of the problem, they do not need a lot of detail just a brief description. All staff are bound by patient confidentiality as part of their employment; therefore your information and discussions with the staff will be dealt in a professional and confidential manner.

Providing this information will ensure that if another member of the team can help you with your problem, such as prescriptions, referrals, sickness certificate etc, you can be dealt with more efficiently . These matters do not necessarily need a clinician to process them initially and the practice team can generally sort these problems out for you. This then saves an appointment for someone who needs medical attention.

Essentially, it also means that the clinician has an idea of the problem prior to you being consulted and gives them an opportunity to review the relevant areas of your previous medical records. In addition to this it allows us to ensure that you have continuity of care, so that you are seen where possible with the clinician that consulted you last time, or your usual GP.