



Guiding you to find the right care

Healthcare Navigation

You may have noticed that we now ask for a brief outline of your problem when you call to make an appointment at the practice. This isn't because our practice staff are nosy but it's a new approach that we call healthcare navigation.

Through specialist training, our team can now offer more choice on who to see in the practice and help you get to the right health professional fast.

Our Healthcare Navigators never offer clinical advice or triage; this is about offering you the choice to see other specialists in our practice team if they have the expertise to deal with your problem; often quicker and without the need to see the GP each time.

For example, we often get calls that can be dealt with by the practice nursing team, the practice pharmacist or even the secretaries.

By working this way, it helps us to free up time for GPs to care for our patients with complex or serious health conditions. More importantly though, it means you are seen by a member of the practice team that is best placed to deal with your problem each time you visit us. The choice is up to you.

Patient Frequently Asked Questions

Why does the Healthcare Navigator ask me what's wrong?

It is not a case of the Healthcare Navigators being nosy!

The Healthcare Navigator staff are members of the practice team and it has been agreed they should ask patients 'why they need to be seen'. The team are trained to ask certain questions in order to ensure that you receive:

- The most appropriate care
- From the most appropriate person
- At the most appropriate time.

Healthcare Navigators are asked by the Doctors at the practice to collect brief information from patients

- To ensure that all patients receive the appropriate level of care
- To direct patients to see the most appropriate person to meet their needs.

Why does the Healthcare Navigator need to know why I want an appointment?

This is because they have a number of alternative types of appointments available to them, and they need to offer you the most appropriate appointment to deal with your problem. The most appropriate appointment may be with the GP for example, or perhaps with another member of the practice team.

Sometimes a longer appointment is needed for certain lengthy procedures, and also some clinics are only held on certain days due to practice staff availability.



Why are we asked to make an appointment to see a doctor for certain repeat medications?

Regular and careful monitoring of all prescribed medicines is essential, for example, antidepressants, blood pressure medications, hormone replacement therapy and oral contraception.

Healthcare Navigation staff, like all members of the team is bound by confidentiality rules;

- Any information given by you is treated in the strictest confidence

The practice takes any breach of confidentiality very seriously and will deal with it accordingly

- **However if you feel an issue is very private and do not wish to say what this is then we will respect your decision.**