

Care Navigation Training & Consultancy

Delivering results nationwide



Our online learning centre:

Over 7,000 learners from around 1,100 GP practices across England & Wales have successfully completed the course.

Delivered across 45 CCG areas

(September 2018)

South Tees

12,127 signposts and estimated 1,270 GP hours saved in four months

Bassetlaw

Estimated 324 GP hours saved in three months

North Staffordshire

11,261 signposts and estimated 1,843 GP hours saved in six months

Hereford

11,001 signposts in Hereford within four months

For more details:

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Workshop and Training Experiences

Workshop 1



What do participants think to Workshop 1 - Introduction to Care Navigation and Designing a Local Model [CCG & Practices]



100% of participants overwhelmingly have an understanding of 'care navigation' by the end of the session.

98% of participants reflect an understanding of 'how staff would navigate' a patient.

Some of the things people tell us they learn from this workshop:

An increased knowledge/understanding of care navigation and the services that can be utilised and patients be advised to go to.

Care navigation is a great concept to help release GP time, but for total buy-in, the vision needs everyone in the practice to be involved.

Training and skills of care navigators are crucial for its success.

Only a few have concerns regarding time needed to carry out care navigation on the telephone.

Themes & questions we often get asked about in this workshop:

- Practical issues such as numbers of licencing and ongoing training for new starters.
- How to maintain patient confidentiality in an open plan reception area.
- Some of the barriers to implementation that might arise.
- How to overcome any barriers to implementation.

Quotes from participants after this workshop:

"I often feel these things are a waste of time, however this will really work. However, we must ensure we put in the leg work as it will only be as good as the time we put into it. David was very good. Roll on the 8th March."

"I would be more than happy to get on board with this and be a practice champion for this service!

"Very informative and I am delighted to be part of a service re-design making it more practical in GP practice."

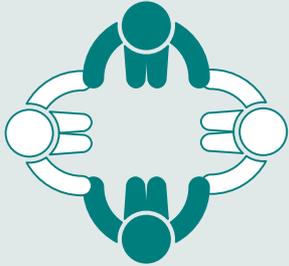
We are now using the minor eye conditions service in practice and have used this today! We redirected a patient and saved an urgent appointment."

Workshop and Training Experiences

Practice Visit [CCG & Practice staff]



What do participants think to the Practice Visit?



89%
of participants said the practice visit answered the questions they had.

90%
of participants felt the practice staff they were observing were knowledgeable.

Quotes from participants after the visit:

"Personally, I think Care Navigation should be used everywhere to help empower patients to make choices about their own care. The course itself was clear and informative, with all questions being answered by all staff members. One of the admin team said it had brought all the staff together. She said it gave her job satisfaction and would not like to go back to the old way of doing things, and that patients were happier since the Care Navigation options started."

"Staff were all lovely and really helpful. Might have been nice to sit with one and listen to calls and how they navigated."

"This is an excellent opportunity for practices to share best practice and to open the door for networking and collaborative work."

"This visit has helped us to visualise how our own practice can put Care Navigation into operation without putting in major changes for the patients. We can now see that this could be a seamless transition to this new procedure."

Workshop and Training Experiences

Workshop 2



What do participants think to Workshop 2 - Task & Finish Group: Access Criteria, Clinical Template & Training [CCG & Practices]



96% of participants agree the workshop is delivered clearly and confidently.

96% of participants leave with an understanding of 'how staff would navigate' a patient.

Some of the things people tell us they learn from this workshop:

Reassurance that this is a proven model.

A greater awareness of the other services that may be available locally.

A better understanding of the benefits of the programme and how it works

Only a few have concerns regarding the practicality of rolling out the programme locally.

Themes & questions we often get asked about in this workshop:

- More information about the experiences of practices already implementing care navigation.
- Care navigation challenges in practice and how these have been overcome.
- A desire to listen in to some live care navigation calls in practice.
- A requirement for more information about the referral services available on a local level.

Quotes from participants after this workshop:

"This is definitely the way forward and hopefully will have a positive impact on GP services. The main thing now is taking this forward."

"Best workshop I have ever attended as the trainer kept me fully engaged throughout."

"It was a really good session – great organisation and was very engaging. Felt really positive to see how much progress is being made... Thank you!"

"It was great, just want to get started. Thanks."

Workshop and Training Experiences

Online Receptionist Training



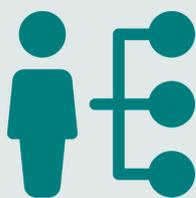
What do participants think to the online receptionist training?



100% of participants say they understand what care navigation is after the training,



98% of participants understand who can be a care navigator.



98% of participants understand the core skills & attributes needed to be a care navigator.



97% of participants understand how to care navigate someone.



94% of participants understand the different services available to support patient choice.



94% of participants feel the online training is clear and accessible.



94% of participants feel the online training is engaging.

Quotes from participants after the online training:

"After completing the online learning and passing the test, I feel I am now fully aware of what care navigation is and what it will mean to both the patients and the surgery. I am now excited to start care navigating and providing the best possible service to all of our patients, directing them to the best possible choice."

"A very interesting insight into care navigation. Having recently returned to the NHS after several years I found this course extremely helpful. Thank you."

"This training is a good basis, but more hands-on experience would be valuable too."

"Doing this module has made me think about how we are dealing with patients at the moment. It has made me think that we may need to brush up on our customer service skills. We also may need to update our directories of local contacts to ensure we are giving correct details. Maybe make some hand outs with info. for patients on how to access services."

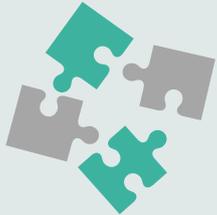
"Care navigation, once established, will be great in enabling patients to get the care that they need as quickly as possible. As long as Care Navigators are given the right information in order to navigate patients to the most appropriate service, it will be very useful within a GP practice."

Workshop and Training Experiences

Face-to-Face Receptionist Training



What do participants think to the face-to-face receptionist training [Practices & Providers]



100% of participants overwhelmingly have an understanding of 'care navigation' by the end of the session.

98% of participants understand the core skills and attributes needed to be a care navigator.

Some of the things people tell us they'll do differently as a result of the training:

Be able to proceed with more confidence.

Make system changes and implement training activities ready for go live.

Start to implement care navigation.

Some participants say nothing as they already offer care navigation in practice anyway.

Things that people would like to see covered at future events:

- More information about the services that are available locally for referrals.
- More case studies.
- Hear more shared experiences and practical tips directly from existing care navigators.
- Review results from the roll out to assess whether the programme is working.

Quotes from participants after this event:

"Fantastic course. Really enjoyed listening to all the guest speakers. Knowledge is power, so the more we are aware of the services around us, the better educated I feel to signpost correctly."

"Found the training very helpful to know how to go forward with care navigation, there was a lot of information given which I worried about before attending."

"The training was very informative & useful. I learnt a lot about services I didn't even know were out there & available, the wealth of information gained through care navigation is going to be very valuable to our team."

"Good to hear directly from the other services involved. I do have some concerns re capacity of services, if patients are not seen quickly enough, or have queries which may actually increase contacts with the surgery."