

# Help us to help you see the right person first

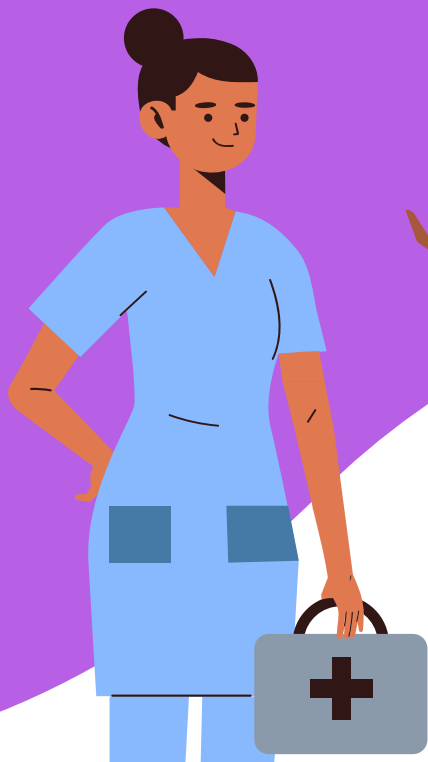
Mental Health  
Nurse

Physiotherapist

Pharmacist

Health &  
Wellbeing  
Coach

Social  
Prescriber



# Why wait to see your doctor?

## You may need to...

When you're not very well, you just want to get help as soon as possible. Sometimes your doctor isn't the best person to see, it could be a pharmacist, dentist, physiotherapist or other healthcare professional.



## What is Care Navigation?

Care Navigation is a new way of working introduced into your GP Practice. Specially trained receptionists, who know about many services that do not need a GP appointment, will be able to point you in the right direction of another healthcare professional or service that doesn't require an initial chat with, or referral from your doctor.

This is great because you get to see the right professional or service for your condition much more quickly and it saves you time as you don't have to wait for a doctor's appointment!

## Why we've introduced get Care Navigation

We know that people find it frustrating when they cannot get to see their doctor straight away, due to local GP Practices becoming busier. However, what many people don't know is that for several conditions another professional may be better able to help and what's more you don't always have to see a GP first to get there. Care navigation offers you an alternative, no more waiting for an appointment to see your doctor; you now have the option of seeing another professional or service sooner.

## How it works

The next time you contact your GP receptionist to book a doctor's appointment the receptionist will ask you some basic questions about your condition. With specialist training and information about local healthcare services, your GP receptionist can provide you with information on the options available that may get you to a more appropriate service for your condition.



## Services available

There is a variety of services and healthcare professionals available to choose from, including:

- Optometry (adults minor eye conditions).
- Dentistry.
- Pharmacy.
- Physiotherapy.
- Mental health.
- Urgent treatment centre.
- Community link workers (providing help and support for non-medical issues affecting people's health and wellbeing).

...and many more.

## Prefer not to talk to a receptionist?

Don't worry, we understand not all patients feel comfortable talking to their receptionist about their health. You do not have to give full details; even if you can give a basic idea of your problem, they will be able to advise you of where you can get help quickly. If you prefer not to give any details of your condition, that's fine your receptionist will be able to book the next available appointment with your doctor.



# Frequently Asked Questions

## Does my GP Practice offer Get Help Sooner?

If you notice posters and leaflets promoting Care Navigation at your practice, then yes it does. If not, have a quick chat with your GP receptionist.

You can also visit your GP website to look for more information.

## What about patient confidentiality?

All GP Practice staff take data protection and patient confidentiality very seriously in the same way clinical staff do.

Your GP receptionist has had specialist training in asking appropriate questions to help identify with you the best healthcare professional or service for your condition.

## My GP reception area isn't confidential

Your GP receptionists are fully trained to respect confidentiality. You can always ask if you can go to a private area to discuss your condition, if you would prefer.



## Are you trying to stop me from seeing my GP?

It may not be necessary to see your GP for your condition and more appropriate and quicker for you to see some other professional to help with your condition, for example a practice nurse, a social prescriber or a physiotherapist. These professionals are better equipped to treat you because they're experienced and trained in dealing with your condition.

We want to make sure you get well and live well. We also want to avoid you having to make unnecessary trips to see your doctor, when another healthcare professional or service can help manage your condition, possibly closer to home.



If, however you don't want to discuss your condition with your GP receptionist, don't worry. They can arrange for you to see your doctor at the next available appointment.

## What sort of questions might i be asked?

Your GP receptionist will only ask you questions that allows them to find the most appropriate service or healthcare professional for your condition. An example may be: "Could you give me brief details about your condition so we can look at another professional or service that can manage your condition, without you having to wait for a GP appointment?"

## Are you trying to stop me from seeing my GP?

This all depends on the information you provide to your GP receptionist it may be more appropriate and quicker for you to see a practice nurse, pharmacist, social prescriber, physiotherapist, dentist or go to an urgent treatment centre. Sometimes people want help with their social situation, if this is the case, help and support can be provided by a social prescriber or a charitable organisation.

