



North House Surgery PPG Newsletter

July 2018

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In This Issue

• Care Navigation

- What is Care Navigation
- How we are preparing
- What services are included
- How does it work

Other News

• Flu vaccinations

- Will be available again from September
- Flu vaccinations are available for everyone over 65 and those under 65 who are in high risk groups
- This year special arrangements will be in place for those 75 and over
- The surgery will provide vaccinations to those who are eligible.
- Further information will be published as it becomes available

What is Care Navigation?

Care Navigation is being introduced across the region in the coming weeks. At North House Surgery we already operate our own 'internal navigation' to help ensure a patient is seen and treated by the most appropriate person within the practice.

Sometimes a GP isn't the best person to see. Many patients already use the on line booking system to book appointments with, for example, an Advance Nurse Practitioner who can carry out clinical examinations. (See booking appointments in "Other News")

Care Navigation extends the range of options and choices an individual has about accessing the right support for them. The signposting involved in Care Navigation extends from members of GP practice staff to other NHS organisations and support available in the community.

The purpose of Care Navigation is to help provide patients with a choice of appropriate services and not clinically triage them.



How are we preparing for care navigation?

During June and July all staff are receiving specialist training, developed by clinicians to help them provide information about choices you have to see an appropriate person for your health care needs.

Each GP practice has agreed a directory of services that patients can be sign posted to through care navigation. In Durham Dales Care navigation will be offered in cases where the reason for an individual contacting the practice relates to one of seven identified pathways.

• Booking appointments

- Appointments can be made on line or by telephone
- HCA and ANP appointments are bookable on line
- Advanced Nurse Practitioners (ANPs) are qualified to carry out many clinical examinations. Further information is available on the surgery website or from reception if you are unsure who to book with
- Ten minute appointments with Health Care Assistants (HCAs) are available to record blood pressure and for blood tests which have been preauthorized by a Doctor
- Putting a reason for your appointment on the system when booking enables the HCA or ANP to review the appointment prior to you attending to make sure you are booked in with the most appropriate person
- More appointments including GP appointments may be brought on line when Care Navigation has bedded in
- Remember that appointments are available out of hours at a primary care service hub by ringing NHS 111

Contact Us

Anyone requiring any information on the PPG please contact Lynn Blair at the surgery

What services are included?

Initially we are looking at seven pathways being included;

1. Stopping smoking
2. Sexual health
3. Community Pharmacy
4. Citizens Advice Bureau (e.g. benefits and evidence claims)
5. Well-being for Life support (e.g. Weight loss)
6. Minor Eye ailments (in place from Winter 2018)
7. GP practice services already provided by other members of staff, for example immunizations

How does it work?

- When you contact the practice you will speak to a receptionist
- The receptionist has been specifically trained to provide Care Navigation locally
- The receptionists will ask for a **brief outline of why you're contacting the surgery** and will be able to offer potential choices regarding appropriate services
- **But it's your choice, you can still request to see your GP if you wish**
- You may be provided with a choice in relation to an appropriate member of staff you can see within the practice
- The choice may also involve an alternative service which can meet your needs, for example; community pharmacy, stopping smoking or sexual health
- Where appropriate, you may be directed to Local Community Groups
- Where appropriate the receptionist may be able to book an appointment for you directly
- This is not clinical advice or triage
- You do not have to accept the choice provide by the receptionist

External Navigation Examples



Stop smoking service



Well-being for Life support



Community Pharmacy



Sexual Health



Minor Eye ailments



Citizens advice

Internal Navigation Examples



Practice Nurse



GP