Aim	Primary drivers	Secondary drivers	Interventions
In order to achieve this aim	We need to ensure	Which requires	Ideas to ensure this happens

Implement care navigation throughout XX by XX

Reducing demand on GP appointments

Engagement of other service, for example:
- Pharmacy
- Optometry (LENS)
- Physio
- Dental
- Mental Health
- Social Work/Housing
- Money Matters
- Third Sector Services

Posters in pharmacies
RCGP Signposting Toolkit
Community Involvement
Patients
Pharmacists
Opticians

Improving self-care

Development of IT services and resources

Capable equipment
VASLAN up to date
Recorded message on telephone
Self-help/care information on practice websites and notice/ media boards
Adapt RCGP and realistic medicine and NHS inform posters to our local services
Social media:
- Facebook
- Twitter
- Website

Ethos of willingness to change

Partners and staff engagement

Promotion of benefits to Cluster
Good Cluster level communication
Train the Trainer to cascade and support practices
Change receptionist job title: Patient Services
Staff training in:
- Engagement
- Care Navigation
- Assertiveness
- Wording of telephone handling

Patients directed to appropriate services

Increase staff awareness/confidence

Patients are aware of who/why

Engage Patients
Develop PPG
Patient leaflets in waiting room
Promotion of plan to patients/communities
Newspaper feature

Measures
- Access audit
- Triage audit
- GP audit
- Reception audit