Healthcare Improvement Scotland



Care Navigation

Are you ready?

This tool uses a traffic light system to help you determine whether your GP practice is ready for care navigation. Once completed please look at the colours of your answers and use the key below to find out if you are ready for care navigation.



If the majority of your answers are GREEN, your GP practice may already have started care navigation and you are ready to expand this work, or your GP practice is ready to start the work.



If any of your answers are ORANGE, you need to consider these points when approaching the work.

It doesn't mean you shouldn't start, but that you need to be mindful of resources, establish further relationships within and outwith the GP practice team and consider staff training before you start the work.



If any of your answers are RED, your GP practice may not be ready for the work.

You should consider all of the red areas before starting any care navigation work.

To find out if your GP practice is ready for care navigation, please tick **YES** or **NO** to the following questions.

Do you have an extended Multidisciplinary Team (MDT) within the GP practice now or joining the practice in the near future?

YES NO

Do you have an established Practice Manager or GP cluster network?

YES NO

Do you currently have any unfilled admin or reception staff vacancies?

YES NO

To find out if your GP practice is ready for care navigation, please tick **YES** or **NO** to the following questions.

Do you have high levels of sickness absence?

YES NO

Do you have a method to regularly communicate changes to all staff within the GP practice?

YES NO

Do your staff feel nervous taking on new responsibilities?

YES NO

Do your staff understand what care navigation is?

YES NO

Are staff competent and or confident in asking patients for more appointment detail?

YES NO

Are you able to gather data on current care navigation that takes place within the GP practice?

YES NO

Do you currently direct patients to other services?

YES NO

Are your GPs stressed and struggling with demand?

YES NO

Do your GPs like to see every patient requesting an appointment with them?

YES NO

Do your GPs have an appetite to implement care navigation?

YES NO

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