Care Navigation
Staff Questionnaire

Q1 From the following definitions which answer most closely fits your idea of what care navigation means for GP practice administrative staff?

Definitions	Tick
Asking clinical questions so you can triage.	
Offering patients the choice of appropriate services which best meet their health needs.	
Asking patients questions to save GP appointments.	
I have no idea.	

Q2 From your understanding of care navigation and signposting what do you consider the barriers? Please rank them from most significant to least significant (1 to 5) and if you can think of any others then please add them in the comments box.

Barriers	1-5 (1 most significant)
GP and or Nurse will be annoyed if I get it wrong	
Patients will think they are being fobbed off	
It is too much responsibility for administrative and/or reception staff	
Patients won't be willing to tell me what their issue is	
It will make phone calls with patients too long	

Comments:

Q3 Thinking about the most significant barrier you identified in Question 2, how easy do you think it would be to overcome? Please circle one of the options below.

Very easy Moderately easy Straightforward Not easy Impossible

© Healthcare Improvement Scotland 2019

Q4 Do you currently do any care navigation and signposting in your daily role? Please circle one of the options below.

Yes, a lot Yes, a bit No, never

Q 5 From the following types of care navigation and signposting training, please tick all the training you would prefer to receive.

Training	Tick
A talk from a trainer	
Role play and or scenario based training	
Shadowing at another GP practice	
Buddy headset to hear how a colleague does it	
Online training modules	
Group discussion	
Presentations from third parties, for example pharmacy, physiotherapist, optician, mental health services and others	
Other training method (please specify):	

Q6 To care navigate effectively, what clinical staff do you think you need more information about? Please tick all that apply.

Clinical staff	Tick
GP	
Advanced Nurse Practitioner	
Practice Nurse	
Healthcare Assistants	
Dentist	
Optician	
Pharmacist	
Physiotherapist	
Other (please specify):	

Q7 Do you have any other suggestions, comments or ideas about care navigation to help us plan how to approach it? Any suggestions welcome!

Comments:

Thank you for completing this questionnaire.

© Healthcare Improvement Scotland 2019