Learning from GP practices in Scotland following successful care navigation implementation

Data source: Information collected from participating practices throughout the Practice Administrative Staff Collaborative prototyping and scale up phases from March 2018 to October 2020.

Enablers

- Already doing care navigation in practice "informally"
- Collective practice/cluster local knowledge & skills
- GP endorsement and supportive leadership
- Availability of multidisciplinary team members

Support for practices

- National messaging
- Care Navigation Implementation Support Pack

- NHS Inform – Your Community Health Care Services campaign
- Care Navigation in General Practice: 10-Step Guide
- Virtual workshops & coaching

Support for patients

- Guiding patients through the process
- Promoting care navigation for patients

- Initial telephone triage
- Supportive care navigation
- Consultation options (e.g. Near Me, face-to-face, asynchronous)
- signs and leaflets
- telephone message
- information on website

Barriers

In practice

- Limited staff confidence and skills
- Time available for setup

Patients

- Reluctance to share personal information
- Changes to practice access procedures during COVID-19
- Lack of awareness of alternative services
- Digital exclusion

Why implement care navigation now?

* What is care navigation and why is it important? Click here to learn more.

- How will care navigation help our patients and practice team? Click here to learn more.

Additional resources

- Primary Care Communications Toolkit
- Your Community Health Care Services
- Pharmacy First
- Scotland's Services Directory
- NHS Near Me user site: https://tec.scot/nearme/