Practice/Cluster Care Navigation Development Activities

To support the whole practice team to develop their awareness, knowledge and skills regarding your new care navigation processes, there is a lot that you can do as a practice or cluster. See below a list of suggested activities that practices involved in the Practice Administrative Staff Collaborative have already used to engage, support and develop staff to design and deliver care navigation in their practice.

Activity	Resources/Ideas
Safety Briefings & Daily Huddles	TURAS Learn: Team Huddles
Care Navigation as agenda item at team meetings	TURAS Learn: 7-step Meeting Process
Monthly meetings with MDT members	RCGP: Multidisciplinary Team Working Toolkit
Work shadowing	E.g. ANP sitting with receptionist observing & supporting
“Meet the Experts” Sessions	Local sessions for staff to meet external providers
Cluster Meetings	Meeting up with practices in your cluster to share ideas
Noticeboards	Updates on activity & progress on staff noticeboard
Social Media Groups for your staff	Create a group and keep the team up to date on activity
In-Practice Care Navigation Guidelines Training	Walk all staff through the new processes and resources

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