

# Care Navigator Update Right Care, First Time!



Cambridgeshire and  
Peterborough  
Clinical Commissioning Group

## Congratulations!

The Care Navigation training has now been completed by 167 receptionists at Bronze or Silver, with 24 Gold Ambassadors now actively sharing their experiences of navigating patients around the care system.

## Importance of Care Navigation:

“Doctors in GP practices are getting busier. That’s why it’s so important that people get directed to the service they need, and get the right advice from their very first contact.

“Care Navigators are helping patients get the right treatment, from the right professional, as quickly as possible.

“This also helps free up appointments with the GP for those who will benefit most from seeing the doctor.” [Dr Gary Howsam, Clinical Chair and Chief Clinical Officer, CAPCCG](#)

It will give patients “peace of mind” and “make them less anxious” about discussing their requirements with a Care Navigator. [Reception staff at Care Navigation training](#)

## Embedding the training in practice:

- Care Navigation information leaflets and posters to go into all 102 practices.
- MiDoS Directory of Services (community, voluntary, and NHS services) is being trialled in seven local practices from February 2018.

## Next Bronze training:

Hunts & Fens - 14 March 18

March & Wisbech - 15 March 18

Cambs & Ely - 15 March 18

Greater Peterborough - 21 March 18

## Book now:

Email the Primary Care Team at [capccg.primarycare@nhs.net](mailto:capccg.primarycare@nhs.net)

## Networking:



A closed [Care Navigator Group](#) has been set up on Facebook. This forum allows Care Navigators to keep in touch and share ideas. For more information contact [sallyann.woodthorpe@nhs.net](mailto:sallyann.woodthorpe@nhs.net).

We would like to say a big thank you to First4Health Consulting, the training providers, who are providing ongoing support to learners.



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