

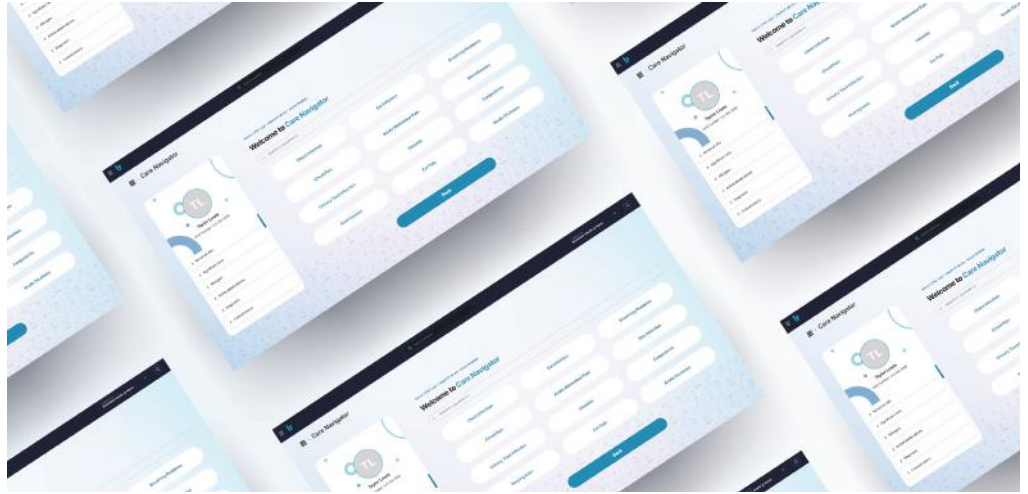
## Description

Care Navigation addresses the challenge of ensuring consistent decision-making for care pathways across staff when dealing with patients. It is an agile and customisable tool designed to assist practice staff when interacting with patients, helping them select the correct care pathway accurately and consistently. Staff find Care Navigation user-friendly and supportive, enhancing their confidence in providing a superior patient experience.

Each care pathway within Care Navigation can be tailored with pop-ups, videos, prompts, and the ability to search for key items or phrases. These features guide

teams as they assist patients engaging directly with the practice. The tool also automatically reminds staff at appropriate action points, guiding patients through a digital flow. This ensures that patients with digital access receive confirmations or reminders, reducing Did Not Attends (DNAs) and unnecessary phone calls to the surgery. Patients can easily cancel or reschedule appointments at their convenience.

Practices can effortlessly create their own triage pathways, immediately published for all staff. Care Navigation streamlines the training process for new staff while ensuring consistency among existing staff. Practices have control over campaign timings (appointments/health forms) to align with workforce availability.



## Why is it important?

**Time Efficiency:** In General Practice, time is a precious resource. Given the complexities and staff specializations in practices, new staff members may take time to grasp best practices for patient care. Care Navigation supports them when interacting with patients, ensuring the selection of the correct staff member for their care. This consistency results in a significantly improved patient experience.

**Reduced Training Time:** Customisable by the practice, Care Navigation reduces the training duration for new staff while maintaining consistency among existing staff.

## What it does

**Supportive Guidance:** Care Navigation assists staff when interacting with patients by providing prompts, pop-ups, videos, and key item searches during calls or at the reception. It ensures that the correct care pathway is followed for each patient on the first attempt. Patients with digital access can receive appointment booking links, allowing them to reschedule or cancel appointments, while staff can manage these tasks for patients without digital access.

## Benefits



**Improved Staff and Patient Experience:** Enhances the experience for both staff and patients by providing correct patient care pathways.



**Reduced Training Time:** Supports new staff in understanding and implementing proper patient care pathways, reducing training duration.



**Efficiency:** Reduces DNAs and further phone calls to the surgery. Ensures that all patients follow the correct pathway, regardless of digital access, resulting in fewer errors in appointment booking.



**Automation:** Ensures the right care is provided the first time, all controlled by the practice, leading to a better patient experience.