

Care Navigators.

What is a Care Navigator? A care navigator will be the person who will answer the telephone and will speak to you when you call your doctor's surgery. We used to call them receptionists, but they are now far more than before, they now **Navigate** where they can best find the **Care** that you, as the patient, require.

We understand that when you feel ill and you ring your doctor's surgery, you want to see someone as soon as possible to help make you feel better. The doctor is not always the best person to see, for example, if you have a bad back and see the doctor, all she or he will do is say that you need to see a physiotherapist. If we know that you have a bad back, we can make an appointment straight in to see a physiotherapist – much quicker and more efficient for everyone!

We can also book you in to see or speak to a Practice Pharmacist about your medication, a Practice Nurse about an injection, an ECG or an annual medical review. We have Social Prescribers who can assist with all kinds of everyday problems and of course you can use your local community pharmacy or optician which may also be more appropriate.

For this reason, our Care Navigators (receptionists) have been trained to help make sure you see the right person depending on your medical problem. They may ask you some very brief questions about your symptoms but will not try to diagnose you or offer medical advice.

You can help by providing some information so they can offer you an appointment as quickly as possible with the right person in your Doctor's Practice. This may be with your doctor or another member of the Practice team.

Any information you share with a Care Navigator (receptionist) will remain confidential.