



#the EoSC
#spsp247

Creating the Conditions for Safe Care

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Care Navigation in General Practice

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2018

2019

2020

- ◁ GMS contract 2018
- ◁ Practice Administrative Staff Collaborative (PASC)
- ↓
- ◁ Toolkits launch
- ◁ National scale & spread
- ◁ Pandemic...
- ↓
- ◁ Care Navigation 10-Step guide

10 Step Guide

01

How ready is your practice for care navigation?

02

What does your team currently know about care navigation?

03

What do patients know about care navigation & local services?

04

What care navigation is already happening in your practice?

05

Who else could you navigate to in your practice and local area?

10 Step Guide

06

Which services will you start navigating to?

07

How will you navigate safely and effectively to other services?

08

Do your team members have all the skills they need?

09

How will your patients know about your new processes?

10

How will you know if your new processes work for everyone?

Thank you!

Any questions?