

Primary Care Navigation Service

Newcastle GP Services Ltd secured funding to develop the service; this involved appointing 5 Primary Care Navigators (PCN) to work across GP Practices in Newcastle. The aim of the service is to alleviate the pressures on General Practice by reducing GP appointments for non-medical conditions and potential reduction in hospital admissions. Furthermore, the service aims to be that essential link and support for patients to access a range of community/ voluntary/ statutory services.

PCNs are currently based across 27 GP practices and have in-depth knowledge of services available to patients. PCNs can talk to patients about their needs and concerns and together patients can establish what support they may benefit from. These may include help with finance and benefits advice, exercise and mobility, wellbeing and lifestyle, loneliness and isolation, housing and welfare advice, although this is not a restrictive list. The service is free, impartial and confidential to people aged 18 and over.

What happens after a person is referred to a Primary Care Navigator?

A Primary Care Navigator will contact the patient by phone, normally within the first week of receiving the referral to discuss the details of the referral and if appropriate arrange a suitable date and time to meet the patient at their own GP practice. The PCN will discuss with the patient their concerns, needs, and identify the best options of which service is best placed to meet the needs of the patient, from a diverse range of Community, Voluntary Sector, Statutory services the PCN has established links with.

A follow-up phone call or appointment will be arranged if/when appropriate to understand if the person is happy with the outcome and to understand if they are now accessing the correct advice and support or if further PCN input is required. PCNs have been trained in the use of EMIS and System One, where they are able to document their intervention which is then uploaded into the patient record for future reference.

Referrals into the service are made by GPs and all other practice staff as appropriate, using the referral template which can be found on EMIS and System One. Please speak to your GP Practice Manager or contact the Primary Care Navigation Service via email duncan.ross2@nhs.net or telephone 0191 2821015 if you would like to learn more about the service.

Michael Waugh Primary Care Navigator works into Ponteland Road Health Centre every Monday morning 9.00am to 12.30pm.

Michael.waugh@nhs.net