

**Agenda Item No: 6.3**

<b>REPORT TO:</b>	<b>PRIMARY CARE COMMITTEE</b>	
<b>MEETING DATE:</b>	<b>12 April 2017</b>	
<b>REPORT TITLE:</b>	<b>CARE NAVIGATION &amp; DIRECTORY OF SERVICES</b>	
<b>SUMMARY OF REPORT:</b>	<p>Care Navigation can play a vital role in the signposting of patients to the right services at the right time. In West Wakefield the Care Navigation role is already well established and through its Directory of Services has been found to save GP time at scale and been popular with patients as well.</p> <p>The CCG Primary Care Team would like to commission the development of tailor made directories for each locality that can be easily aligned to the models of extended primary care access.</p> <p>A process of care navigation combined with a reliable directory of service will allow frontline staff the ability to provide patients with more information about local health and wellbeing services, within and outside of primary care in a safe, effective way. Care navigation offers the patient 'choice not triage' to access the most appropriate service first which as we know isn't always the GP.</p>	
<b>REPORT RECOMMENDATIONS:</b>	That £56k be utilised by the Primary Care Team under the monitoring of the CCG Comms Team for the development of four locality Directory of Services web sites, incorporating the signposting functionality of the site already in use in West Wakefield.	
<b>FINANCIAL IMPLICATIONS:</b>	£48k non recurrently during 2017/18	
<b>REPORT CATEGORY:</b>		<b>Tick</b>
	Formally Receipt	√
	Action the recommendations outlined in the report.	√
	Debate the content of the report	√
	Receive the report for information	
<b>AUTHOR:</b>	<b>Andy Laverty, Locality Commissioning Manager - Rossendale</b>	
	<b>Report supported &amp; approved by your Senior Lead</b>	<b>Yes</b>
<b>PRESENTED BY:</b>	<b>Lisa Cunliffe, Primary Care Development Manager</b>	
<b>OTHER COMMITTEES/ GROUPS CONSULTED:</b>	<b>None</b>	
<b>EQUALITY IMPACT ANALYSIS (EIA) :</b>	Has an EIA been completed in respect of this report?	<b>N</b>
	If yes, please attach	If no, please provide reason below Not appropriate at present
<b>RISKS:</b>	Have any risks been identified / assessed? Risk Register entry to be prepared	<b>N</b>
<b>CONFLICT OF INTEREST:</b>	Is there a conflict of interest associated with this report?	<b>N</b>
<b>CLINICAL ENGAGEMENT:</b>	Has any clinical engagement/involvement taken place as part of the proposal being presented.	<b>N</b>
<b>PATIENT ENGAGEMENT:</b>	Has there been any patient engagement associated with this report?	<b>Y</b>
<b>PRIVACY STATUS OF THE REPORT:</b>	Can the document be shared?	<b>Y</b>
<b>Which Strategic Objective does the report relate to</b>		<b>Tick</b>
<b>1</b>	Commission the right services for patients to be seen at the right time, in the right place, by the right professional.	√
<b>2</b>	Optimise appropriate use of resources and remove inefficiencies.	√
<b>3</b>	Improve access, quality and choice of service provision within Primary Care	√
<b>4</b>	Work with colleagues from Secondary Care and Local Authorities to develop seamless care pathways	√

## PRIMARY CARE COMMITTEE

12 April 2017

### CARE NAVIGATION & DIRECTORY OF SERVICES

#### 1. Introduction

- 1.1 Care Navigation has been described as assistance offered to patients and carers navigating through the complex health and social care systems to overcome barriers in accessing quality care. A number of organisations have put in place care navigation systems and in fact there have been so many, that in some areas this has actually added to the complexity of accessing health and social care, rather than making things simpler.
- 1.2 As part of the introduction of extended primary care access models, the CCG has recognised that good care navigation can provide a complimentary mechanism of ensuring that patients are directed to the right service at the right time. Furthermore assisting patients to manage their own health through harnessing both innovation and technology is referenced in the "Next Steps on NHS Five Year Forward View".
- 1.3 In anticipation of the first model of extended primary care access being developed in Hyndburn, the CCG has engaged West Wakefield Health & Wellbeing in terms of understanding what a good care navigation process looks like, with the expectation that something similar can be developed in Hyndburn, ahead of the extended primary care access service commencing. West Wakefield are currently the UKs only Accredited Certificate in Care Navigation training programme.
- 1.4 In February 2016 the Rossendale locality launched a web site that had been developed by Rossendale Enterprise Anchor Limited (REAL) of Rossendale. Originally this web site contained a directory of local services, calendar of local events, plus a repository for local newsletters. However the final version now launched includes a specific section that publicises Patient Participation Groups (PPG) in the locality, whilst also connecting them, plus the sharing of agenda information etc. This site is kept up to date by community volunteers.
- 1.5 The web site was demonstrated at a Patient Partnership Board meeting in 2016 so as to inform patients and respective PPG representatives of what had been developed. The overwhelming response from the other areas in attendance and in particular in Hyndburn was very positive and the CCG were asked to explore the potential cost across all four localities. These sites would become a resource for the respective PPGs in their specific areas and allow for the same functionality as the West Wakefield Care Navigation site is able to offer.

#### 2. Purpose / Background

- 2.1 It is commonly believed that people live healthier, happier lives when they have the right health and wellbeing support around them and this approach is supported by the Five Year forward view.

- 2.2 The primary care extended access models will go a long way to ensuring that when people need to see a GP that they will have one quickly and in a way that suits them be that in person or over the phone. However sometimes the GP isn't really the best person to see a patient and in fact on occasions the GP Practice might not be the right place at all for the query. Care Navigators are receptionists and admin staff, but through specialist training they can also possess additional skills and provide a crucial practice role in improving access to primary care.
- 2.2 The Rossendale REAL Directory / web site is a central repository of current information about activities, groups and services with links to what they need to know when living in Rossendale. This directory identifies non-medical things to do and places to go. It can promote social prescribing, combat loneliness and support many long term conditions. With the West Wakefield functionality the site will direct care navigators / health champions and patients towards the right service faster.
- 2.4 The web site is easy to use, compatible with touch screen technology with highly visible pages and includes:-
- a) Local Services – Over 400 organisations listed
  - b) A useful guide to living and working in Rossendale
  - c) Events listing – Hundreds of local events, with details of where and when they are taking place.
  - d) Newsletter articles for local organisations
  - e) Patient Participation Group – Information, links and resources.
- 2.5 In collaboration with the web site developers, REAL of Rossendale have identified a cost of £14,000 per locality to develop, personalise and populate each locality site. In total this will be £56,000 for all four locality sites to be developed. Due to tight timescales (Hyndburn extended access service starts on 1<sup>st</sup> September) the CCG has committed to REAL Rossendale developing the Hyndburn directory on a single waiver basis, however there will be more time to consider other options in terms of web site development ahead of the other localities service commencements. The CCG Communications Team would be involved in the monitoring of the sites development which would be aligned to the launch of extended primary care access models in each locality.
- 2.6 Loneliness blights the lives of many people, some of whom go for weeks without any meaningful human contact. This can have a serious detrimental effect on people's health both mentally and physically. Unless people know about what is available that may interest them they can remain isolated, so one of the additional purposes of the directory is to let people know what organisations / activities exist

### **3. Conclusion**

- 3.1 Care Navigation can play a vital role in the signposting of patients to the right service at the right time.
- 3.2 In West Wakefield the care navigation role is already well established and through its Directory of Services has been found to save GP time at scale and been popular with patients as well.
- 3.3 A number of organisations have the expertise to develop tailor made directories for each locality that can be easily aligned to the development of the models of extended primary care access.
- 3.4 A process of Care Navigation combined with a reliable Directory of Service will allow frontline staff the ability to provide patients with more information about local health and wellbeing services, within and outside of primary care in a safe, effective way. Care

Navigation offers the patient 'choice not triage' to access the most appropriate service first, which as we know isn't always the GP.

#### **4. Recommendations**

4.1 Members of the Primary Care Committee are asked to consider:-

- a) Recognise the important role of a Care Navigator and its potential impact.
- b) Recognise the benefits of an effective Directory of Services with the functionality that has been used successfully in West Wakefield.
- c) Agree to the value of £56,000 being made available to the Primary Care Team (non-recurrently) to explore options in terms of web site development for the delivery of this project

**Andy Laverty**  
**Locality Commissioning Manager - Rossendale**