

REPORT TO:	PRIMARY CARE COMMITTEE	
MEETING DATE:	8 November 2017	
REPORT TITLE:	Care Navigation Update	
SUMMARY OF REPORT:	This report provides an update position in relation to Care Navigation	
REPORT RECOMMENDATIONS:	Note progress to date	
FINANCIAL IMPLICATIONS:	Funded by the GPFV funding for Care Navigation (Signposting) and Reception Training	
PROCUREMENT IMPLICATIONS:	None	
REPORT CATEGORY:	Formally Receipt	Tick
	Action the recommendations outlined in the report.	
	Debate the content of the report	
	Receive the report for information	✓
AUTHOR:	Carolyn Coughlan, Primary Care Development Officer	
	Report supported & approved by your Senior Lead	Y
PRESENTED BY:	Lisa Cunliffe, Primary Care Development Manager	
OTHER COMMITTEES/GROUPS CONSULTED:	Senior Clinicians	
PRIVACY IMPACT ASSESSMENT (PIA)	Has a PIA been completed in respect of this report? (May have been undertaken by NHS Digital as part of the project)	
	If yes, please attach	If no, please provide reason below
EQUALITY IMPACT ANALYSIS (EIA)	Has an EIA been completed in respect of this report? (May have been undertaken by NHS Digital as part of the project)	
	If yes, please attach	If no, please provide reason below
RISKS:	Have any risks been identified / assessed?	
CONFLICT OF INTEREST:	Is there a conflict of interest associated with this report?	
CLINICAL ENGAGEMENT:	Has any clinical engagement/involvement taken place as part of the proposal being presented.	
PATIENT ENGAGEMENT:	Has there been any patient engagement associated with this report?	
PRIVACY STATUS OF THE REPORT:	Can the document be shared?	
Which Strategic Objective does the report relate to		Tick
1	Commission the right services for patients to be seen at the right time, in the right place, by the right professional.	✓
2	Optimise appropriate use of resources and remove inefficiencies.	✓
3	Improve access, quality and choice of service provision within Primary Care	✓
4	Work with colleagues from Secondary Care and Local Authorities to develop seamless care pathways	✓

NHS EL CCG Primary Care Committee
8 November 2017
Care Navigation Update

1. Introduction

1.1. This report provides an update in relation to Care Navigation.

2. Background

2.1. In November 2016 the Primary Care Committee agreed a proposal for the CCG to work with West Wakefield Health and Wellbeing to explore options for developing a model of Care Navigation for East Lancashire.

3. Care Navigation Update

3.1. Below provides a brief update of the work undertaken to date:-

- Worked with service providers and commissioners to develop access criteria for the 4 services included in phase 1.
- Worked with Practice Manager and Data Quality colleagues to develop a clinical template to collect data regarding care navigation. This will help to monitor implementation.
- Developed a directory of service for each locality
- Produced communications and engagement materials for practices to use
- Undertaken communications and engagement with stakeholders and patients
- Attended locality meetings and patient participation groups
- Offered funding to practices to purchase automated arrival screens and call management systems to support the roll out of care navigation.
- Rolled the care navigation model for East Lancs to the Hyndburn, Ribblesdale and Rossendale localities
- Access to online training licences issued to 142 members of staff. 137 members of staff have attended face to face training
- The care navigation model for East Lancs will be rolled out to all localities by 31st March 2018.
- Currently working with service providers and commissioners to develop access criteria for the services to be included in phase 2.
- Considering setting up a network to support care navigators particularly in respect of SEAs, complaints etc.

4. Recommendations

4.1. The Primary Care Committee are asked to note progress to date

Carolyn Coughlan
Primary Care Development Officer