


Essential Care Navigation

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WHAT IS CARE NAVIGATION?

Who do you have available to you?	Do you have a protocol
 Learn more about the ARRS roles by opening this QR code	

WHY CARE NAVIGATE?

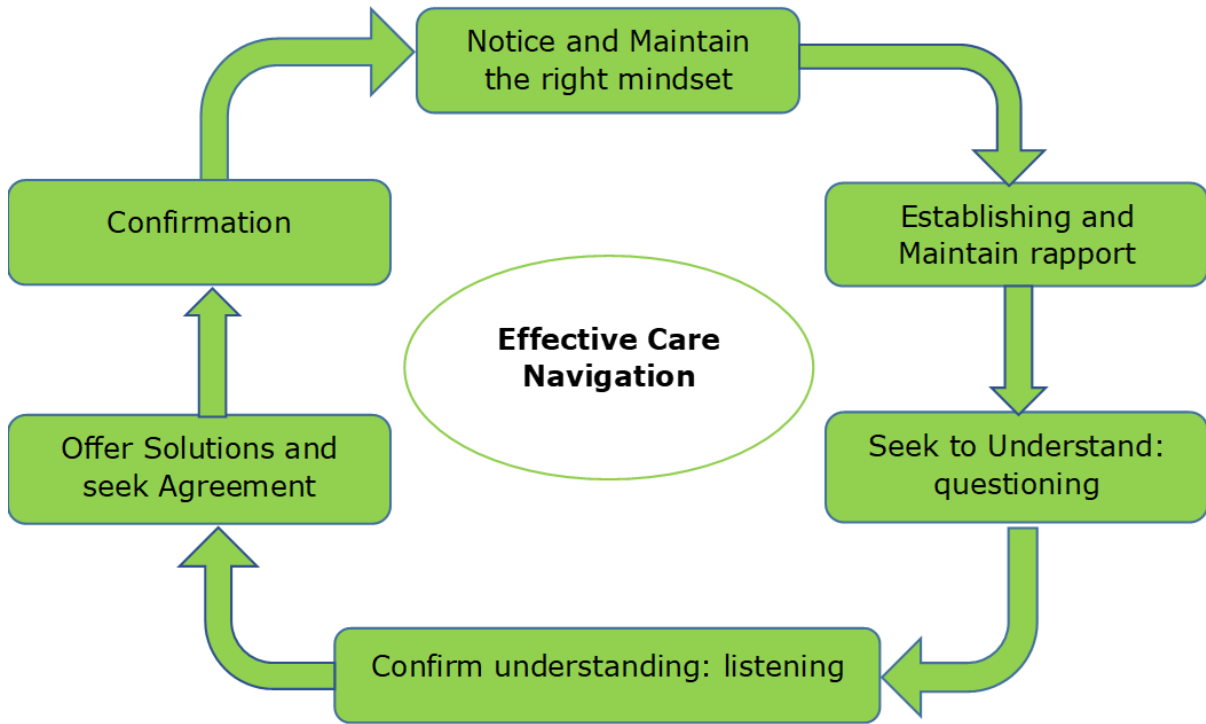
3.7 million more people in 2021 than 2011 (UK census)
Patient demand of nearly 5 appointments/year
Patients have more complex health needs (multiple illnesses)
Life expectancy increasing still but 81.63 years in 2023.
Suggestion in the Guardian that average GP consultation time is 10.6 minutes – and the average length appointment is 10 minutes

THE PROCESS

Care navigation is not...

Care navigation is...

A PROCESS FOR EFFECTIVE COMMUNICATION

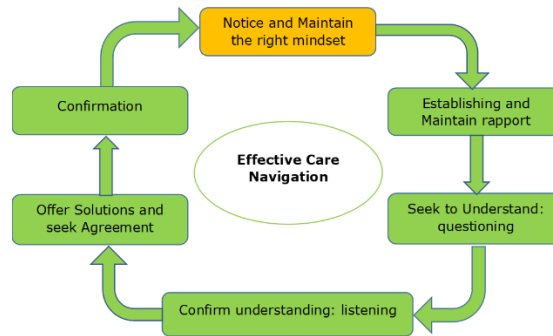


Which part of the process do you feel is the most important?

Which part of the process do you feel is a strength of yours?

Notes

MINDSET – MATERIAL AND EMOTIONAL NEEDS



Material need represents the service/good/experience that is required.

Emotional need represents the desire to be treated with respect and dignity, as an adult.

Material Needs	Emotional Needs	How would you feel? Would you use the service again?
✓	✓	Delighted – I’ll be heading back! And I may tell my mates about them
x	x	It’s over! If I can go somewhere else next time, I will. And I’ll definitely tell my mates about them.
✓	x	
x	✓	
Personally, do you feel it is more important to get what you want (material need) or to be treated in the right way (emotional need)?		
<p>What are the material needs of patients?</p> <p>What are the emotional needs of patients?</p>		
Key Learning		

MORE ON MINDSET – BEING AWARE OF BELIEFS



Scenario 1/2 – The aggressive patient

You are dealing with a patient you have no experience of for the first time. Their attitude to you is somewhat rude and they are very dismissive of your attempts to make them the most appropriate appointment.

How do you feel about the patient?

What will you feel the next time you see them (say coming into the surgery and queueing to speak to you to make a prescription)?

Scenario 2/2 – The good friend

You pop around to see a good friend of yours who you have known for years. Much to your surprise your friend is not on good form and is somewhat rude and dismissive of you.

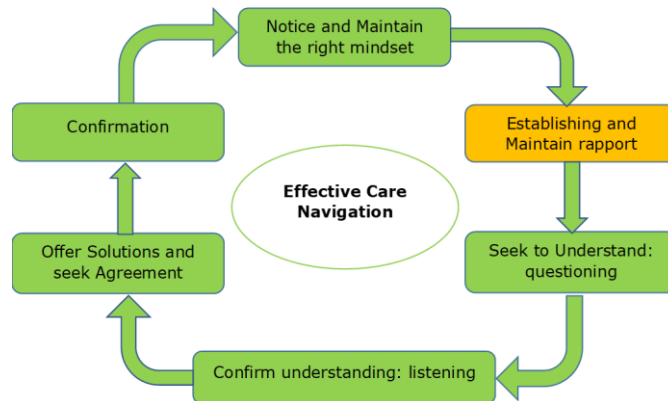
How do you feel about your friend?

What will you do?

Notes

You've got the skills to deal with challenging language and behaviour – you just need to be mindful – what might be going on for the patient that we don't know about?

THE IMPORTANCE OF RAPPORT IN CARE NAVIGATION



When we ask care navigation questions, we are asking people to share potentially intimate details about themselves which may make them feel vulnerable.

Are you more or less likely to share intimacies about yourself with someone you have a rapport with?



Rapport



How are David Cameron and Barack Obama demonstrating to you that they have a rapport?

Care Navigation

What can you do in welcoming a patient to create a great rapport?

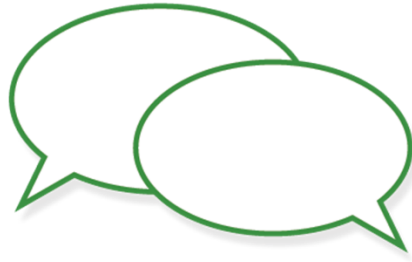
Body language (on reception, but perhaps also on the phone)?

Your use of language and tone?

Mindset?

What adjustments might you be able to make to 'sharpen' your saw?

GREETING THE PATIENT – MAKING THE BEST START



1. Good morning/good afternoon
2. You are through to [surgery name] – may be optional.
3. You are speaking with [your first name]
4. Are you ringing for yourself, or on behalf of someone else?

NB – people ring in on behalf of others...

5. Thank you (use their name), it's nice to speak to you today.
6. Is a new or ongoing problem?

Key Learning

Why do we suggest not starting with, 'How can I help you?'

How is identifying yourself at the start of the conversation positive?

Why do we suggest giving your name and immediately asking for theirs?

How might identifying the patient at the start of the conversation be useful?

How does line 5 help?

How would someone who answers 'existing problem' change the way we might ask further questions?

FLEXING APPROACHES

Consider a typical day where there is a queue at front desk or to get through on the phone. What do you say to each patient when they have been queueing for a while?

Flexing Your Response

What might be an appropriate greeting for someone who is angry about waiting?

What might be an appropriate greeting for someone who is calm about waiting?

Flexing Energy –Learning from Tigger and Eeyore

Complete this phrase: I treat other people the way...

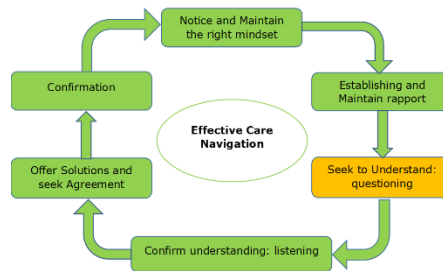
Would you describe yourself as being more Eeyore or Tigger?

How do you feel an Eeyore patient would feel being greeted by a receptionist in a Tigger style?

How do you feel a Tigger patient would feel being greeted by a receptionist in an Eeyore style?

What's the problem about, "I treat other people the way that I like to be treated myself."

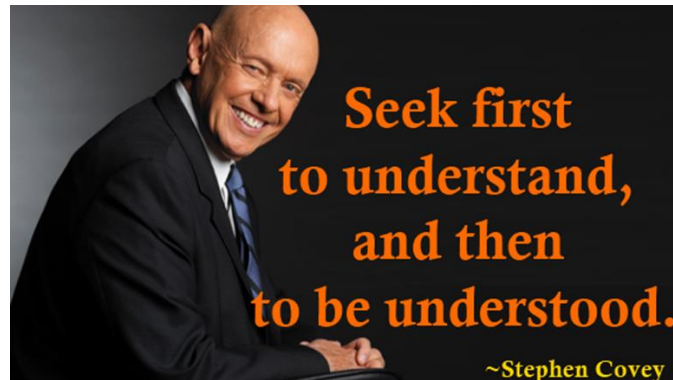
ASKING THE PATIENT ABOUT THEIR ISSUE



Language is important. Your choice of words can define how a conversation will go. But usually, we speak in 'autopilot' mode.

1. I need you to tell me what the problem is.
2. Can you give me an indication of your problem?
3. Could you give me an indication of your problem?
4. The doctor has asked for an indication of your problem.
5. The clinical team has asked that we get an indication of the reason for your call
6. I appreciate this is a little personal, but the clinical team has asked that we get an indication of the problem.
Statements 1&2 Learning
Statements 2&3 Learning
Statements 3&4 Learning
Statements 4&5 Learning
Statement 5&6 Learning

QUESTIONS TO UNDERSTAND MORE



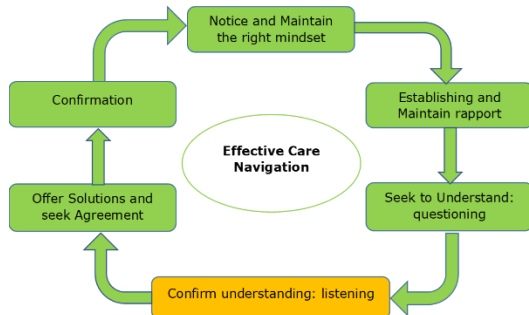
What questions might you ask if you want to understand more about a patient with a new problem?

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What questions might you ask if you want to understand more about a patient with an existing problem who has asked to make an appointment?

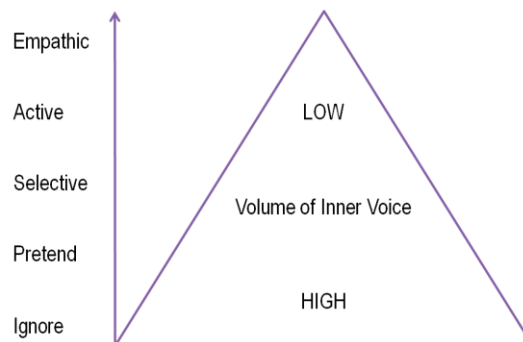
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MINDSET AND LISTENING



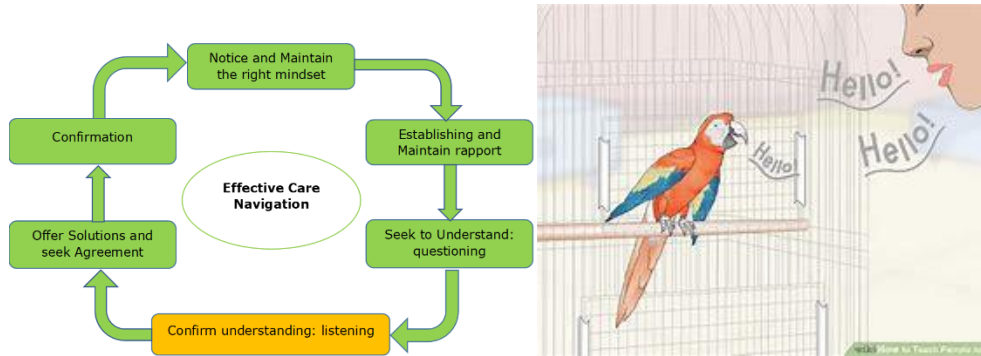
What does great listening sound and look like?

The Inner Voice and Mindset



Key Learning

CONFIRMING UNDERSTANDING - LISTENING



Imagine the patient has said their problem is a “dodgy tummy” they’ve had for “bloomin’ ages”?

What would you write down in the notes to the clinician who would review the patient?

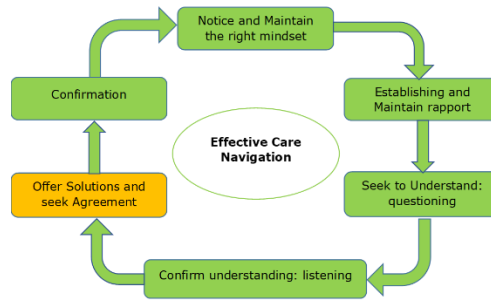
Notes on Parrot phrasing

Adding Information to The Computer

If you are talking to someone, and they start to do something else, how does it make you feel?

How should you add information to the computer whilst maintaining rapport?

OFFERING SOLUTIONS AND CHOICES



Notes



Solutions and choices

Offer the most clinically appropriate appointment based upon the information they have shared. Consider saying

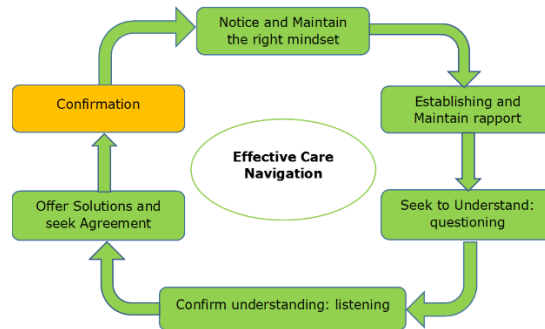
Thanks for telling me about your (repeat their problem), it really helps. What the clinicians suggest is best for someone with (repeat their problem) is to see the ... The next appointment we have for you is...

If they insist on seeing a doctor, then consider saying,

“No problem. The next appointment we have to see a doctor is ... (hopefully this is not sooner!!!).

“What would you prefer to do?”

CLOSING CONVERSATIONS



Compare these two statements

1. So, Mrs Smith, your appointment is on Wednesday the 28th at 9.30am for your appointment with the Nurse Practitioner.
2. So, Mrs Smith, we look forward to seeing you on Wednesday the 28th at 9.30am for your appointment with the Nurse Practitioner.

Which leaves you feeling more valued?

STRATEGIES FOR DEALING WITH DIFFERENT RESPONSES



Oversharing

Their issue is awkward/deeply personal

Not telling you – you are just a receptionist

Communication barriers including people who don't speak English as a first language and people who are differently abled.

Other