



Active Signposting and Care Navigation The **ReceptionPlus™** Program

Liberate up to 26% of each GP's consultation time, every day.

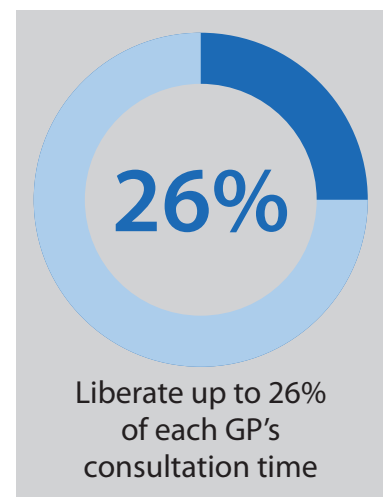
What is Active Signposting and Care Navigation?

Active Signposting is the name given by NHS England to the process by which patients that do not need to see a Doctor are signposted to a more appropriate healthcare practitioner – either within the Practice or outside in the wider healthcare community.

Also known as Care Navigation, Receptionists receive training to up-skill them as Care Navigators, leading to greater job satisfaction and a better relationship between Practice and patient.

Who should attend the **ReceptionPlus™** Course?

Reception Plus™ is for GP Receptionists wishing to become skilled in Active Signposting and their Practice Managers who wish to know how to effectively implement the Active Signposting Program within their Practice.



Features of the **ReceptionPlus™** Program:

- Face-to-Face training at your Practice or choice of local venue
- Training customised to the specific needs of your Practice or locality
- Half day workshop
- Timings to suit Receptionist shifts and part time working
- 12 months of ongoing support to help implementation
- Ring-fenced funding under GPFV available from your CCG.



What are the Key benefits of attending the Course?

Active Signposting/Care Navigation is a Win-Win for the entire Practice community, offering major benefits to all stakeholders:

- **GPs** benefit from the potential to free up to 26% of their daily consultation time
- **Receptionists** derive greater job satisfaction and self-esteem from helping patients see the most appropriate health professional for their needs
- **Patients** experience shorter waiting times and see an appropriate health professional earlier
- **The Practice** benefits from reduced stress and a better Patient/Practice relationship
- **Non-GP practitioners** benefit from seeing patients appropriate to their skills early in the patient journey.

The **ReceptionPlus™** Program

ReceptionPlus™ is a flexible training program designed to meet the needs of GP Practices in which staff are working at full capacity. Our entire approach to Active Signposting is outcome based. We recognise that every GP Practice is unique, both in their way of operating and in the number and type of services to which they can signpost patients. The **ReceptionPlus™** Program is therefore customised to suit the specific needs of each individual Practice or group of local Practices.

The Program is conducted through initial consultation with Locality and Neighbourhood Leads and their Practice Managers to determine the services ready for signposting and the desired outcomes and timescales. We use this information to build the unique scenarios and role-play exercises deployed in the workshop.

Once consultation is complete and outcomes agreed, half day workshops (morning or afternoon) will be organised and led by an accredited DNA Insight consultant. Several workshops are normally needed in each CCG or Locality/Neighbourhood to accommodate Receptionists who work part time or need to cover for others. Typically, Receptionists will find they are brought together with people from different surgeries and this has the added benefit of sharing information and ways of working.

Assessment, Feedback, Evaluation and Ongoing Support

DNA Insight provides extensive assessment, evaluation and support for 12 months following the conclusion of training. This includes:

- **Assessment** – The ReceptionPlus Program is aligned with Health Education England's Competency Framework for Care Navigators at the 'Essential' level, designed specifically for GP Receptionists. Successful delegates receive a Certificate of Training that provides evidence for CPD.
- **Feedback** - Verbatim delegate feedback from the Workshop is provided to the Practice Manager and commissioners if required.
- **Evaluation** - Evaluation of the program is conducted in conjunction with the Practice Manager and is provided at the one month and 6-month point. The one-month evaluation is to identify any major implementation challenges and allows DNA Insight to provide immediate custom support. The 6-month evaluation looks at both objective and subjective metrics and is delivered by written report and by presentation to the commissioner where appropriate.
- **Ongoing Support** - For the 12 months following the training DNA Insight provides 24/7 telephone support, a dedicated Closed Facebook Group for Care Navigators to promote networking and Best Practice, and we will visit Practices again should it be necessary.

The ReceptionPlus™ Workshop

A typical workshop lasts 2-3 hours and the optimum number of participants is 10-20. Whilst this can be increased if desired, it can extend the duration of the Workshop slightly in order to accommodate the necessary skills exercises.

The first part of the workshop draws on Behavioural Science and Neuro Linguistic Programming techniques and is focused on sharing the techniques used to establish a rapport with patients, and encourage them to share the general nature of their symptoms.

The second part is a skills-based exercise in which Receptionists take it in turns to play the patient and the Care Navigator, using scenarios crafted from the earlier discussions with Practice Managers. This enables Receptionists to practise the techniques in a safe environment. It makes them feel comfortable about engaging patients and significantly increases the likelihood of a successful Signpost.



The Workshop syllabus covers the following topics:

- The background of Active Signposting and Care Navigation
- Benefits to the Practice, patients and staff
- Case studies of other Care Navigators, including videos of Care Navigators in Wakefield and London
- Techniques to engage effectively with patients and manage typical patient concerns around discussing symptoms
- Accessing, using and updating a Service Directory
- The concept of Red Flags and the protocols to be followed
- Scenario based roleplay covering techniques, and implementation of Red Flags protocol
- How to promote Care Navigation to the wider Patient community
- Timescales and process for introduction
- Entering and recording Signposting data for later analysis
- Summary and questions.



Our ReceptionPlus™ training program for GP Practices is designed in accordance with Health Education England's Competency Framework for Care Navigators.

Successful completion of the course meets the requirements of the 'Essential Level' of the three tiered Framework. As such, it also provides a qualifying level of CPD for those seeking to build a career in Care Navigation throughout the NHS.

The Service Directory

The Service Directory is a key document that contains the contact details, phone numbers, email addresses and other useful information for the services that the clinical team has decided can be signposted.

In the initial stages of the introduction of Active Signposting, the Service Directory is likely to be paper based and may be as simple as a spreadsheet or document created by the Practice Manager.

In time however, as the number of services that can be signposted is increased, the knowledge base that the Directory represents should ideally be held in a single online directory, accessible to Receptionists throughout the Practice. It can then also be made available on the Practice website and on Waiting Room kiosks. DNA Insight builds online Service Directories and can advise on options for this if required.

“Extremely interesting and informative workshop!....

Very helpful in supporting my role and giving me the confidence to engage with patients.”

Newly qualified Care Navigator.



DNA Insight provides advice and training to GP Practices in Active Signposting and Care Navigation, Correspondence Management and Workflow Optimisation, and Social Prescribing/Care Navigation, three of NHS England's Ten High Impact Actions, designed to transform General Practice as part of the GP Forward View strategy.

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