



Care Navigation and Active Signposting The **ReceptionPlus** Programme

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

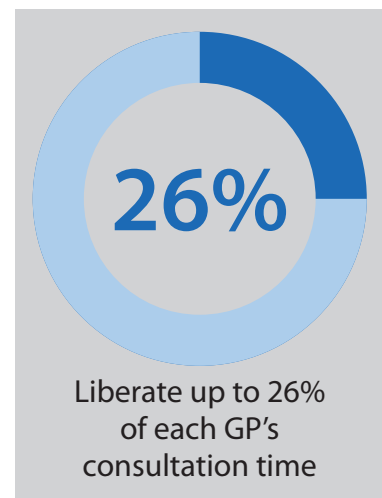
What is Care Navigation and Active Signposting?

As an essential and major contributor to the PCN's 2023/24 Access Improvement Plan, Care Navigation can free up to 26% of each GP's consultation time every day. Up-skilling Receptionists as Care Navigators reduces waiting times, dramatically improves Patient Access and fully utilises the skills of clinicians and ARRS roles throughout the Practice.

When Receptionists are upskilled as Care Navigators they become facilitators and enablers, sitting at the heart of the Practice's multi disciplinary team and helping patients to be seen by the right clinician, at the right time and in the right place.

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. We suggest that the whole Reception Team should attend the training.



Features of the **ReceptionPlus** Programme:

- Online or Face-to-Face training at your Practice or choice of local venue
- Training customised to the specific needs of your Practice or PCN
- Half day workshop
- Timings to suit Receptionist shifts and part time working
- 12 months of ongoing support to help implementation
- Funding from the 2023/24 Capacity and Access Fund.



What are the Key benefits of attending the Course?

Care Navigation /Active Signposting 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
- **Practice clinicians and PCN ARRS roles** benefit from seeing patients appropriate to their skills early in the patient journey.

The **ReceptionPlus** Programme

ReceptionPlus is a flexible training programme 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 and PCN is unique, both in their way of operating and in the number and type of services to which they can signpost patients. The **ReceptionPlus** Programme is therefore customised to suit the specific needs of each individual Practice or PCN.

The Programme is conducted through initial consultation with PCN Leads and their Practice Managers to determine the services most suitable 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 PCN 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 24/7 telephone 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 PCN Lead/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 to assist PCN/Practice Managers to implement Care Navigation in their Practices.

The **ReceptionPlus** Workshop

A typical workshop lasts 2-3 hours and the optimum number of participants is around 25 people when delivered face to face and 30 if delivered online. Whilst this can be increased if desired, it can extend the duration of the Workshop slightly in order to accommodate the necessary necessary skills exercises.

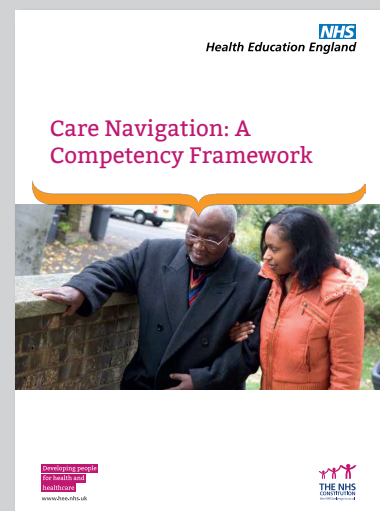
The first part of the workshop draws on Behavioural Science and Neuro Linguistic Programming techniques and is focused on the techniques used to establish a rapport with patients – encouraging them to share the general nature of their symptoms.

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 skills exercises covering techniques, and services available for signposting
- 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 programme 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 on a shared drive. It can then also be made available on the Practice website and on Waiting Room kiosks. DNA Insight 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 Navigators.



DNA insight is a national healthcare training consultancy with a range of PCI Accredited training programmes focused on the Personalised Care curriculum. We provide PCI Accredited training courses for ICBs, PCNs and Training Hubs across the UK, focusing primarily on all aspects of Personalised Care and its application throughout the NHS.

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