

County Durham Care Navigators



What is a care navigator?

Care navigators are members of the practice team trained to support patients by signposting you quickly to the most appropriate professional or service, to ensure you receive the right care, first time. This includes signposting you to a person or service within the practice as well as other NHS organisations, social care and in the community.

Who do care navigators help?

County Durham residents who are registered with a local GP practice.

Would I benefit from a care navigator?

They aim to improve the experience for patients and carers and to improve communication between health and care professionals.

Care Navigators



Care Navigators can put you in contact with the right support, either over the phone or face to face in your GP practice. This includes:

- Smoking Cessation
- MECATS
- Sexual Health
- Community Pharmacy
- Citizens Advice Bureau (e.g. benefits and evidence claims)
- Well-being for Life support (e.g. Weight loss)
- GP practice services already provided by other members of staff (e.g. Immunisations)

Can I ask my GP about what services I need?

Care navigators have up to date knowledge of local services that could provide you with additional support. This can free up GP time so that they are able to help more patients who really need their clinical care and advice. However, you can ask your GP during your appointment if you prefer.

How can I speak to a care navigator?

If you feel you would benefit from this service, please speak to your practice receptionist.

Introducing your Care Navigators



Care navigators are members of your practice team who are trained to:

- Ensure that you are helped quickly
- Signpost you to the most appropriate person or service who can help you
- May help you over the phone or face to face in your GP practice

Where do care navigators signpost you to?

This could be a person or service who can help you in your GP practice, elsewhere in the NHS, social care or in your community. Care navigators are here to help make sure that you get the help and support that you need, first time.

To find out more, please speak to your practice receptionist.