

You may be asked about your health issue when you call to book a GP appointment.

This is called **Care Navigation**.

It's about helping you get to the service you need.

Your local practice reception team have been specially trained and may suggest other professionals that could help you better.



Care Navigation

Nurse

Pharmacist

Community services

Wellbeing support

Voluntary services and other groups

You can find out more about **Care Navigation** by speaking to the team at your local GP practice or visiting their website.

The right care from the right person, first time

Helping you get the right care

When you ring your local GP practice to book an appointment, you might notice the reception team will ask you for a brief outline of how they can help you.

This is because we have introduced something called **Care Navigation**. It means reception teams across Bradford District and Craven have been trained to ensure they can help you to find the best service for your needs, so you can receive the right care more quickly. Anything you share with reception teams will be kept strictly confidential.

Through this specialist training, the team will be able to direct you to the most appropriate clinician or service for your needs.

Reception staff will never offer clinical advice. Instead, this new way of working is about offering you a choice to see more appropriate professionals in your practice's team or even somewhere else. If they can deal with the problem directly, it will often be quicker and means you may not need to see a GP at all.

By working this way, it helps to free-up time for GPs to care for patients with complex or serious health conditions that can only be managed by a doctor. More importantly though, it means people are seen first by the clinician that is best placed to help.

Helping you to choose

The choice is always yours though. It is completely up to you if you want to share information with your GP practice's reception team.

You will never be refused a GP appointment but we hope next time you contact your GP and speak with the reception team you will see the value of seeing another healthcare professional if they are able to help.

If you would like someone to explain this to you in person, a member of your local GP practice team will be happy to help.