

Care Navigation Update

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Primary Care Commissioning Committee meeting

18 April 2019

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Sponsor Director	Nicki Doherty, Director Care Outside of Hospital
Purpose of Paper	
To give an update on the progress to date for Care Navigation and outline new initiatives for 19/20.	
Key Issues	
To ensure PCCC receive a position update on the progress to date for Care Navigation.	
Is your report for Approval / Consideration / Noting	
Noting	
Recommendations / Action Required by the Primary Care Commissioning Committee	
The Primary Care Commissioning Committee is asked to: <ul style="list-style-type: none"> Note the update and current position. 	
The latest version of the Governing Body Assurance Framework	
<p><i>Which of the CCG's objectives does this paper support?</i></p> <ol style="list-style-type: none"> To improve patient experience and access to care To improve the quality and equality of healthcare in Sheffield To ensure there is a sustainable, affordable healthcare system in Sheffield Organisational development to ensure CCG meets organisational health and capability requirements 	
Are there any Resource Implications (including Financial, Staffing etc)?	
None noted – budget identified	
Have you carried out an Equality Impact Assessment and is it attached?	
<p><i>Please attach if completed. Please explain if not, why not</i></p> Not applicable	
Have you involved patients, carers and the public in the preparation of the report?	
Not applicable	

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1. Introduction

Care Navigation provides patients with a first point of contact which directs them to the most appropriate source of help. Care Navigating can ensure that patients are signposted to the right person/service first time. ¹



Within Sheffield CCG's delivery of the GP forward view transformation plan, the national 10 high impact actions are incorporated and these include the development of Care Navigation and the training and upskilling of front line reception staff.

Care Navigation links to social prescribing initiatives across the ACP/ICS and universal model to personalised care. There are others parts of the system that Care Navigate including Community Support Workers however this was targeted towards front line staff in General Practice.

2. Background and current position

West Wakefield Health & Wellbeing had successfully developed and implemented a highly effective Care Navigation model. Through West Wakefield's work from the Prime Ministers' Challenge Fund site and subsequently a Multispecialty Community Provider (MCP) vanguard pilot, they have successfully developed a safe, sustainable care navigation model.

To replicate this success, West Wakefield Health and Wellbeing created an accredited Certificate in Care Navigation training programme for frontline staff included in a support package for CCG's. The package involved consultancy support from West Wakefield and access to online training for frontline staff (e.g. receptionists, administration staff and practice managers). Sheffield CCG purchased the platinum support package which has been specifically developed for CCG's

¹ Making Time in General Practice report published in October 2015, the General Practice Development Programme (GPDP) was established as part of the GP Forward View.

Pre- implementation stage for Care Navigation

The pre- implementation stage for Care Navigation included 2 facilitated workshops by West Wakefield Health and Wellbeing Limited, designed to identify community services for receptionist to sign post patients to. Sheffield CCG were delighted with the excellent clinical and non-clinical representation from General Practice, with over 70 attendees at both workshops representing 41 practices.

Sheffield took the opportunity to get input from General Practices by asking attendees (69) at the second workshop to complete a skills and stages evaluation survey. The results of the evaluation were used to inform the next steps of the Care Navigation Process and provision of training.

Training needs survey and outcomes

It was recognised in order to deliver the GP Forward View Transformation Plans, General Practices may need to upskill staff and develop systems. To support effective implementation of Care Navigation and to align the training being offered to best meet need, a section on training needs within the skills evaluation survey was included.

As a direct result of the survey the following conversations and training has now been made available:

- Clinical System development conversations took place with eMBED Health Consortium with additional templates being developed and training offered.
- Customer service training delivered by a combination of training from West Wakefield Health and Wellbeing limited and on-line Bluestream Academy.
- Face to face training workshops.
- Care navigation champions appointed in each locality.

We are pleased to report over 200 staff from 43 practices have attended the training available.

Provider Engagement

To move the Care Navigation programme forward, practices/localities were required to work through the required next steps in developing the first wave of the provider pathways and service access criteria to populate the system templates. Each locality was represented at engagement events.

Communication to patients

Practices, if not already done so are encouraged to communicate the Care Navigation process to patients. Examples of posters, leaflets and telephone messages have been circulated and are available on the Care Navigation page on the CCG's intranet.

Appendix A summarises the 'story so far' for Care Navigation.

3. New developments for 2019/20

- New lead appointed for 2 days a week for a 12 month period.
- Champions from each locality identified again as they had provided a valuable service providing help and advice to other practices.
- Embed were commissioned to provide monthly activity reports from April 2019- March 2020. To be shared with practices as a resource to identify further training opportunities
- Additional training taking place on 30/4/19 - 50 spaces available
- Care Navigation badges circulated to identified Care Navigators in practice
- Survey developed and currently out with practices. It asks -who care navigates, how many staff are trained, what services they navigate to, what services they would like to navigate to. Data collated in May 2019. Information to be used to inform areas of development going forward.
- Care Navigation Newsletter sent to practices 'the story so far'.
- Further internal discussions taking place relating to the deep end practices (areas identified as having high deprivation)
- Joined up approach to work with colleagues associated with Universal Credit initiatives to ensure projects are working together for the benefit of the registered population
- Review and further development of CCG internet support pages for practices

4. Funding 18/19

Year- End Summary	£
Admin support	4,035
Practice manager support	10,000
Communications and Venue Hire	9,004
Voluntary sector input to practices re Universal Credit - Manor and Castle Development Trust	40,000
Training PCC	2,340
Badges	556
Information systems in waiting rooms	18,719
Patient Engagement - proposal from PCS	6,000
Breast Pathway Video Project with STH	11,000
Total	101,654

5. Action for Primary Care Commissioning Committee / Recommendations

The Primary Care Commissioning Committee is asked to:

- Note the update and current position.

Paper prepared by: Lisa Shackleton, Locality Business Manager and Lead for Care Navigation, Joanne Ward, Primary Care Co- Commissioning Manager
On behalf of: Nicki Doherty, Director of Delivery, Care Outside of Hospital

Date: 11 April 2019

Care navigation: the story so far

Care Navigation provides patients with a first point of contact, who will direct them to the most appropriate source of help



Between Jan-December 2018, one practice in Sheffield Care navigated

971 patients:

94%

accepted the service they were care navigated to

19%

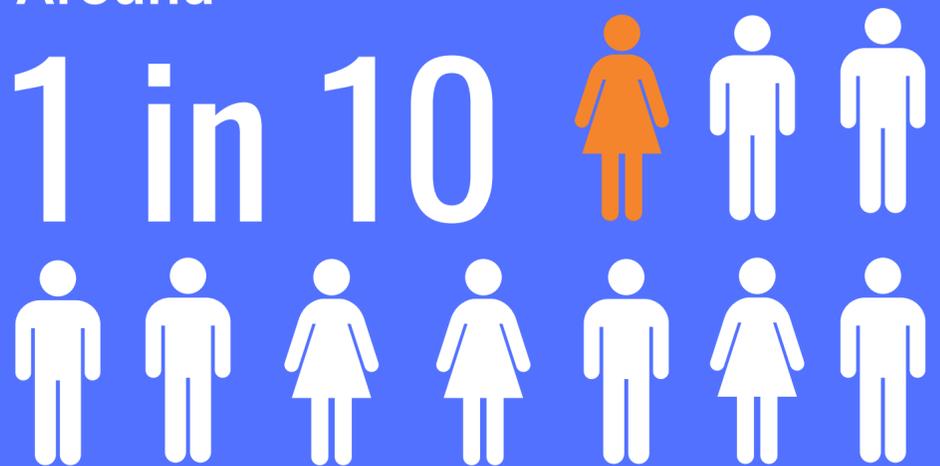
were sign-posted to external services instead of a GP/Nurse

feedback from an optician:

"I am really impressed with the quality of the referrals: all the referrals I have seen have been appropriate"

Around

1 in 10



...patients who contact the practice will go through Care Navigation

43 practices

and

200 staff

...in Sheffield have already accessed care navigation training



There are 'care navigation champions' in each locality who are available to offer support and guidance



For more information and training opportunities, please contact lisa.shackleton@nhs.net