

Ipswich and East Suffolk Alliance



Case Study:

CARE NAVIGATORS

Over the last year, NHS Ipswich & East Suffolk Clinical Commissioning Group has worked with patients and receptionists in practices to put care navigation into effect.

We want to make sure that every patient who visits their GP practice is treated by the right person, or that they are signposted to non-medical support outside the surgery.

We engaged directly with patients and staff to develop our plans and are now working with our Patient Participation Group Network to inform people about the role of care navigators.

As a result, awareness of the part they play in ensuring patients receive timely and effective care has improved, and 400 receptionists have been trained as care navigators.

