

## What happens when you call a GP Practice?

When you contact your GP Practice, you will speak to a specially-trained Receptionist or Care Navigator who will ask you questions to help ensure you see the most appropriate person in the Practice.



Patient calls / arrives at local GP Practice



Receptionist / Care Navigator asks the patient for details of their condition



Patient explains their condition or needs



Patient is signposted to the appropriate person based on their answers



Patient will be seen by one (or more) of the individuals below:

- Pharmacist • GP • Nurse
- Physiotherapist • Social Prescriber
- Dental • Clinical Practitioner
- Mental Health Practitioner

# Clinical Triage Process

Care Navigation is a tried and tested model of care that improves access to primary care services for patients and reduces the pressures on GPs in Norfolk and Waveney.

It enables staff to provide patients with more information about local health and wellbeing services in a safe and effective way. This provides greater access for patients who need an appointment as they will be signposted to the most appropriate service to treat their healthcare need.

## Care Navigators

Most GP reception staff are trained care navigators to help ensure patients receive the right care by the most appropriate person in a safe and effective way.

Care navigators help identify and signpost people to available services and will help link you to the right healthcare professional. They will generally be the first contact within general practice patients will come across.

Please don't be offended if they appear to ask you personal questions about your condition, they have been trained to help you get the right help from the right health profession as soon as possible.

