



**CARE NAVIGATION SKILLS IN THE GP PRACTICE©**



## **Background**

Prima Linea Training has developed a set of unique training sessions to support, encourage and upskill the front line of the GP practice to deliver and grow non-clinical navigation. The full programme consists of **three x 3.5 hour** training sessions of live training to the practices or groups of staff

- Part One** Building the foundation skills for navigation  
**Part Two** Building confidence and using the skills for navigation  
**Part Three** Being a resilient care navigator

We can deliver a **One day training** session is an amalgamation of the main learning points from part one and part two sessions.

## **The objectives of the training are**

- To support a corporate, professional and caring approach to non-clinical care navigation
- To build confidence and empowerment within front line non-clinical staff
- To deliver a responsive, person-centred and empathetic approach to patients
- To expand the skills, awareness and knowledge of front line staff.
- To support development with a range of templates and examples of good practice in care navigation

## **Competency outcomes from this training**

Prima Linea Training Associates takes a unique approach to the delivery of this subject. With many years direct experience in practice, we are aware that care navigation will only be successful if (a) the whole team as an input (b) if staff are engaged, enthused and (c) feel equipped to deliver. To this end we have designed a unique approach which includes practical skills, confidence building, attitude challenges, empathy development and psychological growth exercises as well as practical skills and knowledge.

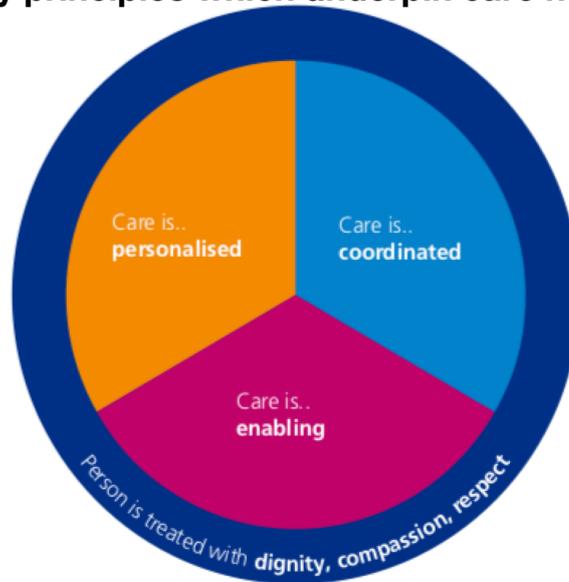
The most comprehensive benchmark of required competencies for care navigation at the front line in general practice can be found in the “NHS Care Competency Framework’ document produced by NHS England <sup>1</sup> which outlines the practical, demonstrable competencies which front staff should possess.

This training can be mapped to the competencies as follows:-

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<sup>1</sup> Care Navigation: A Competency Framework 2016 [www.hee.nh.uk](http://www.hee.nh.uk)

## The key principles which underpin care navigation

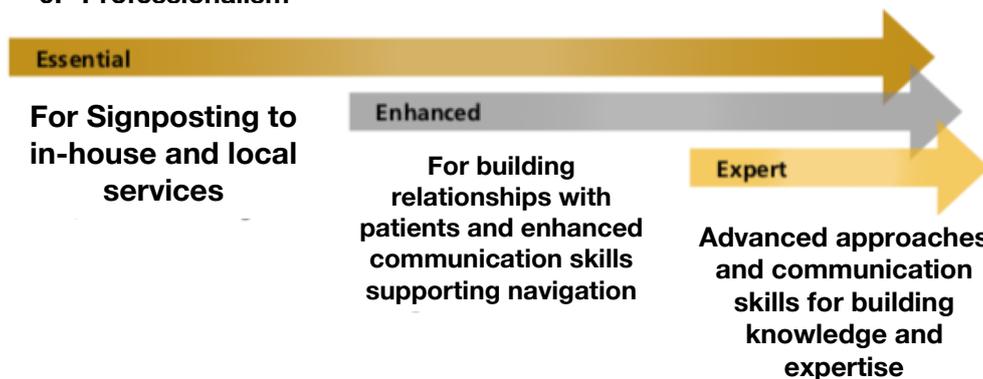


“The assistance offered to patients and carers in navigating through the complex health and social care systems to overcome barriers in accessing quality care and treatment.”<sup>8</sup>

### Care Navigation: 9 Key Competency Domains (section 8:2)



1. Effective Communication
2. Enabling access to services
3. Personalisation
4. Co-ordination skills
5. Building relationships
6. Knowledge in the practice
7. Personal development & learning
8. Handling information
9. Professionalism



The competencies are divided into Bronze, Silver and Gold levels. Bronze level is considered to be **essential** for any member of staff to undertake GP care navigation. Silver level denotes a higher level of competency in relationship building and is a **desireable**

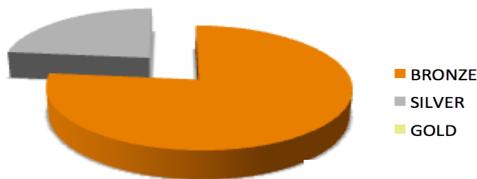
level in the practice. Gold level demonstrates **advanced** approaches to communication with patients, self reflection, self awareness and approaches towards behaviour change.

Although Bronze level is the aim of most other training organisations in delivering care navigation to a mix of practice staff, the Prima Linea Training programme includes specific training targets at the Silver and Gold levels in addition to Bronze.

COMPETENCY LEVELS YOU CAN EXPECT FROM THE FULL NAVIGATION PROGRAMME	
COMPETENCY LEVEL	OVERARCHING NAVIGATION SKILL
BRONZE	Effective communication skills Signposting to in-practice services Good telephone handling Developing rapport and confidence
SILVER	Enhanced communication skills Effective questioning skills Guidance to patients/careers Signpost wider destinations
GOLD	Advanced communication skills Using initiative & breadth of knowledge Contribute to navigation development Share learning with colleagues

### COMPETENCIES – EXPECTED AGAINST WHAT THIS TRAINING OFFERS

Breakdown of Navigator Competencies identified for GP receptionists



**ORDINARY PEOPLE DOING AN EXTRAORDINARY JOB**

BREAKDOWN OF NAVIGATOR COMPETENCIES IN THIS TRAINING



## Examples of materials used in Part One

- Examples of increased demand
- access toolkit for primary care
- NHS time4care tool
- NLP Representational System model and Rapport building model
- Semiotic influence model for telephone handling skills
- Case study videos – active signposting in action
- Examples of patient information initiatives from attending practices
- Examples of useful directories as reference points for further direction
- Signposting algorithms and templates

## Examples of the learning outcomes anticipated from the sessions

Active listening and adjusting personal communication styles are cornerstones to achieving rapport with patients – without rapport we cannot gather information for navigation and will face *“Im not telling you, you are just the receptionist”* whereby navigation is impossible

The NLP active reflective skill is a unique technique taught by Prima Linea Training to GP receptionists. It further enhances the listening skills of the receptionist, adds to the patient experience and increases the opportunity for signposting.

Empathy is a skill which is difficult to explain so the training session includes an opportunity to **feel empathy**. Nursing scholar, Teresa Wiseman (1995) describes the use of empathy in patient care as *“recognizing something in yourself which makes that connection with the patient, its feeling **with** people”*

Successful signposting requires the establishment of rapport with patients, even in the short time when a patient is telephoning for ‘an appointment’

The importance of achieving and demonstrating empathy in front line health care is further emphasized in the work of Dr Sara Phillips on Patient Navigation - *“Reflections on the Navigator-Patient Relationship”* (Sara Phillips et al, NCBI June 2015)

*“In reflecting upon characteristics that enhance the navigator-patient relationship, the navigators emphasised the importance of personal characteristics above skill and knowledge. Notably, humanistic qualities such as communicating understanding and empathy were emphasized”*

## **Part 2 of the training**

The second part of the training aims to build on the learning and address more of the competencies outlined in the framework. Part two includes the following elements

- The attitude and behaviour cycle
- The psychological iceberg of behaviour
- Hellman’s Folk Model<sup>2</sup> - ICE
- Neuroplasticity for adopting new behaviours
- Case studies of care navigation
- Uncovering our values and how we interpret navigation
- Shifting the burden in patient calls

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<sup>2</sup> Part of the Calgary Cambridge communication model

- Linguistic rules in designing our signposting scripts
- Using an innovative strategy for effective questioning
- Looking positively towards change (several change models)
- The usefulness of a whole practice policy

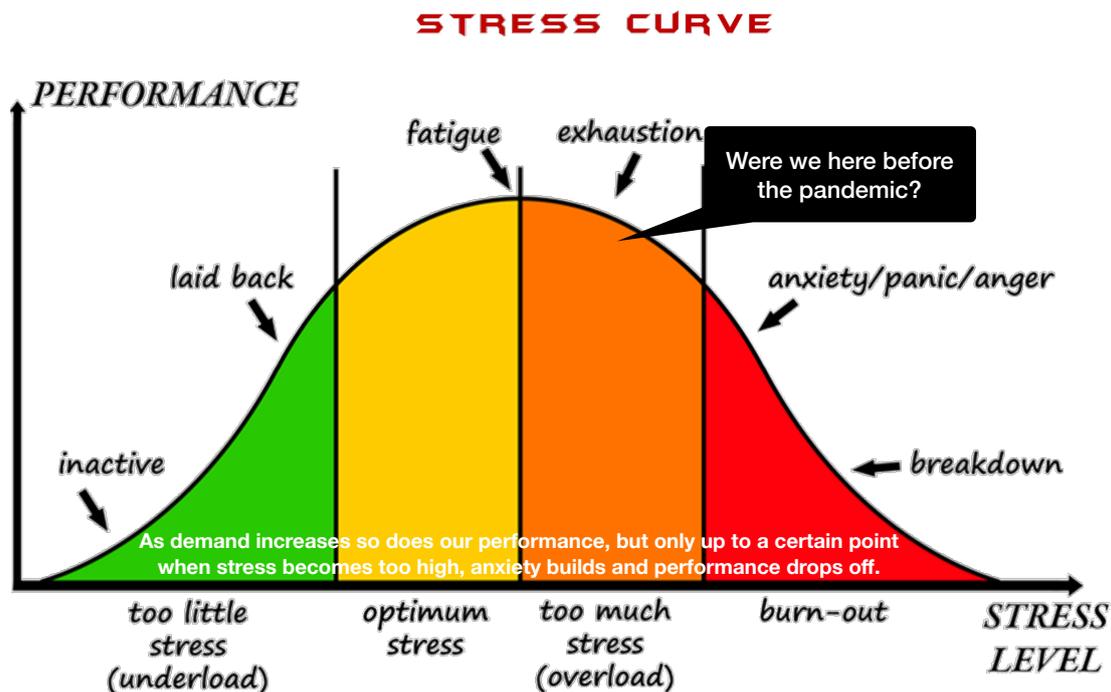
As part of the second workshop delegates will spend some time on constructing a corporate signposting sentence for the practice which can be fed into central decision making for consideration as a corporate exercise.

### **PART 3 of the training**

*"Being a resilient care navigator"*

There should be no underestimation of the demands on our front-line staff. At the best of times demand far outstrips capacity and receptionists are juggling policy, engagement, information and destinations.

Part 3 offers personal capacity building and giving *"something back"* to the navigators. We don't often get the opportunity to step back from the front line and draw breath, that is what this session offers. A chance for some time out and reflection on how we are coping and offers an engaging and enjoyable way to reinvest in our wellbeing and stress management strategies within the demands of navigation and healthcare.



Yerkes-Dodson Law: *Theory Psychology*, 1994 4:525, [www.researchgate.net](http://www.researchgate.net)

## **ORGANISING THIS TRAINING**

Please email or call us with your particular needs and we will endeavour to assist you in advising on the agendas and format to meet your objectives.

If time is short, you may find that delivering a consolidated part one session in an afternoon gets you a good outcome. Or, if you have a whole day, this can be very empowering to staff as well

We can deliver just to your practice (great for focus and incorporating localized policies etc) or we can deliver to groups of staff from several practice (great for networking and hearing how other practices are working)

Our reputation is based on customer satisfaction and personal recommendation. If you would like to speak to any of our customers ask and we will be happy to put you in contact with them. Our reputation is your guarantee of satisfaction.

Email us on [training@primalinea.co.uk](mailto:training@primalinea.co.uk) – or use the contact form in the website  
Or phone us on 02892651785

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