

Frequently Asked Questions

Q. Why is this being introduced?

A. Too many people can't see a doctor when they really need to and too much of each doctor's time is spent seeing patients that could be seen equally well by another service or professional. Care Navigation will support us to ensure that patients see the right professional first time.

Q. Are Care Navigators qualified to decide the best care for someone?

A. Our Care Navigators will use clinically developed software to guide each patient to the best professional or service to meet their needs. This software has been developed with doctors to ensure that it is clinically safe. It has been carefully tested to ensure that all risk factors are identified in the process.

After speaking to the Care Navigator, they may feel the best option for you is to speak to a clinician on the telephone, if that is the case they will arrange for a doctor or a senior nurse to call you back as soon as possible.

Q. How can I book an appointment from Monday 8th January?

A. To book an appointment just call your practice any time between 8am and 6.30pm and speak to a Care Navigator who will ask you a few simple questions about why you need an appointment. You will not be able to book a new appointment at reception from Monday 8th January. If you are unable to phone us from home, please speak to one of our receptionists at the surgery who will be able to support you through calling our Navigation Hub from the surgery.

Q. Will I be able to get through on the phone?

A. We are launching a state-of-the-art telephone Navigation Hub on Monday 8th January with over 30 new lines, a call queuing system and Care Navigators who are dedicated to answering your call. You may experience a wait during busy times, so please bear with us until we are able to answer your call.

Q. Will my information remain confidential and secure?

A. Your information is going to remain confidential and secure. The only change is how we manage your information. Staff currently working across all ACE surgery sites will be able to access your information when required to support your care. This could be to book an appointment or check results.

Anytime your information is accessed, an audit trail is created and only staff who have been granted the relevant level of access will be able to view your information.

If at any time you have concerns about how your information is being used, you can raise this with a member of staff. We will investigate to ensure your rights are not being breached and take any necessary action required as outlined in the Data Protection Act 1998.

For more information on your rights under Data Protection you can visit the Information Commissioners Website at www.ico.org.uk.

If you have any questions about what this means for you, please ask a member of our team.