

# What is a Care Navigator?

A Care Navigator will make sure you get help from the right person at the right time - right away.

To do this, Care Navigators **will need to ask why you are calling so that they can arrange the right care or support for you.**

Care Navigators have been trained to keep information **confidential** and to **provide a safe service.**



If you have any questions please speak to reception or the practice manager.

# What is a Care Navigator?

Receptionists in your GP practice are training to become Care Navigators, to make sure **every person contacting the surgery is helped in a way that is right for them.**

This could be anything from arranging contact or an appointment with your GP or Practice Nurse, providing information on services within your community that could help you, or by giving you advice or information over the phone, perhaps saving you a visit to the practice.



If you have any questions please speak to reception or the practice manager.

# What is a Care Navigator?

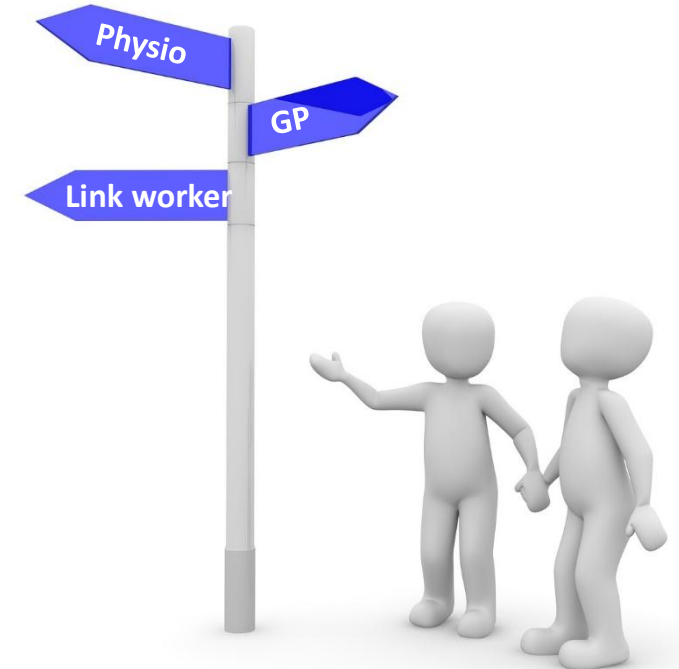
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## Why will this help?

You will get help from the most appropriate person as quickly as possible.

Seeing your GP will become easier when you need to.

You may not need to visit the practice.



If you have any questions please speak to reception or the practice manager.