**A Guide to Care Navigation at Withnell Health Centre**

***Why do I have to answer so many questions when I just want to see someone at the practice?***

Treatment has developed in so many ways since the days when you went to the doctors and sat in a queue waiting for your turn. General Practice is now able to deal with a wider range of conditions that in the past, would have meant your GP referring you to hospital out-patients, clinics or nursing service. To be able to do this we have a team of clinicians that have skills to complement each other, who may be more familiar with certain conditions and can treat you more efficiently than the GP. To ensure that we get you to see the right person to deal with your problem, receptionists will ask questions about why you need to see someone.

In some cases, you may not need to come to the practice if a Pharmacist is the best person to help. In this case, you will be referred to the chemist via the Minor Ailment Scheme. In other cases, a telephone call may be advised in order to get you the best care, as quickly as possible.

***What does a receptionist know about my problems to decide who I should see?***

All the reception team that arrange appointments have received training on identifying conditions and deciding on the urgency and the most appropriate clinician that can help with your problem. They also understand that you may be anxious and worried about the problem you are contacting them with, so working with the receptionist will ensure that we deal with your call as quickly as possible. We may advise you that an appointment with our health care assistant or Practice nurse is more appropriate, this is to ensure that clinical time is used effectively.

***Do I have to see a GP to ask about my medication?***

We may advise that you do not need to speak to a GP to discuss your medication. We may ask a Pharmacist to call you to discuss any medication queries. Our Practice Pharmacists Aamena and Andrea hold sessions on a Monday and Tuesday and can provide in depth medication reviews and answer any questions you may have with regards to your medication.

***What if the Clinician I see cannot deal with my problem?***

Withnell Health Centre works as a Team and all of the team have support from their colleagues. If the member of the clinical team that you consult is unable to deal with your problem, they are able to escalate this to another member of the team who can help.

 **What if I want to see my own GP?**

Everyone has the right to see their own GP, but this may not be in a timescale to meet the urgency of your medical needs. Leave and training can often mean a wait that is longer than expected to see your named GP. The main thing the receptionist will do is ere on the side of caution and ensure that you see a clinician without delay if you need urgent attention