



1 Active signposting

Reception care navigation

The idea

- Receptionists' job is to connect the patient with the most appropriate service (not just book everyone with a GP).
- Train receptionists to ascertain the patient's need. Include red flags for medical emergencies.
- Develop a directory of services, inc services outside the practice, for patients to be directed to.

Impact

- Reduced GP appointments – from the West Wakefield GP Access Fund scheme, 4.7% of GP time is saved by receptionists using active signposting.
- eg Church Street Surgery (12,000 patients): 583 hours of GP time released per year
- Patient benefits - faster access to the right service (one step in the process removed).
- Staff satisfaction – receptionists feel they're doing a better job for patients and making bigger contribution to the practice.

Implementation tips

- Explain to patients that the aim is not to deny them access but rather to improve it, as well as allowing GPs to focus on the things only they can do.
- Involve GPs themselves in giving information and explanation, eg through the practice newsletter or phone system messages. Patients appreciate and respect this.
- Encourage receptionists to ask lots of questions, practice asking about the patient's need and make their own suggestions for improvement and the directory of services.
- Measure closely at first, to demonstrate impact and identify areas for improvement.
- Keep the directory of services updated. Include hospital outpatient booking offices, voluntary & community sector services, community pharmacy, dentists, optometrists, welfare rights, housing, etc.
- Replicate the information on the practice website, for patients to find directly.