



Getting to know your Care Navigator

If you, or someone you care for, is elderly, frail or housebound, your GP Practice's Care Navigator can help you get the care and support you need.

What is a Care Navigator?

A Care Navigator is a new kind of health professional in your GP Practice, who can help you to improve your health and live as independently as possible.

By working closely with your GP and other healthcare professionals, the Care Navigator can 'open the door' to a wide range of services provided by the NHS, social care services charities. They can also direct your carers and family members to useful sources of help and support.

How can the Care Navigator help me?

The Care Navigator will visit you in your home and spend time talking and listening to you about your needs. They will identify services which might improve your health and independence and will help you to get in touch with those services.

After the visit, the Care Navigator will report back to your usual GP and keep in touch with you by visiting, telephoning or e-mailing to make sure you are happy with any new services you have been introduced to.

How do I see the Care Navigator?

If you or someone you care for would benefit from seeing the Care Navigator, ask your GP for a referral.

Care Navigators also communicate regularly with hospital teams to help make sure that people being discharged home have the right support in place.

What training does the Care Navigator receive?

Care Navigators come from a range of backgrounds and undergo a training programme developed in partnership with Age UK. They have a detailed knowledge of the services available in your local

community and are experienced in helping people to access the support they need.

Keeping your medical records up-to-date

Your Care Navigator will carry a secure mobile computer which provides access to useful websites and information about services while they are visiting you at home.

This computer also allows the Care Navigator to safely collect information about your health needs that will be shared confidentially with your GP and other professionals involved in your care, so they can be kept up-to-date. Your medical records will continue to be held securely by your GP Practice.

Evaluating the Service

This new NHS service is being funded by the Prime Minister's Challenge Fund. To make sure the service provides good value for patients and the NHS, the Care Navigators will collect information about the number of people they see and the types of services they introduce them to. Your personal medical details will not be passed on and neither you nor your family will be identifiable. Access to your personal information will be controlled by your GP and will only be available to approved healthcare workers involved in your care.



What is OxFed?

OxFed is a new network formed by the 22 NHS general practices in Oxford. It is a not-for-profit organisation that helps NHS GP practices and primary care teams work together, to improve the health and care of people who live, study or work in Oxford.

OxFed supports the principles of NHS general practice – that high quality and personalised care should be available to everyone who needs it, regardless of age and background.