

Care navigation training programme

**Information pack for Integrated Care Boards to support
recruiting staff from PCNs and general practice**

Registration page



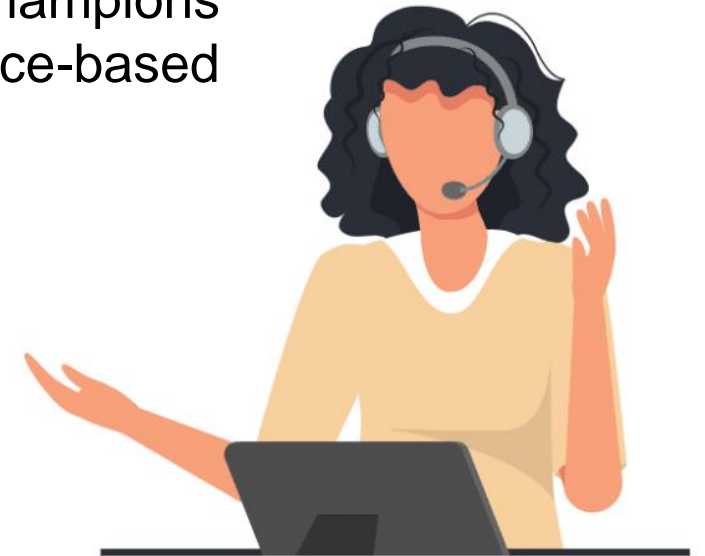
<https://bit.ly/carenavtraining>

National care navigation training programme

Through various stakeholder engagement exercises, care navigation training was highlighted as a need. NHS England has commissioned two training offers, a foundation and advanced level, to upskill and support practice and PCN staff as part of the [recently published delivery plan for recovering access to primary care](#) and their ambition to offer 50m additional appointments in general practice by 2024.

We want to support skills retention and knowledge transfer within practices to offer the opportunity for greater standardisation of approaches across networks, supporting champions who have completed this training to then develop practice, PCN, and place-based relationships to drive collaboration across their networks.

Our aim is for every practice and PCN in England to access care navigation skills training to drive transformation and improve patient access at first contact with the practice.



Training delivery

Virtual training

Training will be delivered virtually on Microsoft Teams by the National Association of Primary Care, our external training provider.

Number of sessions

We require participants to attend **two sessions** lasting up to 2.5hrs from **July 2023 – March 2024**. Sessions will be released in blocks up to one month in advance. Participants are also encouraged to attend a final 1hr knowledge transfer session.

Your role as an ICB

We are asking ICBs to ensure practices and PCNs are aware of these offers.

We expect the sessions to be extremely popular and dates to fill quickly. Practices and PCNs should ensure they have identified and registered a suitable candidate as soon as possible.



Who is the training for?



The training is recommended for reception staff and care navigators who will be involved in triaging requests to the correct clinician or service for the patient. Please see the two options below:

Foundation level

Foundation training offers an introduction to care navigation for those working in the primary care team. It will be appropriate for those who have not undertaken previous care navigation training or who are new to a care navigation role. It can also act as a refresher for those who have had other introductory training.

Who is this for? receptionists, secretaries and other admin roles, HCAs, pharmacy technicians and practice based care navigators.

Advanced level

Advanced training dives deeper into key skills that underpin effective care navigation with particular emphasis on communication and health coaching skills as well as exploring professionalism and effectiveness within the integrated primary health and social care team.

Who is this for? those who have undertaken our foundation training or other introductory training wishing to deepen their skills. Includes new or existing care navigators and others who have informal care navigation or care coordination experience but who may not have had formal skills training previously.

How can participants sign up?

Each practice and/or PCN is asked to nominate one staff member to take part in the training.

As per the [Delivery Plan for Recovering Access to Primary Care checklist](#), every practice and/or PCN should nominate **one member of staff**. The training is open to anyone working in general practice, however, they should ideally be reception staff and care navigators involved in triaging requests. ICBs will be kept updated to ensure their areas are suitably represented.

Once a staff member has been selected by the practice or network, they can register them via the following link:

[**https://bit.ly/carenavtraining**](https://bit.ly/carenavtraining)



Roles and responsibilities

Practices	<ul style="list-style-type: none">• Identify and nominate member of staff to attend care navigation training• Share learning via nominated staff member to wider practice team
PCNs	<ul style="list-style-type: none">• Promote offer and get buy-in from practices• Identify and nominate member of PCN staff to attend• Embed care navigation across practices in the PCN, linking in with trained reception staff to create local community of practice to drive and sustain care navigation locally
ICBs	<ul style="list-style-type: none">• Promote care navigation offer, with buy-in from senior clinical leads• Support and embed care navigation offer• Create a sustainable model working with system partners i.e. Training Hubs• Monitor uptake of offer
Regional teams	<ul style="list-style-type: none">• Support ICBs and system partners• Promote care navigation offer
National team	<ul style="list-style-type: none">• Fund and procure training from national framework; support more providers to join framework• Create comms strategy• Hold weekly meetings with provider(s) to understand opportunities and challenges• Quarterly report to SLT for assurance and oversight• Create checklist to support ICBs monitor uptake of offer

Criteria for practices and networks signing up



They will nominate **at least one member of staff** to undertake the training.

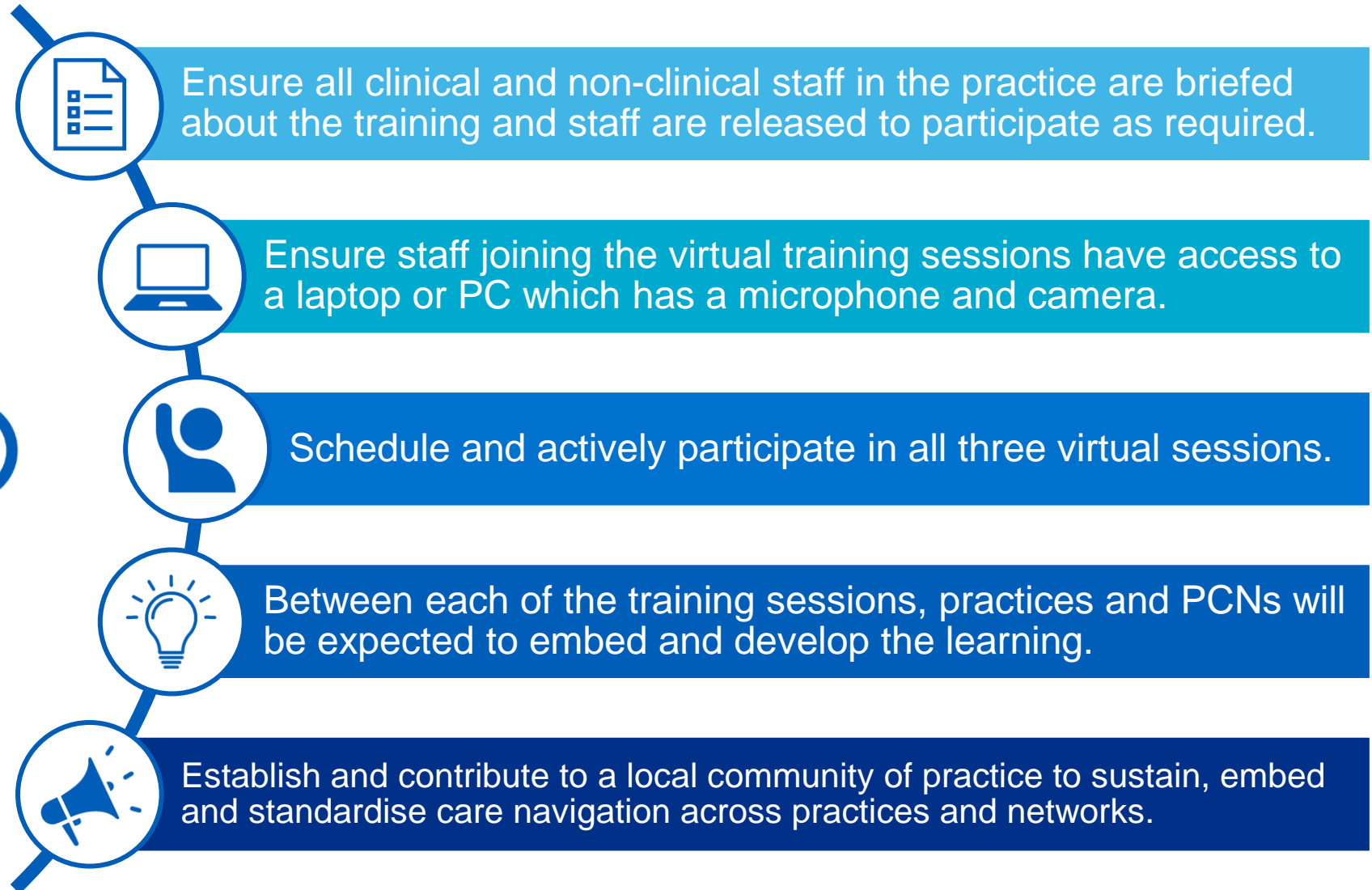


As a minimum, a practice manager, network manager and/or GP in the team are key to making progress and will actively support and champion the training sessions.



They will have a commitment to generating data for improvement, monitoring and reporting.

Expectations for practices and networks



Communicating to practices and networks

Please ensure every practice and network in your area is aware of the training.

- It's important to ensure that practices and PCNs know what the training programme involves so that they can nominate suitable participants.
- PCNs will also need to look into creating local communities of practice across their network to share learning – this is something you should support them to do.
- A flyer (right) can be sent to practice and PCN managers for discussion in their teams.



The flyer features a background image of a woman with short blonde hair and glasses talking on a mobile phone. A large blue arrow points from the left towards the center. The NHS England logo is in the top right corner. The main title 'Care navigation training programme' is in white text on a blue background. Below this, a section titled 'Information for practice and PCN managers' contains three paragraphs of text. To the right of the text are three circular icons: a calendar, a bar chart with an upward arrow, and a head with gears. Each icon is accompanied by a heading and a paragraph of text. At the bottom, there is a teal bar with a white envelope icon and a white box containing the contact email address.

Care navigation training programme

Information for practice and PCN managers

Free virtual training to upskill and support practice and PCN staff.

We want every practice and PCN in England to have access to care navigation skills training, to drive transformation and improve patient access at first contact with practices. Sessions are available for at least one participant from each practice and PCN in England.

Practices and PCNs are asked to identify and nominate one member of staff to complete the training. We recommend that they are reception staff and care navigators who will be involved in triaging requests.

It's important that practices and networks have a commitment to generating data for improvement, monitoring and reporting.

July 2023 - March 2024

Participants will attend two virtual sessions. Please ensure this time is protected.

Foundation and advanced levels

Two levels are available - one for those new to care navigation and one for those with some experience.

Knowledge transfer

An additional third session will involve sharing learning wider with practices and local systems.

PCNs are then asked to help create a local community of practice to drive and sustain care navigation locally, assisted by their system partners and training hubs.

Contact carenavigationtraining@england.nhs.uk for more information

Communicating to practices and networks

Newsletter/bulletin copy FOR MANAGERS:

Nominate a member of your practice or network to complete NHS England care navigation training

Effective care navigation could direct over 15% of patients to teams that could better help them and to the most appropriate practice staff member for assessment and response, without the need to see a GP.

As detailed in the recently published [delivery plan for recovering access to primary care](#), NHS England will provide all practices with the digital tools and care navigation training for Modern General Practice Access and fund transition cover for those that commit to adopt this approach before March 2025.

Two care navigation training offers to upskill and support practice and PCN staff are available - a foundation level for those new to care navigation, and an advanced level for those with experience who can support and embed it into practices and networks.

Practices and PCNs are asked to support by nominating **one member of staff** from reception and care navigator roles who are involved triaging requests. Training will be delivered virtually in two 2.5 hour sessions from July 2023 - March 2024.

Email carenavigationtraining@england.nhs.uk for more information. [Register your named staff member here](#).



Communicating to practices and networks

Newsletter/bulletin copy [FOR STAFF:](#)

Are you interested in completing care navigation training?

Two care navigation training offers to upskill and support practice and PCN staff are available from NHS England to help teams direct patients to the right person.

They include a foundation level for those new to care navigation, and an advanced level for those with experience who can support and embed it into practices and networks.

You will ideally be a reception staff member and care navigator involved in triaging requests. Training will be delivered virtually in three sessions from July 2023 – March 2024. If you are interested please contact your line manager for more information.



Contact the NHS England team

If you or any of your practices have any questions about the training please don't hesitate to get in touch:

carenavigationtraining@england.nhs.uk

