

Care navigation training programme



Care navigation training – FAQs for practice and PCN managers

[Please refer here for the most up to date FAQs.](#)

Contents

What is care navigation and why is it important?	2
What is this training and why is it being offered?	2
Is this training mandatory?	2
Is there a cost to this training?	2
What do I need to do as a practice / PCN manager?.....	2
Who is the training for?	2
What is the difference between the foundation and advanced training?	3
What if my nominated member of staff has already completed training from another provider?.....	3
When is the training available from?	3
How will the training be delivered?	3
How many training sessions are there and how long are they?.....	3
When does the training need to be completed by?.....	4
How do I book my nominated staff member onto the training?	4
What happens if my nominated staff member can't attend one, or both, of the sessions?	4
What is the expectation after the training?	4
Who do I contact for more information?	4

What is care navigation and why is it important?

Care navigators can occupy many roles and play a crucial part in helping people get the right support, at the right time, to help manage a wide range of needs. Effective care navigation could direct over 15% of patients to teams that could better help them, such as administrative teams, self-care, community pharmacy or another local service.

What is this training and why is it being offered?

Through various stakeholder engagement exercises, care navigation training was highlighted as a need. The recently published [delivery plan for recovering access to primary care](#) notes the commitment in tackling the 8am rush and making it easier and quicker for patients to get the help they need from primary care.

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.

Is this training mandatory?

Training is NOT mandatory, however, we strongly encourage you to nominate and register a member of staff to undertake the training as we are only offering this opportunity until March 2024 and want to ensure that every practice and PCN completes the same training.

Is there a cost to this training?

There is no cost, this training is fully funded by NHS England.

What do I need to do as a practice / PCN manager?

We are asking you to identify and nominate one staff member from your practice or PCN to complete the training modules. We have limited funding so in order to reach every practice or PCN in the country only one space is available for each practice and/or PCN.

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.

What is the difference between the foundation and advanced training?

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. It's recommended for receptionists, secretaries and other admin roles, HCAs, pharmacy technicians and practice-based care navigators.

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. This is recommended for those who have undertaken our foundation training or other introductory training wishing to deepen their skills. This 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.

What if my nominated member of staff has already completed training from another provider?

We understand that training for care navigation may already have taken place from another provider. This is nationally funded training that will take place across the country. We want to support skills retention and knowledge transfer within practices to offer the opportunity for greater standardisation of approaches across networks.

You can nominate another member of staff in this instance, but we recommend that you do nominate someone.

When is the training available from?

Training sessions will take place from July 2023 – March 2024.

How will the training be delivered?

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

How many training sessions are there and how long are they?

There are two virtual training sessions that staff will be expected to attend from the foundation or the advanced training. Each session will last up to 2.5 hours. A final knowledge transfer session will also be recommended to be completed which will

last 1 hour.

Sessions will be offered every day of the week at different times during the day to allow as much opportunity for staff to attend.

When does the training need to be completed by?

Training is available until March 2024. We recommend that both sessions are completed within one-two months of each other. This ensures that trainees retain their knowledge. We understand that time is precious for your staff, so please speak to our team if you require some advice on what to book training.

How do I book my nominated staff member onto the training?

You can book your nominated member of staff onto the training via this link: <https://bit.ly/carenavtraining>. Please note that dates are being released one month in advance.

What happens if my nominated staff member can't attend one, or both, of the sessions?

We ask that you try to give as much notice as possible if your nominated staff member can't attend a session so that we can offer the place to someone else. You can contact pclearning@capita.com if you need to cancel and reschedule.

What is the expectation after the training?

We want to support champions who have completed this training to then develop practice, PCN, and place-based relationships to drive collaboration across their networks. Between each of the training sessions, practices and PCNs will be expected to embed and develop the learning.

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

Who do I contact for more information?

If you have any questions not answered here, please contact the NHS England team at carenavigationtraining@england.nhs.uk.