



## General Practice is changing the way in which receptionists book patients appointments.

From November reception staff will be trained as Healthcare Navigators and will (at the request of the Doctors) be asking patients certain questions to signpost patients to the most appropriate clinician / service straight away. This will enable the patient to receive the most appropriate care from the most appropriate person at the most appropriate time.

As part of the training for the Health Care Navigators in Worcestershire a carousel day is being hosted for GP staff to come along and speak to various service providers, asking questions and gathering more knowledge about who can help with what, and how to access the service.

There will be a morning and an afternoon session for staff to drop in and talk to various agencies, charities and other associated staff in regards to general practice.

**Tuesday 09th October**  
**13:00-16:30 PM**  
**Warndon Hub, Shap Drive**  
**Worcester**  
**WR4 9NX**

**Wednesday 10th October**  
**09:00-12:30 AM**  
**King George V Hall**  
**Worcester**  
**WR4 9TL**

For further information please contact about this event please contact Steven Connelly [steven.connelly1@nhs.net](mailto:steven.connelly1@nhs.net)