A person with a broken arm and a broken arm holding a phone and a doctor

Description automatically generated

Elm Hayes Surgery are pleased to announce a new appointment system within the practice. The current high demand for primary care services has prompted us to look at our current system and explore options for improving both patient access and the experience of booking an appointment.

We have spent a lot of time exploring ways of managing demand and have visited and spoke with other practices that have introduced innovative ways of managing growing demand.

Based on the above, we have decided to introduce a Care Navigation system into the practice as from **12th May 2025**.

**What is a Care Navigation system?**

This is a model whereby all incoming clinical and administrative queries are submitted via an e-consult either by the patient, or by a receptionist on the patient’s behalf.

All incoming requests will be triaged (i.e. reviewed) by a GP who will decide on an appropriate response. This may include directing the patient to an alternative service (such as community pharmacy), a service within our practice (such as a physiotherapist or pharmacist), or to an urgent appointment or more routine appointment with one of our clinicians.

Practices that have adopted this system feel that it has improved the patient experience, as well as staff satisfaction, and we are excited to be able to bring these benefits to our practice.

Over the coming months, we will be holding briefing sessions for patients to introduce them to the new system.