



Our programme is ideal for all patient facing staff as it creates an opportunity to understand the value of a person-centred conversation. The programme develops enhanced communication skills which will encourage patients to make an informed choice on how to best manage their own health and wellbeing with support and direction from staff.

## CARE NAVIGATION AND ENHANCED COMMUNICATION SKILLS

The programme is a series of 90-minute virtual learning sessions to support you to:

- PATIENTS** - Manage increasing patient demand
- PROCESS** - Streamline your appointment booking process
- PEOPLE** - Support staff wellbeing, self-care and retention

### How will it do that?

- Introduce person-centred skills enabling the staff to ask the right questions in the right way. This supports the patient to make the decision which is right for them.
- Build confidence and understanding of the skills already available across your clinical and administrative teams. This enables patients to be signposted effectively and efficiently.
- Understand how the additional reimbursed roles can increase patient access opportunities.
- Introduce self-care strategies to support and build staff wellbeing and resilience.
- Utilise Quality Improvement tools to improve the appointment booking process.

*"I've witnessed some of the challenging patient scenarios that you've described in the training and I've seen staff fall into traps which is why we needed this training and why the skills training has been so useful."*

Practice Manager - West London

### What does it achieve?

Our Care Navigation programme has been created to support your practice to respond to increasing patient demand.

### Programme Benefits:

#### PATIENTS

- Care from the right person in the most appropriate way.
- An equitable service enabled by a consistent team approach to booking appointments.

#### PROCESS

- Reduced waiting times resulting from improved patient flow.
- Clinicians practicing at the top of their licenses.

#### PEOPLE

- Increased job satisfaction for clinical and front-line staff, happier patients, happier work environment.
- Improved staff wellbeing from a calmer working environment and self-care strategies.
- Increased staff retention for the practice
- Improved patient/practice relationships to benefit patients, staff and the practice.

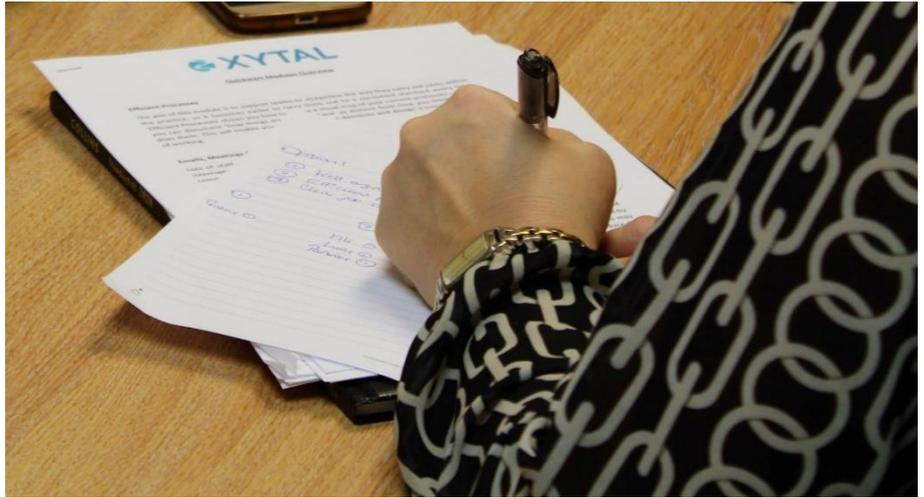
**Want to take the next step? ...**

***Let's start a conversation***

**Call: 0113 834 5015**

## BACKGROUND

Located in Southwest London, this busy surgery and its associated PCN practices realised that they were struggling to respond to changes in patient pathways, exacerbated by the extra patient need challenges presented by the Covid-19 pandemic. The practices were keen to make the most of the video/telephone consultation and social prescribing services and approached Xytal to help them implement a solution.



### CASE STUDY: MAYFIELD PRACTICE, WANDSWORTH, LONDON

*"It's so refreshing to have a facilitator that you can tell genuinely loves and has a passion for what they do. We have had some training in the past and the facilitator has been so flat that you easily lose interest in the material."*

**- Assistant Practice Manager**

Staff including receptionists, administration managers, practice managers and GPs completed our proprietary Care Navigation and Enhanced Communication Skills. Delivered and completed online through a tailored blend of team and practice-wide sessions, as well as exploring process-specific details, the programme also gave practice staff the opportunity to really understand the big-picture issues that impact on care navigation. This included understanding job roles and skills, task analysis and activities designed to "put them in the patient's shoes" so as to gain an appreciation of what it is that patients actually think and feel on accessing their practice.

At the end of the programme, Xytal and the practices were able to agree on a collaboratively developed action plan for implementing significant improvements across patient pathways, processes and access. Practice teams gained a greater appreciation of the wider challenges and had much improved clarity about effective care navigation from both their own and their patient's perspectives. Individual and practice feedback was incredibly positive, with many reporting that the new skills learnt, in combination with the new processes, had resulted in a transformation in practice-patient communication and relationships, and in staff confidence and morale.

*"As you could see today (although everyone looked a bit tired!) the practices – and patients – have benefitted hugely."*

**Clinical Director**