



## **The Right Person First.**

‘Help us to help you’

Did you know, there are a range of services and trained health professionals working closely with your GP that might be better suited to help you? Visit [bit.ly/RightPersonFirstHR](https://bit.ly/RightPersonFirstHR) to view a list of services available to you and find out how to access them.

We are letting you know that The Station Practice, among others within the town will be starting ‘The Right Person First, Care navigation’ shortly. As you may be aware there is a shortage of GPs. There is also immense pressure being put on GP surgeries to try and cope with an increased workload. Therefore a system of care navigation has been put in place ready to roll out April/May.

The reception team will inform patients of their choices which best suit their needs before seeing a GP. For example a patient who rings up asking to see a GP for an appointment for floaters in the eye, the patient can be referred directly to

MECS (minor eye conditions services) without seeing the GP. Of course, if a patient still wishes to see the GP we will endeavour to give an appointment and the GP will then have a conversation with the patient explaining about the Right Person First care navigation.

The accredited Right Person First care navigation training supports our reception staff to offer patients choices about the service which best meets their needs. The surgeries computer system will have a template with links for the receptionists to work from, ensuring the correct information is given. All of our receptionists have taken this training.

We will be working closely with other services to try and maximize patient choice. The right person first, 1 visit instead of 2 to a healthcare professional being the optimum outcome.

The Right Person First care navigation programme is part of a wider area of work to develop multi-disciplinary primary care teams and to support patients to quickly and easily access the most appropriate service for their needs. Practices increasingly have a wider range of clinicians within the surgery and we are investing in additional primary care services which people will be able to access directly.

Over the last year we have been speaking to local people about seeing someone else other than your GP; a pharmacist, physio or paramedic for example. We have continued these conversations at our Shaping Health and Care events, through our PPG forums and through engagement opportunities including street engagement and focus groups.

This has involved our engagement team visiting a number of practices to speak to local people; the majority of people (54%) say that 'getting the right treatment and outcome' is most important to them. Only 23% said that seeing their named GP was the most important.

With the launch of The Right person First, care navigation in certain practices across the CCG area, we need to continue raising awareness of the alternatives to seeing your GP and will continue conversations with local people.

See the CCG website for more information about Right Person First and a full list of services - [bit.ly/RightPersonFirstHR](http://bit.ly/RightPersonFirstHR) (Hastings and Rother CCG)

