

Care Navigation and Enhanced Communication Skills

Who is it for?

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 practice staff.

How it works

The programme is a series of in-person or virtual sessions to support staff to:

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

How will it do that?

- Introduce person-centred skills enabling 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.

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.

Length: 6 half days

Attendees: 12 max
In-person or virtual

Session 1 - The what and why of care navigation and our practice through the eyes of the patient

Session 2 - Internal signposting, appointments and pathway review

Session 3 - Appointments pathway continued and identifying unnecessary appointments

Session 4 - Person-centred conversation skills (MI)

Session 5 - Person-centred conversation skills (MI) and self-care

Session 6 - Consolidation and sustainability planning



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