

21 December 2018

FREEDOM OF INFORMATION – DECISION NOTICE

Dear Requester

FOI Reference Number: 18903

I refer to your email of 29 November requesting information in respect of care navigation.

I can confirm on behalf of Great Yarmouth and Waveney, North Norfolk, South Norfolk, Norwich and West Norfolk CCGs and in accordance with S.1 (1) of the Freedom of Information Act 2000 (FOIA) that we do hold the information that you have requested. A response to each element of your request is detailed below:

North, South and Norwich CCG's response

1. Currently, do you provide a form of care navigation in your area? [Yes](#)

- a. If yes:
 - i. What term do you use to describe people undertaking this role (i.e. care navigator, link worker, community connector)?- [Care Navigators Signposters](#)
 - ii. Who provides it (e.g. receptionists, practice manager, paid care navigator, volunteer)? - [Receptionists](#)
- b. If no:
 - i. What factors have shaped your decision not to provide this service?
 - ii. Do you intend to provide such a service in the near future? Or did you provide the service and stop it? If so, why?

If you do not currently and have not in the past provided a care navigator service, the rest of the questions are not applicable. Thank you for your time.

If you currently provide such a service, or have in the past, we would be grateful if you answered these final questions.

2. If you currently run (or have in the past) a type of care navigator service:

- a. Who is (was it) open to (i.e. all patients or specific groups, such as older people, people with mental health problems)?= [All Patients](#)
- b. How do (did) people get referred to the service (e.g. by a professional, self-referral)?- Care navigators refer to services [Signposters may identify](#)

additional services that would be suitable for the patient and advise the patient of how to access these

- c. Who provides (provided) the service (e.g. an outside organisation, the CCG, local practices)? – In Norwich service is provided by Norwich GP Practice reception staff, for North and south - Practice reception staff

3. If you currently or have in the past provided a care navigator type service, have you evaluated it?

- a. If yes, please can you provide us with a copy of the evaluation report, or with details of how we can access this.- **Currently not evaluated**

West CCG response

1. Currently, do you provide a form of care navigation in your area?

- a. **If yes:**
 - i. What term do you use to describe people undertaking this role (i.e. care navigator, link worker, community connector)? **Care Navigators (CN) and Social Prescribers (SP) (2 different roles)**
 - ii. Who provides it (e.g. receptionists, practice manager, paid care navigator, volunteer)? **Receptionists (CN) and Voluntary Sector (SP)**
- b. **If no:**
 - i. What factors have shaped your decision not to provide this service?
 - ii. Do you intend to provide such a service in the near future? Or did you provide the service and stop it? If so, why?

If you do not currently and have not in the past provided a care navigator service, the rest of the questions are not applicable. Thank you for your time.

If you currently provide such a service, or have in the past, we would be grateful if you answered these final questions.

2. If you currently run (or have in the past) a type of care navigator service:

- a. Who is (was it) open to (i.e. all patients or specific groups, such as older people, people with mental health problems)? **Open to all**
- b. How do (did) people get referred to the service (e.g. by a professional, self-referral)? **Receptionists are able to refer to SP or signpost them to the appropriate service direct**
- c. Who provides (provided) the service (e.g. an outside organisation, the CCG, local practices)? **CN – Practices; SP – voluntary sector organisation**
- d.

3. If you currently or have in the past provided a care navigator type service, have you evaluated it?

- a. If yes, please can you provide us with a copy of the evaluation report, or with details of how we can access this. **SP – yes, but early days so no appropriate data to share; CN – no, this is managed internally by practices**

Great Yarmouth and Waveney CCG response

. Currently, do you provide a form of care navigation in your area? **Yes**

- a. **If yes:**
 - i. What term do you use to describe people undertaking this role (i.e. care navigator, link worker, community connector)?- **Care Navigators/Social prescribers/Community Connectors**

- ii. Who provides it (e.g. receptionists, practice manager, paid care navigator, volunteer)? – [Receptionists and social prescribers \(separate role\)](#)
- b. If no:
 - i. What factors have shaped your decision not to provide this service?
 - ii. Do you intend to provide such a service in the near future? Or did you provide the service and stop it? If so, why?

If you do not currently and have not in the past provided a care navigator service, the rest of the questions are not applicable. Thank you for your time.

If you currently provide such a service, or have in the past, we would be grateful if you answered these final questions.

2. If you currently run (or have in the past) a type of care navigator service:

- a. Who is (was it) open to (i.e. all patients or specific groups, such as older people, people with mental health problems)? [All Patients](#)
- b. How do (did) people get referred to the service (e.g. by a professional, self-referral)?- [Care navigators refer to services. Social prescribing/Community Connectors are referred to by clinicians or social services.](#)
- c. Who provides (provided) the service (e.g. an outside organisation, the CCG, local practices)? [Care Navigators are provided at practice level. Social prescribing and community connectors by outside organisations.](#)

3. If you currently or have in the past provided a care navigator type service, have you evaluated it?

- a. If yes, please can you provide us with a copy of the evaluation report, or with details of how we can access this.- [We have evaluated the social prescribing service. See attached document.](#)

I hope that this answers your queries with the information we currently hold, but if I can be of any further assistance please do not hesitate to contact me.

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to

Arden & GEM CSU
FOI Team, Room 18
Scarsdale
Newbold Road
Chesterfield
S41 7PF

Email agcus.foi.norfolkaveneyccgs@nhs.net

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided the CCG.

The Information Commissioner can be contacted at: Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF, telephone 0303 123 1113, email casework@ico.org.uk

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Yours faithfully

Philip Humphreys

FOI Manager, Arden & GEM CSU

**On behalf of
Great Yarmouth and Waveney,
North Norfolk, South Norfolk
Norwich and West Norfolk CCGs**