

Our Ref: 54173

20 December 2018

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## Re: Freedom of Information Request

Please find below the response to your recent Freedom of Information request regarding care navigation within NHS Southport and Formby CCG.

Request/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)?
    - ii. Who provides it (e.g. receptionists, practice manager, paid care navigator, volunteer)?
  - a. 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)?
  - b. How do (did) people get referred to the service (e.g. by a professional, self-referral)?
  - c. Who provides (provided) the service (e.g. an outside organisation, the CCG, local practices)?
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.



## Southport and Formby Clinical Commissioning Group

For questions 1-3 – NHS Southport and Formby CCG does not hold this information  
you may wish to refer your query to –

Southport & Ormskirk Hospital NHS Trust  
[soh-tr.foi@nhs.net](mailto:soh-tr.foi@nhs.net)

And GP Practices, please see the link below -

<https://www.southportandformbyccg.nhs.uk/about-us/our-member-practices/>