

Why does the Healthcare Navigator need to ask what's wrong with me?

It is not a case of the Healthcare Navigators being noseey!

Healthcare Navigators are trained members of the practice team who have been requested by doctors to ask certain questions in order to ensure that you receive:

- the most appropriate care
- from the most appropriate person
- at the most appropriate time.

Healthcare Navigators like all members of the team, are bound by confidentiality rules:

- Any information given by you is strictly confidential
- The practice would take any breach of confidentiality very seriously and will deal with it accordingly
- If you do not wish to disclose your information, Healthcare Navigators will respect your decision.



Thank you for your support

If you require any more information regarding this change, please visit our website:
www.redditchandbromsgroveccg.nhs.uk/your-health/healthcare-navigators/

Produced on behalf of:

NHS Redditch and Bromsgrove, NHS South Worcestershire & NHS Wyre Forest Clinical Commissioning Groups