

Care navigation training programme

Information for practice and PCN managers

Free virtual training to upskill and support practice and PCN staff.

We want every practice and PCN in England to have access to care navigation skills training, to drive transformation and improve patient access at first contact with practices. Sessions are available for at least one participant from each practice and PCN in England.

Practices and PCNs are asked to identify and nominate one member of staff to complete the training. We recommend that they are reception staff and care navigators who will be involved in triaging requests.

It's important that practices and networks have a commitment to generating data for improvement, monitoring and reporting.



July 2023 - March 2024

Participants will attend two virtual sessions. Please ensure this time is protected.



Foundation and advanced levels

Two levels are available - one for those new to care navigation and one for those with some experience.



Knowledge transfer

An additional third session will involve sharing learning wider with practices and local systems.

PCNs are then asked to help create a local community of practice to drive and sustain care navigation locally, assisted by their system partners and training hubs.



Contact carenavigationtraining@england.nhs.uk for more information