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Date: 17th December 2018

Our Ref: ID1287

NHS Wirral Clinical Commissioning Group
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Re: Freedom of Information Request

Thank you for your request for information made under the Freedom of Information Act 2000 which was received into this office on 3rd December 2018.

You Asked for:

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)?
 - 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)?
 - 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.

Our Response:

Please see our response to a previous Freedom of Information request regarding social prescribing. I have included the link below for your convenience.

<https://www.wirralccg.nhs.uk/media/5314/final-response-letter-foi-id-1242-social-prescribing.pdf>

We hope this information is useful, however if you require any further information please do not hesitate to contact a member of the Corporate Affairs Team (contact details at the top of this letter)

Yours sincerely

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