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Single Point of Contact Navigator Service



 **01224 559526 / 551041** 

What is the Single Point of Contact Navigator Service?

Our service is a single point of contact so you can discuss questions or concerns about your referral to hospital.

We can give you advice about your appointments and tests. We aim to provide you with the right support at the right time.

Who runs the service?

Our team is made up of support workers we call navigators.

What does the service offer?

- We are a telephone service based in Aberdeen Royal Infirmary. Our navigators support patients from across the NHS Grampian area.
- We can explain about the tests the clinical teams use to make a diagnosis. We can also advise when you're likely to be seen and where you are on your clinical pathway.
- You can also discuss with us non-clinical support that may be available for you and your family after an urgent referral to hospital.
- We can advise how you can manage some aspects of your condition yourself and how to access appropriate services while you're waiting for your diagnosis.

- Navigators can help by:
 - checking and confirming appointment times
 - explaining about booked tests and investigations
 - signposting to other organisations for financial or psychological support.
- While we mostly receive calls, we also contact patients on behalf of the administration or clinical teams about other routine matters.
- We do record details of our calls with patients and note any actions we take on your electronic record so other staff are aware.

When can I contact the service?

You can contact us when your GP informs you that you have been referred to the hospital for urgent tests.

Single Point of Contact Navigator Service

 01224 559526 / 551041

Monday to Thursday: 9am to 5pm

Friday: 9am to 4pm

 gram.spocnavigators@nhs.scot

**This leaflet is also available in large print.
Other formats and languages can be
supplied on request. Please call Quality
Development on 01224 554149 for a copy.
Ask for leaflet 1993.**

Feedback from the public helped us to develop this leaflet. If you have any comments on how we can improve it, please call 01224 554149 to let us know.