

# DIGITAL CARE NAVIGATION CHECKLIST

## Helping patients reach the right care, first time - the digital way

The [NHS Care Navigation Guide](#) offers valuable tools, but most are designed for manual use. This checklist helps you assess your current care navigation process and see where you can digitise, automate and streamline.

### 1. Assess your current process

Question	Yes	No
Do you have a clearly mapped patient journey from first contact to resolution?	<input type="checkbox"/>	<input type="checkbox"/>
Can patients start the navigation process online 24/7?	<input type="checkbox"/>	<input type="checkbox"/>
Do you track where patient requests are allocated and how quickly?	<input type="checkbox"/>	<input type="checkbox"/>
Is your telephone triage supported by up to date scripts?	<input type="checkbox"/>	<input type="checkbox"/>
Can your staff access skills & responsibility matrices easily?	<input type="checkbox"/>	<input type="checkbox"/>

### 2. Prioritise and allocate patients effectively

Question	Yes	No
Are non-urgent cases automatically directed to the right service (pharmacy, online advice)?	<input type="checkbox"/>	<input type="checkbox"/>
Do you have standardised forms for common requests?	<input type="checkbox"/>	<input type="checkbox"/>
Are urgent cases flagged instantly for staff review?	<input type="checkbox"/>	<input type="checkbox"/>

### 3. Save time with ready made resources

NHS Tool	Manual	Digital alternative
Assessment Tool	Spreadsheet	Integrated workflow audit
Process Map	PowerPoint	Live digital process mapping
Call Scripts	Word/PDF	Interactive, on-screen reception prompts
Project Plan	Excel	Implementation plan built into onboarding
Skills Matrix	Excel	Role allocation built into admin portal

### 4. Action plan

- Step 1:** Identify gaps using this checklist.
- Step 2:** Choose where digital tools can replace manual steps.
- Step 3:** Book a Silicon Practice demo to see how your care navigation could run seamlessly online.

### Tip

- Practices who adopt digital first care navigation report:
- Fewer unnecessary GP appointments
  - Higher patient satisfaction
  - Reduced reception workload

BOOK A DEMO