



COMMUNITY NAVIGATORS

Wokingham Borough
Community Navigator Service

Helping you find support in your community

Welcome to the first Community Navigator Newsletter

This is the first edition of a quarterly update newsletter for the Community Navigator Scheme.

The Community Navigator Scheme offers free support and guidance to residents living in the Wokingham Borough. Community Navigating is a sign posting service linking people to sources of support in the community. Referrals can be made by professionals or individuals can self-refer.

The service is delivered via face to face or by telephone appointments with Community Navigators based in GP surgery's across Wokingham Borough.



Current Active Surgeries:

Brookside, Swallowfield, Wargrave, Woodley Centre, New Wokingham Road, Wokingham Medical Centre.

Next wave: Woose Hill, Twyford and Finchampstead.

Our vision is to have Community Navigators in all 13 Surgery's in Wokingham Borough – or in each locality if space is an issue – and then additional volunteers covering some of the other built up/ populated areas.

Currently we have 12 Volunteers supporting the Scheme, including 3 Admin volunteers.

Volunteers: Use them or lose them!

The Navigator scheme is for any resident of Wokingham Borough or patient of a Wokingham based GP surgery. Navigators have time to talk to clients and explore options of help and support. If we don't get the referrals our volunteers have nothing to do – if they have nothing to do they will stop volunteering. So think now about who you are working with and supporting and **make that referral!**

WE 
VOLUNTEERS

How to refer: it's easy! Go online to involve.community and click on Supporting You, and select Community Navigators. Or call 01344 383515. All we need are the patients name and contact details, your name and contact details and a brief note as to why you are referring them. That's it! We'll do the rest.

'TOP 5' referrals: why not think of your top 5 patients/ service users, mention the scheme to them and refer them across? There are hundreds of charities, groups and services out there that you will never have heard of but could be ideal for your patients.

For further information or to make an appointment:

Call 01344 304404

Email: info@involve.community • Visit: www.involve.community

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What difference are we making?

Following a Navigator meeting we always try and make contact with the patient/ client 6-8 weeks later to see how they're doing.

We assisted one patient by signposting them to social care as the family were in need of a carers assessment, supporting them to register as a carer with the GP and also sharing information on the falls prevention service, pendant alarms, Talking Therapies and local and national Multiple Sclerosis support. On the follow up questionnaire this patient stated they would be 'suicidal without this support'.



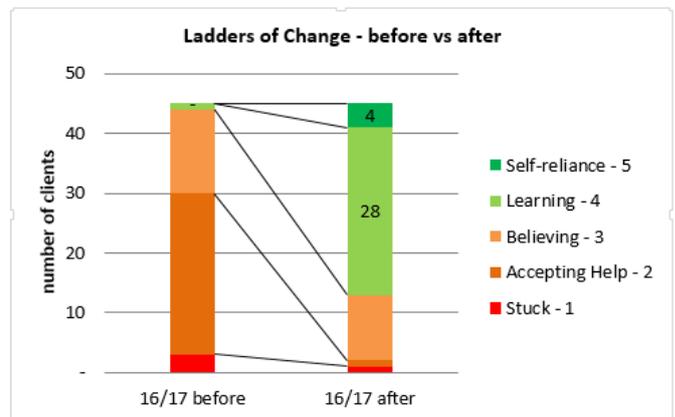
Other example Case Studies

Mrs A. referred by GP for loneliness & isolation was signposted to the local Befriending scheme and Age UK. Mrs A is now visited once a week and taken out shopping.

Mrs B needed support for her son with learning disabilities who had lost his job. She was signposted to the Number One Club (a social club for adults with learning difficulties) & Mencap for other support and social opportunities.

What else...

We also ask patients/ service users where they were and are. It's called the Ladder of Change – we ask on a scale of 1-5, where you were before the Navigator intervention and where are you now. As you can see from the graph below people are overwhelmingly declaring they are in a better place with very few remaining 'stuck'.



Finally - Thanks for reading. We would welcome any feedback on the service from professionals and also on this newsletter. Look out for the next edition in October/ November!

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