# South East Endoscopy Care Navigators Funding 2024/25

## Information for NHS organisations on how to access this funding, including the application process.

For any queries about this funding or details within this document, please contact the **NHS England South East Cancer and Diagnostic Programme,** part of the **Workforce, Training & Education directorate**, [england.canceranddiagnostics.se@nhs.net](mailto:england.canceranddiagnostics.se@nhs.net)

**Key Messages**

## 2024/25 funding for the NHS England South East Cancer & Diagnostics Programme [part of the Workforce, Training & Education Directorate] has not yet been confirmed. We are hopeful that the budget will include funding to support *Endoscopy Care Navigators* and we are therefore progressing with applications, which will be reviewed and provisionally approved subject to funding confirmation from the National Team.

This document details the 2024/25 offer for **Endoscopy Care Navigators.**

The funding offer is designed to fund salary and education for care navigators in endoscopy who are new or existing.

This funding is available to Endoscopy units in NHS Trusts and CDCs within South East Integrated Care Systems (ICSs) Kent & Medway, Sussex, Surrey Heartlands, Frimley, Buckinghamshire, Oxfordshire & Berkshire West and Hampshire & Isle of Wight.

Funding could be used to support:

1. Salary and/or upskilling for an existing endoscopy care navigator; please note however, that funding should not be used for care navigators in endoscopy who are already in Trust-funded posts/ part of the current establishment)
2. Salary and/ or upskilling for a new, named endoscopy care navigator
3. Funding for projects to support the embedding of a care navigator role

**Deadline for funding applications**

* To apply for funding, please complete the application form.
* **The application window will open in early March and will close at 9am on Tuesday 2 April 2024** to support funding being transferred in June 2024 via the NHSE Education Contract schedule where possible.
* It is possible that a second application round will run later in the year, subject to available funding but at this stage we aren’t able to confirm this.

Funding is required to be spent and fully utilised by 31 March 2025, and chosen courses and formal education must start before 31 March 2025, where applicable.

For any queries, please email: [england.canceranddiagnostics.se@nhs.net](mailto:england.canceranddiagnostics.se@nhs.net)

**Overview**

[The Health Education England Care Navigation Competency Framework](https://www.hee.nhs.uk/sites/default/files/documents/Care%20Navigation%20Competency%20Framework_Final.pdf) describes Care Navigation as a key element of delivering coordinated, person-centred care and support. Care navigators can play a crucial role in helping people to get the right support, at the right time to help manage a wide range of needs.

A Care Navigator is the “go to” person who glues it all together. They provide the patient with a seamless, joined up care and support experience.

**The aims of care navigation are:**

* To support a co-ordination process to achieve integrated care provision
* To support service redesign or enhance existing patient centred pathway
* To personalise support for each patient
* To integrate care across disciplines
* Deliver faster, higher quality pathways for patients
* Support improved utilisation of resources e.g. appointments
* Show quality improvement initiatives
* Demonstrate workforce gains by release of role activity
* Improve quality and safety in diagnostics
* Share learning with others regionally and nationally

Effective navigation is a key element of delivering coordinated, person-centered care and support. Care navigators can play a crucial role in helping people to get the right support, at the right time to help manage a wide range of needs.

**The funding offer**

The NHSE SE Cancer & Diagnostics Programme, via the South East Endoscopy Training Academy is looking to provide revenue funding grants in 2024/25 that can be used to meet the aims of care navigation through the following channels, which are not exhaustive.

1. Salary and/or upskilling for an existing endoscopy care navigator; please note however, that funding should not be used for care navigators in endoscopy who are already in Trust-funded posts/ part of the current establishment)
2. Salary and/ or upskilling for a new, named endoscopy care navigator
3. Funding for projects to support the embedding of a care navigator role

Individuals supported through this funding may be from administrative or clinical backgrounds and can be Agenda for Change banded or medical / surgical grades. To establish new roles in care navigation, we recommend that this role focusses on a specific group of patients, please see examples below:

* A full-time band 4 endoscopy care navigator post to support patients within a patient group with an increased likelihood of not attending appointments.
* 1 PA a week for a consultant gastroenterologist to review patient pathways, identify and implement changes in line with recommended practice (e.g. British Society of Gastroenterology Guidance on Faecal Immunochemical Testing (FIT) testing)

South East Trusts have previously used funding to provide:

* A full-time band 4 endoscopy care navigator post to support patients with hepatobiliary disease to access endoscopy services
* A full time endoscopy care navigator supporting mutual aid between Trusts by being the main point of contact for patients traveling to a neighbouring Trust to reduce waiting times.

**How to access this funding**

As part of your expression of interest we would like to understand your high-level plans and costings as to how you would use this funding.

To submit an application, please use the link here: [Endoscopy Care Navigator application form](https://app.onlinesurveys.jisc.ac.uk/s/healtheducationyh/application-form-5)

Please note that applications must not be submitted by individual learners themselves; all applications must be submitted on behalf of the named learner eg by a line manager/head of department/education lead etc.

**Completion and submission of online application form.**

**Deadline – 9am on Tuesday 2 April 2024**

* Please complete [Endoscopy Care Navigator application form](https://app.onlinesurveys.jisc.ac.uk/s/healtheducationyh/application-form-5) and submit this via email by 9am on Tuesday 2 April 2024

All applications will be reviewed by the NHSE SE Cancer and Diagnostics Programme team [Workforce, Training and Education].

It is possible that a second application round will run later in the year, subject to available funding but at this stage we aren’t able to confirm this.

**Expectations of organisations upon application of funding**

* If approved, all investment will be subject to reporting requirements (outlined below).
* If approved, that all funding is managed appropriately in line with individual organisation’s financial management and assurance processes.

**Reporting and monitoring investment**

NHSE SE are required to provide full details of the use of this funding to the national NHSE Cancer and Diagnostics programme so that investment can be appropriately reported. Where funding has been used to support an individual, the national Programme team may keep a database of participant details (to include role, Trust, HEI/training provider).

Organisations receiving this funding will be required to biannual updates to collect the key performance data that the care navigator will be aiming to improve. We will provide more details on this once funding is confirmed.

**Who to contact if you have any queries on this offer?**

The NHSE SE Cancer and Diagnostics Programme [england.canceranddiagnostics.se@nhs.net](mailto:england.canceranddiagnostics.se@nhs.net)

**Frequently Asked Questions**

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| **Question** | | **Response** |
| 1 | What working background could a care navigator come from? | Care navigators could come from an administrative or clinical background.  Many care navigators are from an administrative background and are an Agenda for change Band 3-4. However, projects in care navigation can be undertaken by medical/ surgical consultants as appropriate.  Care Navigators may be identified under a range of other job titles including Endoscopy Support Worker, Care Coordinator, Cancer Navigator, Multidisciplinary Team (MDT) Coordinator; this funding grant is open to all of the above roles. |
| 2 | How much funding could a Trust apply for? | If you are applying for funding for a named care navigator already in post, please provide costings for 6 months in post and until 31st March 2025.  If you are applying for funding for a care navigator that is yet to be identified, please provide costings for 6 months as this will allow for recruitment. |
| 3 | Could this funding be used for kit or equipment? | This funding can only be used for salary or upskilling of care navigators in endoscopy. |
| 4 | Is this funding pro rata’d? | This is still to be confirmed for 2024/25. Please note that in previous financial years, this offer has **not** followed a pro-rata’d model. |
| 5 | What are the requirements of accepting this funding? | * All investment will be subject to reporting requirements * All funding must be managed appropriately in line with individual organisation’s financial management and assurance processes   Managers must support their staff to access training. |

**Other Information**

**NHS Long Term Workforce Plan (2023)**

The long-awaited [NHS England Long Term Workforce Plan](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.england.nhs.uk%2Fwp-content%2Fuploads%2F2023%2F06%2Fnhs-long-term-workforce-plan-v1.2.pdf&data=05%7C02%7Cashleigh.stewart9%40nhs.net%7Ccf1e419188ee4f5d91c408dc3a081682%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638449053604664729%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=%2BbFrhsZ9g1lzqnw8AIwYFA0TMvaxzzZFvP3%2B%2Bgvz4pk%3D&reserved=0) was published in 2023, outlining the case for change for all NHS workforce to deliver more patient care than ever before. This plan focuses on three priority areas of Train, Retain and Reform, which aims to make sustainable progress on core priorities for patients.

**Appendix A: Care Navigation Competency Framework**

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| Domain Number | Domain | Descriptor |
| 1 | Effective Communication | Excellent communication underpins person-centred care and helps build lasting, trusting relationships. Care navigation requires people to be able to communicate effectively, in verbal and written form, with a wide range of people from different cultural and organisational backgrounds, including health, social and voluntary sectors. |
| 2 | Enabling access to services | Care navigation involves signposting and enabling people to access appropriate services, based on their needs and preferences, from a wide range of organisations and sectors. This may not necessarily be best met by traditional health or social service professionals. The ‘local wisdom’ of available services should be built up by those in navigation roles and teams, with a spirit of ‘persistent and positive curiosity’ |
| 3 | Personalisation | Personalisation is a term more commonly used in social care, and is applicable to all service sectors. Personalisation is about taking an approach which supports a person’s choice, wishes and needs as far as possible, enabling them to be in control of their own life. Care navigation seeks to provide support and care, defined by a person’s holistic needs, not simply standardized to their condition or diagnosis. Support is tailored to the needs and aspirations of the individual. |
| 4 | Coordination and integration | Care navigation will involve coordination of care and support, to ensure a person’s experience across health, social and voluntary services is as ‘seamless’ as possible. All people involved in support, including patient/carer should know who is a key point of contact for help and who is responsible for their care. This is especially important and must be timely, when there are significant changes in a person’s needs e.g. sudden deterioration in health or transition of care between providers. |
| 5. | Building and sustaining professional relationships | Care navigation is a person-centred approach, therefore if care and support truly wraps around a person’s needs, integrated support must cut across boundaries and reach out to wider agencies within health, social and voluntary sectors. Relationships underpin effective inter-boundary working and are skills people in navigation roles need to develop. The ability to engage and sustain key working relationships is fundamental to work with patients, their family and with multidisciplinary team members |
| 6 | Knowledge for Practice | Care navigation is a person-centred approach, therefore if care and support truly wraps around a person’s needs, integrated support must cut across boundaries and reach out to wider agencies within health, social and voluntary sectors. Relationships underpin effective inter-boundary working and are skills people in navigation roles need to develop. The ability to engage and sustain key working relationships is fundamental to work with patients, their family and with multidisciplinary team members. |
| 7 | Personal development and learning | Individuals need to be committed to lifelong learning and enthusiastic to apply new knowledge and skills. People who are in care navigation roles learn significantly through experience and working within local contexts – therefore reflection on practice, for the individual and as teams are of core importance to personal as well as service development. |
| 8 | Handling data and information | Accurate and accessible information and data underpins effective care navigation. Failures in communication between organisations, sectors and patients/carers can lead to disjointed and poor care. Individuals who work to provide effective care navigation need to be able to appropriately use relevant electronic records, databases to access, input, store and retrieve information. Data is also important for service evaluation improvement |
| 9 | Professionalism | Professionalism can be challenging to describe or define. For care navigation, core competencies which attempt to capture some essence of professional behaviour, attitudes and attributes are summarized here. These are rooted in the ethical, moral and legal aspects of care and support, grounded in the principles of patient-centred care (see Figure 7: Principles of person-centred care). Commitment to develop expertise, self-awareness, limitations of scope of practice and working with integrity are some important features. This domain features cross cutting competencies at all levels (essential, enhanced and expert) for care navigation. |