

Unmet Needs Navigator Scheme - Going above and beyond for patients

East of England Ambulance Service Charity

Norfolk, Suffolk, Cambridgeshire, Bedfordshire, Essex & Hertfordshire

A pioneering programme set up by the East of England Ambulance Service signposts patients to services able to help unmet needs. Funded through the Ambulance Grants Programme from NHS Charities Together, an Unmet Needs pilot introduced a dedicated team of navigators to support patients with unmet needs. The team follow up referrals from crews / Community First Responders and assess what community and social support is available for them in each case. The team of navigators link in with local authorities, social care partners, link workers and integrated care bodies and have also established contacts with other community and social pathways.

“ **This service is helping strengthen links between the NHS and community and social support providers and providing a more holistic approach to health and wellbeing of the communities we serve.** ”

Duncan Moore

EEAST Clinical Lead for Mental Health



Graham Hearn and Diane Dingley - Our incredible Unmet Needs Facilitators, both passionate in driving forward this community signposting project

Impact

- Since October, over 400 patients have been supported.
- Embraced by crews, control room clinicians and CFRs, who regularly see patients who need additional help beyond that which the NHS can immediately offer.
- A family with a child with life-limiting conditions unable to afford bills, a patient sleeping rough and a patient unable to get a face-to-face GP appointment for over two years are among the patients helped by the pilot.

Website:



www.eastamb.nhs.uk/charity

Social media:



[@EastEnglandAmb](https://twitter.com/EastEnglandAmb)



[@EastEnglandAmbulance](https://www.facebook.com/EastEnglandAmbulance)



[@EastEnglandAmb](https://www.instagram.com/EastEnglandAmb)



[@east-of-england-ambulance-service-nhs-trust](https://www.linkedin.com/company/east-of-england-ambulance-service-nhs-trust)