

There are lots of voluntary and community groups in Merton running services that can help people feel better, learn new skills, get out and about or make positive changes. But its not always easy to know where to start, and ‘barriers’ can get in the way. It can be difficult to know what to do first.
Community navigation can help!

What happens at a community navigation appointment?

Finding out what’s right for you

- **We’ll do our best to find the right service to help you, based on what you want,** and help make it easier for you to access the service.
- **If you want to,** we can help you think about what parts of life you want to improve, set goals and focus on what is most important to you.
- **We can give you information** on what services are available or research things you are interested in doing.
- **We can** make phone calls, send emails and help you fill in forms (i.e., volunteer registration or referral form) for other organisations.
- **If you get stuck** we’ll help you work out what happened and come up with a plan to get over the ‘barrier’.

“Life changed after I lost my job, my health isn't great, and I found I had nothing to say to my friends. The community navigator helped me find a volunteer role, I enjoy the social side, have got new skills and feel useful again”

What to do next...

Your GP can refer you to the community navigator who will contact you within 2 weeks to book an appointment

Community navigation appointments last for upto 1 hour, so you have plenty of time to talk.

You can have your appointment face to face or on the phone. The community navigator works part time, but we'll do our best to find an appointment to suit you.

You can have up to three appointments to follow up your plan, look up something new or help get over a barrier.

Things we don't do at the moment

- **We don't have translators** - but we can research sources of support for your community or language.
- **We can't organise transport** - but we can tell you more about community transport support
- **We don't do home visits** at the moment.
- **We don't fill in benefit forms** (i.e., taxi card, dial-a-ride, PIP, etc.)
- **We help you find services** outside the health system, so we don't organise medical appointments.
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“I knew I should exercise more, but its hard to motivate yourself on your own and I hate the gym. The community navigator found a scheme where they ‘buddy’ you with someone to exercise with, and gave me information on health walks, I am finding it easier to get out and about now”

You can only make a community navigation appointment through your GP, at the Nelson Medical Practice, who has referred you.

If you have other questions about community navigation
Email mcn@nhs.net

Call and leave a message, we will get back to you.
07940 434033

Other useful websites:
Information on how to volunteer in Merton—
www.volunteermerton.org.uk

A list of voluntary and community groups and services in Merton—www.mvsc.co.uk/find-a-group

Find local health related services, both NHS and voluntary sector in Merton – www.healthhelpnow-nhs.net