

LCNUK Navigators Framework

Navigator Survey Responses: February 2025

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Welcome 😊

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Navigator survey results

- 66 responses were submitted
 - 3 responses from nurses were removed
 - 1 blank response was removed
- 62 responses left in total

Section 1: Your role

1. What is your job title?

100 characters maximum

2. What job title do you think is most appropriate for the Navigator role?

☐ Generic and consistent (all titles, descriptions etc for the Navigator role across the UK become the same. For example, just Lung Cancer Navigator)

☐ Individual or tailored (job titles can be different for each hospital/Trust depending on the needs of the role within that setting)

3. What is your current NHS Band?

☐ 3

☐ 4

☐ 5

☐ Other...

Navigator survey results: Job titles



Navigator (45)

- Breast cancer navigator
- Cancer pathway navigator (4)
- Clinical Navigator
- Colorectal pathway navigator
- Faster diagnosis patient navigator
- Faster diagnosis standard lung navigator
- Haematology clinical navigator
- Lung cancer care navigator (2)
- Lung cancer navigator (11)
- Lung cancer pathway navigator (11)
- Lung cancer support worker and patient navigator
- Lung clinical navigator
- Lung navigator (2)
- Patient navigator (4)
- Pathway navigator

Coordinator (12)

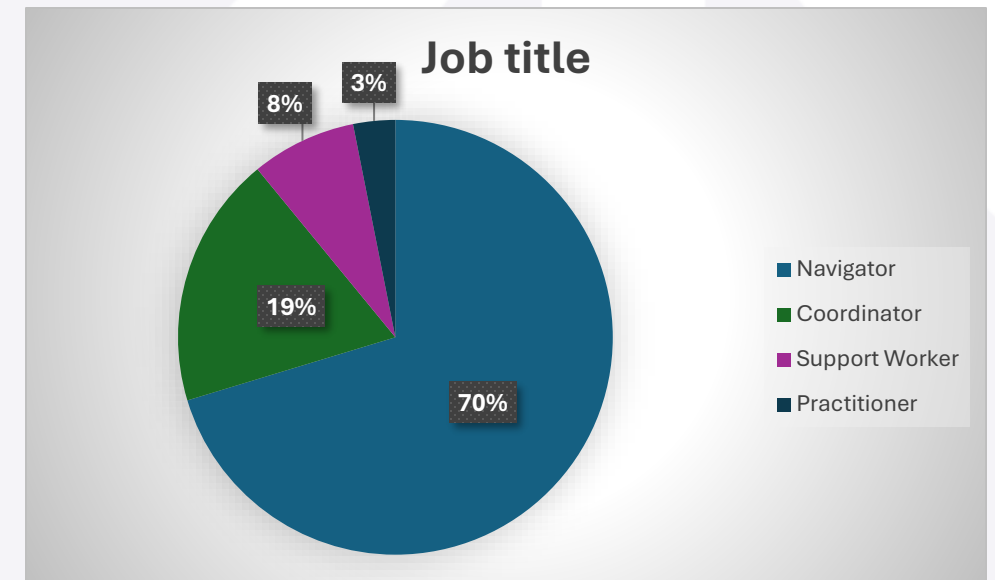
- Cancer care coordinator (5)
- Colorectal cancer care coordinator
- Lung cancer care coordinator
- Lung cancer support worker/care coordinator
- Macmillan acute oncology care coordinator
- Macmillan cancer care support coordinator
- Macmillan lung cancer care coordinator
- Orology care coordinator

Practitioner (2)

- Macmillan lung assistant practitioner
- Haematology cancer care practitioner

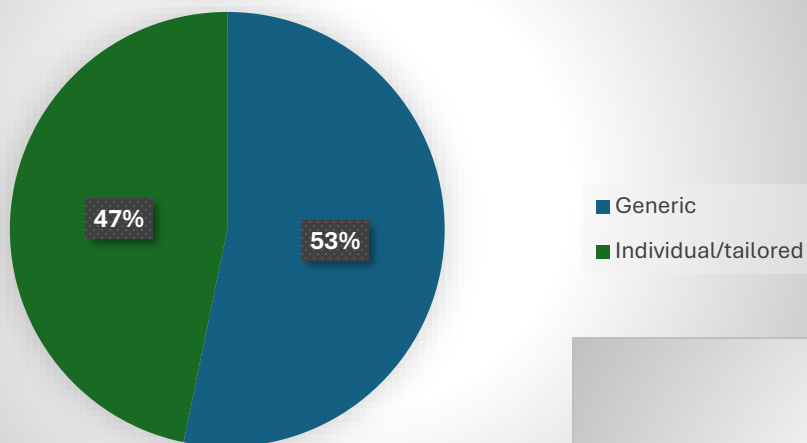
Support worker (5)

- Lung cancer support worker
- Lung cancer support worker and patient navigator
- Lung cancer support worker/care coordinator
- Macmillan lung cancer support worker
- Macmillan support worker

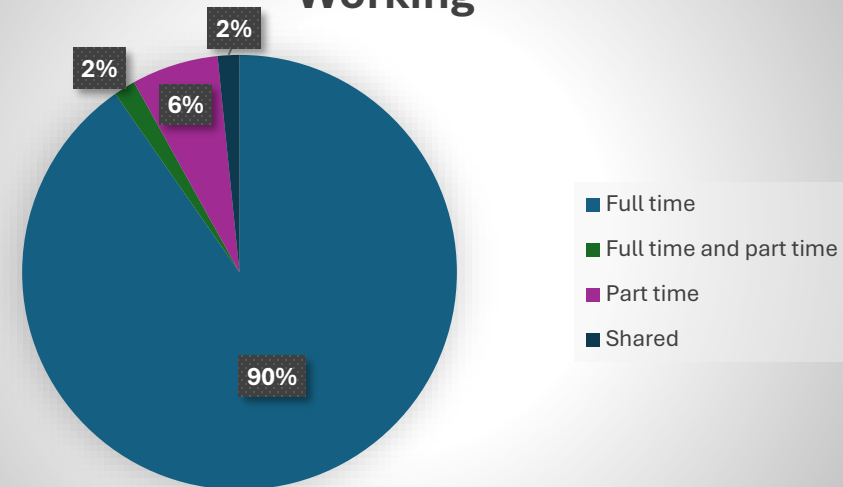


Navigator survey results

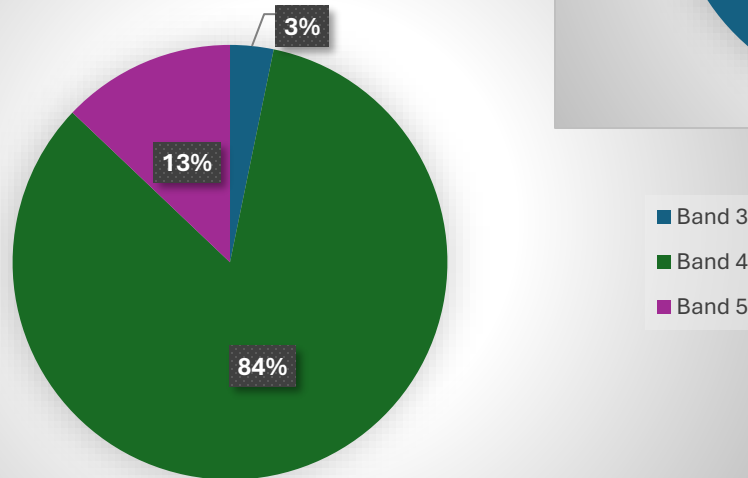
Job title preference



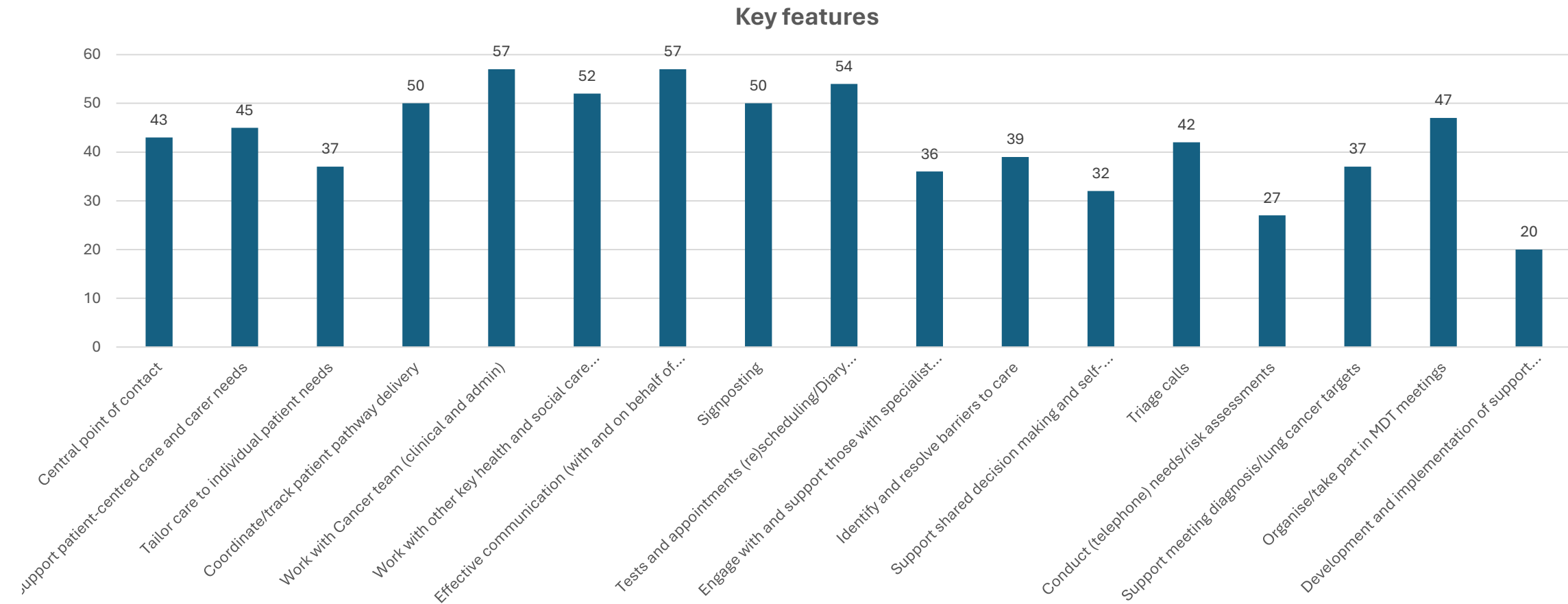
Working



Band



Navigator survey results: Key features

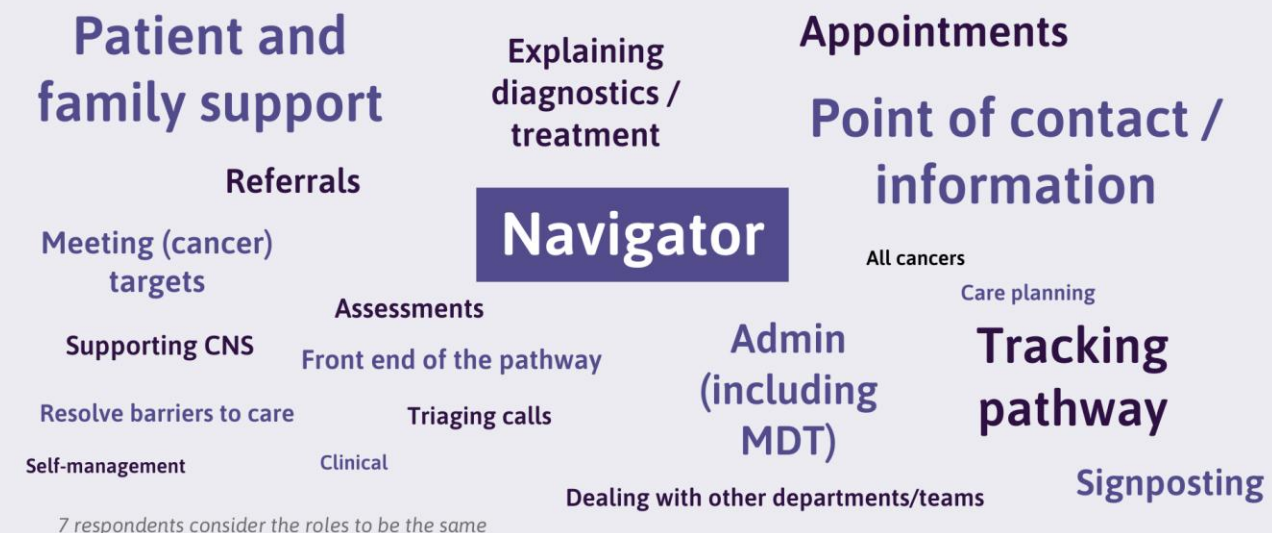
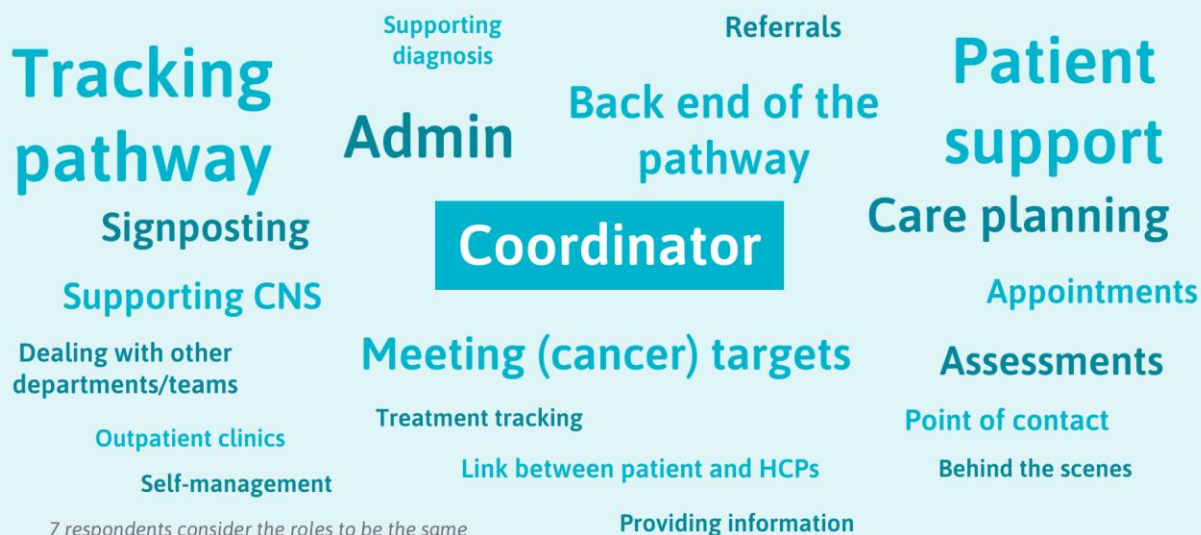


- Band 3 (2) = 3 and 13 features
- Band 4 (52) = 4 – 17 features
- Band 5 (8) = 8 – 13 features

Navigator vs Coordinator

Navigator and Coordinator: What you consider the role to be

Navigator and Coordinator: What you consider the role to be



Things to note:

- There were more responses to the Navigator section, then the coordinator section (were people fatigued by this point?)
 - Navigators were much more likely to be the main point of contact for patients
 - Coordinators were much more likely to deal with referrals
 - The same was most likely to be said in the Coordinator section
- Percentages for some categories were very similar (Patient/family support for example = 15% and 12% respectively)
- Navigator more about the front end of the pathway (up to diagnosis) and Coordinator the back end (post-diagnosis)

Navigator vs Coordinator

Navigator			Coordinator		
Patient and family support	27	15%	Patient support	13	12%
Tracking pathway	26	14%	Tracking pathway	14	13%
Resolve barriers to care	4	2%	Link between patient and HCPs	1	1%
Appointments	20	11%	Appointments	6	6%
Explaining diagnostics/treatment	9	5%	Outpatient clinics	4	4%
Signposting	10	5%	Signposting	5	5%
Supporting CNS	5	3%	Supporting CNS	1	1%
Point of contact/information	27	15%	Point of contact	2	2%
Care planning	2	1%	Care planning	2	2%
Referrals	9	5%	Referrals	13	12%
Admin (including MDT)	14	8%	Admin	6	6%
Assessments	5	3%	Assessments	5	5%
Same	2	1%	Same	8	8%
Meeting (cancer) targets	7	4%	Meeting (cancer) targets	2	2%
Triaging calls	4	2%	Treatment tracking	11	10%
Dealing with other departments/tea	4	2%	Dealing with other departments/	1	1%
All cancers	1	1%	Supporting diagnosis	1	1%
Self-management	1	1%	Self-management	1	1%
Clinical	1	1%	Behind the scenes	1	1%
Front end of the pathway	5	3%	Back end of the pathway	8	8%

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Navigator survey results: Framework

