Navigator is a service that aims to support people away from violence. The service has been operating in the Emergency Department of Glasgow Royal Infirmary since December 2015. The Navigators connect with patients in the ED and then continue to work with them in the community towards more positive outcomes whatever those may be. Their interventions are tailored to the individual and their connection is on a very human level. This is what they have achieved in their first 6 months.

THE SERVICE USERS

Navigator works with people across the adult lifespan. Their clients range from 16-61 years of age.

Mean age 31

Mean age 32

1

34 women
88 men

Offered SUPPORT

21 women
48 men

SUPPORTED

2

THE BIG ISSUES for those supported

men

21
16
13
21

The biggest issues for male patients were alcohol, drugs, violence, homelessness

women

6
8
5

The biggest issues for female patients were alcohol, drugs, domestic abuse

27 Alcohol

1 Abuse

24 Drugs

2 Sexual assault

4 NPS

3 Mental Health

3 Self-harm

13 Homelessness

4 Suicide

6 Domestic abuse

24 Violence

31 Multiple issues
The Support tailored to individual needs

- Patients only required support in the ED
- Patients required one out of hospital meeting only
- Patients are being supported on an ongoing basis
- Accepted the offer of support but have yet to be in touch—the door is never closed

The Reachable Moment

Coming into the ED can act as a time when people re-evaluate their situation.

Navigator meet people in the ED but continue to support them in the community.

Sometimes it only takes one meeting to get things back on track or to connect them up with the right community organisation. Other individuals have needed much more support and the navigators currently support 22 people who they have now met up with in the community between 4 and 15 times.

They often act as a bridge between those individuals and community or statutory organisations, helping to advocate for services or further support on their behalf.

The Stories

**Dougie**
- Heroin abuse
- ED
- Multiple stab wounds
- Ward
- Meets in ward feels unsafe in Glasgow
- Liaise with Hamish Allan Centre draft letter of support
- 8 meets
- Outcome
- Ongoing support from Community Addictions Team for drug issues
- Rehoused as a priority-fleeing violence now feels safe

**Kirsten**
- Attended with Mum who sought Navigator support
- ED
- Broken nose-unrelated incident
- Liaise with family and case-workers take advice from Shelter
- 5 meets
- Outcome
- Navigators spoke about Rape Crisis
- Has enrolled on 10 week counselling programme
- Suggested liaison with GP
- Disclosed a previous sexual assault—had never sought help having nightmares
THE COMMUNITY PARTNERS

Rape Crisis Glasgow
Venture Scotland

Navigator—'it’s about giving people options'

‘these are people who otherwise might not have got help’

STAFF SURVEY

100% staff aware of the purpose of Navigator
87% have referred patients to Navigator
79% proactively seek Navigator involvement for patients
83% think that Navigator has had a improved patient experience
57% have seen a positive change to a patient’s outcome
78% think that Navigator has improved the service
65% think Navigator has improved staff morale
83% would miss Navigator if it was no longer in the ED
87% think other hospitals would benefit from having Navigator

THE NHS STAFF

Key benefits of Navigator

TIME
engagement and rapport with patients
connection with services
positive outcomes

Navigator is an example of preventive spending

Navigator is a potentially cost effective option to address violence

£

one ED visit £119
average inpatient surgery £3.2K
one head injury £34K
3 days in ITU £9K
one murder £1.8M
one suicide £1.3M
one Navigator £30K annually

ISD 2014-15
ISD 2014-15
NHSGGC 2010
NHSGGC 2010
UK Treasury 2011
DOH 2011
including costs

twitter @NavigatorsScot Facebook Navigator Scotland