



6 months of Navigator Scotland in GRI

Navigator



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 88
women men

**Offered
SUPPORT**

21 48
women men

SUPPORTED

2

THE BIG ISSUES for those supported

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

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

THE SUPPORT tailored to individual needs

14

patients only required support
in the ED

16

patients required one out of
hospital meeting only

22

patients are being supported
on an ongoing basis

18

accepted the offer of support
but have yet to be in touch-
the door is never closed

3

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

meet in ward
feels unsafe in
Glasgow

liaise with
Hamish Allan
Centre
draft letter of
support

8

meets

liaise with
family and
case-workers
take advice
from Shelter

ongoing
support from
Community
Addictions
Team for drug
issues

outcome

rehoused as a
priority-
fleeing
violence
now feels safe

4

THE STORIES

Kirsten

attended with
Mum who
sought
Navigator
support

ED

broken nose-
unrelated
incident



ED

disclosed a
previous
sexual assault-
had never
sought help
having
nightmares

Navigators
spoke about
Rape Crisis

5

meets

suggested
liaison with GP

Navigator
helped connect
with Rape
Crisis

outcome

has enrolled on
10 week
counselling
programme

THE COMMUNITY PARTNERS

Alcoholics Anonymous:
Archway: ASSIST: Braveheart
Industries: Community
Addiction Teams: Drug and
Alcohol Partnerships: DWP:
Narcotics Anonymous: Rape
Crisis: Scottish Women's Aid:
Shelter: Venture Scotland:
Victims Support Scotland:
Wise Women: and others

5



Rape Crisis
Glasgow

'these are
people who
otherwise
might not have
got help'

Venture
Scotland

Navigator-'it's
about giving
people options'

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

6

THE NHS STAFF

Key benefits of
Navigator



TIME



engagment
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