



Hospital Navigator Impact

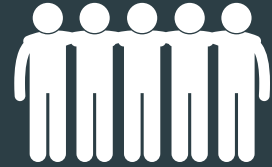
As part of YMCA MK's Youth and Community work, the Hospital Navigator Scheme was born. The scheme has been running since May 2021 to reach young, vulnerable people who find themselves in A&E and offer them bespoke, ongoing support.



Support for ages
11-35



Those affected by serious violence, self-harm, mental health, and drug/alcohol dependency, who have attended MKUH A&E.



A dedicated team made up of 17 volunteers



Hospital Navigators utilise the reachable moment in A&E to provide emotional support and signposting information.

They then offer support beyond the hospital doors in the form of community based mentoring sessions.

The Hospital Navigator Scheme won **The National Youth Anti-violence Educational Award, 2022**

The Hospital Navigator Scheme won 1st place in the **National Crimebeat Awards 2022**. We also received the High Sheriff Special Award.

The project lead won the **Mayor's Award 2023**, in recognition of leading the Hospital Navigator Scheme to support young people subjected to serious violence.

Our project lead was a finalist at the Youth Matters Awards **'National Youth Matters Awards Recognised Coordinator'**



“Navigators provide a listening ear, knowledge of where to gain further assistance in the community and practical advice.”

Emergency Department
Medical Secretary



“I put myself in danger, I regret what I did but I don’t regret giving this scheme a chance.”

Female, 15



95% of those who engaged with the scheme were signposted to gain the support they needed.



49% of young people referred to the Hospital Navigator Scheme did not re-attend A&E that year



100% of young people asked said that Navigator support made their experience of A&E easier.



Of the young people who attended A&E due to an assault or violence related incident, **70%** positively engaged with the Hospital Navigator Scheme.



Of the **70%** that engaged with the Hospital Navigator Scheme following an assault or violence related incident, **52%** did not re-attend A&E that year.

“This service is integral to the support offered to young people who are experiencing violence at a time and place when they are most vulnerable.”

Sue Burke, CEO, MK-Act

“The Navigators have bought a great wealth of experience to our Department and have provided a pathway to deliver better holistic care to patients that might not normally be possible in a busy Emergency Department.”

Niamh Williams, Junior Sister, Emergency Department

Case Study

Hospital Navigator Scheme:



A man in his mid-twenties presented at A&E in crisis and shared that he had been groomed by a gang and made to carry drugs on more than one occasion. He disclosed he had been seriously assaulted previously and didn’t receive any support to move away from gang involvement at that time. Since then, he has been engaging with his Hospital Navigator on a regular basis to gain support to manage his finances and live independently. He now regularly engages with YMCA activities and feels he is part of a community with positive role models to look up to. He says he has gained some hope back. He’s planning to deliver his own workshops to young people who live at YMCA which has given him a great sense of purpose. He knows that life will throw curveballs his way, but he now has the tools to react in a way that won’t damage his future but help him to grow as a person.

“My navigator helped me to feel heard, she really cared, everything was on my terms. I am lucky I met her.”

Female, 22