



# Northwick Park Needs Analysis

Contact: Young Harrow Foundation  
[Keisha.njoku@youngharrow.org](mailto:Keisha.njoku@youngharrow.org)

# Who are the Change Champions



## **PASSIONATE ABOUT CHANGE FOR YOUNG PEOPLE**

The Change Champions are a group of young people aged between 16-21, with lived experience of needing support around at least one of the following:

**Mental Health; Youth  
Violence; Employment; Inequalities; Physical Activity**

Through Young Harrow Foundation, the group are working on different projects within Harrow to advocate for youth voice to be at the heart of programmes and systems being designed for young people.

*If you know a young person that would like to apply to become a change champion, please visit:  
[www.youngharrowfoundation.org/change-champions](http://www.youngharrowfoundation.org/change-champions)*

# Change Champions at Northwick Park

## WHAT THEY DID

In the summer, the Change Champions received training from Partnership for Young London on how to conduct peer-to-peer research.

They took these learnings into the A&E department of their local Northwick Park Hospital to speak to young people and hospital staff.

**The aim was to ROBUSTLY understand the need and gaps in support for local young people who present in A&E.**

Collectively they conducted over 25 interviews.

# Their Findings

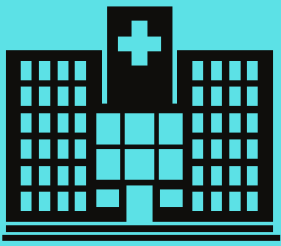
## THREE KEY AREAS OF SUPPORT

The group were focused on mental health and youth violence, because these were the urgent needs identified by Northwick Park Hospital Staff.

Within these key areas, it became clear from the research that there were three areas(irrespective of need) that support gaps existed:

1. SUPPORT WITHIN THE A&E DEPARTMENT ITSELF
2. HOW YOUNG PEOPLE ARE CONNECTED TO SUPPORT BEYOND THEIR HOSPITAL EXPERIENCE
3. TRAINING AND SUPPORT FOR STAFF AROUND YOUTH VIOLENCE & YOUTH MENTAL HEALTH

It was also highlighted throughout the interviews, that if you are a young person aged 16-21 you are particularly vulnerable as you go through the adult A&E system which isn't catered for young people's needs



# A&E Experience

## SUMMARY OF FINDINGS

### WHEN?

- After school but especially evening
- Friday and Saturday nights are peak times. Tuesday evening also a peak time for Youth Violence
- Increased issues in hotter seasons

Mental health is a growing problem with Self Harm being one of the major areas

refugees / cultural groups can present with trauma and need specialist youth support in A&E

A&E is the critical place for more support for the over 16



Being in A&E environment with mental health difficulties often makes the feelings worse

YP with MH issues said that they didn't always feel their specific issue was taken seriously or even understood . MH difficulties manifests so differently

Staff highlighted a need for younger professionals or support workers that can relate and engage with the young people

Youth Violence victims can feel judged

Staff are too time poor to spend talking and getting to the bottom of issues - even though they may suspect there are underlying support needs

MH patients can sometimes go 24 hours without speaking to anyone, while waiting for a specialist

Young people don't feel safe to speak out about YV - especially if they arrive in group or if police are involved

# A&E Experience

## INSIGHTS FROM THE RESEARCH

I felt stressed and overwhelmed. I'm sensitive to noise it's very hard because there's babies crying, and people shouting and people get aggressive, and that's hard to deal with.

My stress was building more and more in that time.

I was on edge, feeling suicidal, and I stepped into a place that was even louder, it felt so crowded and it was horrible.

a lot of youths don't talk about their (youth violence related) injuries. They won't be as honest and open because they're worried about repercussion themselves...half of the battle is actually getting the truth out of them

I felt judged for being in hospital with a stab wound, judged by staff and police. I felt like they thought it was my own fault I was there because I put myself in a vulnerable position

The first thing I saw when I came around was two police officers standing there.

there's also a thing about not knowing what's going to happen when you get to A&E, people don't really tell you what's going to happen, who is going to see you, how it's going to run, where you're going to be seen. There's a lot of ambiguity



# After A&E

## SUMMARY OF FINDINGS

Weekly safeguarding meeting to discuss cases. Currently a representative from Compass sits on this

Vital need for a better referral and ongoing support offer for doctors and nurses to use

Need to be able to refer tri-borough (Harrow / Brent / Ealing)

No awareness of youth violence services or support - beyond social services

Staff report good working relationship with CAMHS, but there seems little awareness of any other MH support programmes or specialist services - a mixed picture

Compass is currently only external partner delivering services - good awareness among staff but there is a tendency to link them to youth violence support (they deliver drugs and alcohol support)

No relationships with local schools

Staff are **EXTREMELY** time poor and therefore any referral system needs to be clear and simple to ensure referrals get made

There is very little awareness of any positive engagement opportunities for YP in the borough to be able to direct them to

No links with cultural or community groups to refer these YP to

More focus on issues leading up to or driving YV/MH issues e.g. difficult home situation



# Supporting Staff

## SUMMARY OF FINDINGS

Groups of young people entering at one time can feel intimidating to some staff - there is no training support with this

Security guards are often involved quickly if groups enter - which can create hostility and tension between young people and staff

Staff seem more equipped with mental health training but it hasn't been youth focused

Opportunities to engage staff: inductions, videos, staff training / away days

There is a heavy turn-over of staff

Staff feel powerless to help YP because they do not have the information

It's a mixed experience for YP - some staff are experienced and comfortable with YP, others not.- this is in relation to YP being seen on the dult ward





 CHANGE  
CHAMPIONS

# Thank you.

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