

22 July 2019

Frequently asked Questions

Q. What should I do if I have concerns about my health?

A. Your GP is your first port of call and will assess your needs and refer you to the right specialist care.

Q. Will the health advice change now that you have the initial results from the exploratory testing?

A. We have been advised that the initial results of the Stage 1 testing have not shown that there is an increased risk to health for local people and that the advice to the public remains the same.

Q. Some survivors have complained of symptoms including “the Grenfell cough”, coughing up blood and skin complaints. What services are available to support them long term?

A. We take survivors concerns very seriously and are introducing long term monitoring of respiratory (breathing) health for adults, children and young people who were in the tower at the time of the fire:

- All adults who were in the tower the time of the fire will be offered an annual appointment with a specialist Respiratory Consultant.
- All children and young people who were in the tower at the time of the fire will be offered an annual appointment with a Paediatric Consultant which will include respiratory testing.

The consultants will then be able to offer advice, guidance and treatment if required to ensure survivors long term respiratory health is closely monitored.

We would encourage any survivor with current concerns to speak to their GP who will be able to talk through their symptoms and refer them to the Specialist Respiratory Service if required.

Q. Some local residents have complained about “the Grenfell cough”. What services are available for them?

A. We would urge all local residents who have concerns about their health to contact their GP. They have extended appointments so they have time to talk things through and you can also have the Extended Health Check which will look at immediate health needs. On top of that residents can be referred to the Specialist Respiratory Service to help those with breathing concerns. Around 77 members of the local community who have presented to their GP with a cough or other symptoms have been referred to the fast track Specialist Respiratory Service where consultants have been able to see them.

Q. What is the rationale for the Enhanced Health Checks and will this change following the initial results from the exploratory testing and the report from the Commons Environment Audit Committee?

A. The NHS relies on scientific and clinical expertise to advise us on how services might change, or when new tests or treatments may be needed. As new evidence and research emerges we are ready to respond and adapt at speed.

Q. What is the difference between a normal NHS health check and an Enhanced Health Check?

A. The Enhanced Health Checks that we have introduced include a respiratory examination and mental health screening, offering a more comprehensive assessment than a standard NHS health check. The check is designed as an initial assessment to detect the early signs of health problems or any underlying health conditions. If a cause for concern is identified, people are referred on to the appropriate specialist service. The check is different to screening and does not offer toxicity testing, in line with current health guidance.

Q. Who provides an Enhanced Health Check?

A. The service is provided by the majority of the North Kensington GPs, with additional capacity offered by the community provider "Enhance" (Thrive Tribe). If your GP practice does not provide an Enhanced Health Check they will refer you to another local GP practice that does. So far over 800 Enhanced Health Checks have been delivered.

Q. What do I do if I feel I am feeling down or struggling?

A. The Grenfell Health and Wellbeing service is a free and confidential service for children, adults and families affected by Grenfell. We offer tailored support to give you the help you want, at the pace you need it. You can telephone us on: 020 8962 4393 or visit www.grenfellwellbeing.com and complete a referral form. The children's arm of the service also works closely with schools and families to support children and young people in need of emotional support.

If you or someone you know needs urgent emotional support or help out of hours you can contact the NHS 24 hours a day, call 0800 0234 650 or email cnw-tr.SPA@nhs.net. The service is confidential and you do not have to give your

personal information. The person who answers the phone will make sure you get the right support from the right service.

You can also call the Samaritans on 116 123. This is a free, confidential 24 hour service.

Q. What will the £50m investment be used for?

A. The £50m investment over the next 5 years will be used to fund new services introduced since the fire and to create new services which reflect what local people tell us they want. It will allow us to shape specific physical and mental health services beyond the usual offer from the NHS to respond to the unique needs of a community affected the Grenfell Tower Fire, such as extended appointment time, mental health screening and physical health monitoring. It will also allow us to identify and support emerging or new health needs and develop initiatives to address these, including any services that may be required as a result of the soil toxicity assessment currently being carried out.

Key service contact information

Emotional health & well-being

- The Grenfell NHS outreach team is open every day, including bank holidays for people to talk to someone about how they're feeling. Open 9am to 8pm, and at night from 10pm to 7am on 020 8962 4393.
- For urgent mental and emotional support services a specialist health line is available 24 hours a day, seven days a week on 0800 0234 650 or via email cnw-tr.SPA@nhs.net.

Primary care services

- To book an Enhanced Health Check or a GP appointment, including at evening or weekends, call your GP practice. Enhanced Health Checks can also be booked through the community provider Enhance, call 020 3434 2500.

Comments or complaints

- Feedback on NHS West London CCG services can be made Monday to Friday, call 020 3350 4567, email cwhh.complaints@nhs.net or write to the below address:

NHS West London Clinical Commissioning Group, 87-91 Newman Street,
London W1T 3EY