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Title of paper	North Kensington Recovery progress report
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Confidential	No

The Governing Body is asked to:

Note and discuss the report.

Summary of purpose and scope of report

The purpose of this month’s report is to provide updates on five areas:

- Dedicated Service update
- Health Recovery Strategy update and launch plan
- Update on Primary Care including Enhanced Health Checks
- Environmental update
- Grenfell Voices - Conversations with North Kensington residents about their health and well-being

Dedicated Service update

This service is intended specifically for survivors of the fire, together with those who lost a close family member. Its purpose is to ensure that the overall response is co-ordinated across agencies. The intention is to align the NHS and Local Authority response, rather than establish fully integrated provision.

As from 1 April 2019 NHS staff have been co-located with Local Authority colleagues at the Friends and Family Assistance Centre in High Street Kensington. This includes 1 FTE Team Manager and 2 FTE Case Managers who are employed by CNWL and have been transferred from elsewhere in CNWL’s Grenfell Health and Wellbeing Service. The team also includes 2 Senior Health and Social Care Assistants who are employed by Age UK (Kensington and Chelsea) and are working under honorary contract arrangements with CNWL.

Team ensures that a well-coordinated health offer is upheld and that this offer is managed in line with the Local Authority’s response and vice versa. For users of the Dedicated Service the health offer comprises:

- An Enhanced Health Check via GP surgeries or Thrive Tribe
- Screening and, if needed, further assessment and therapeutic intervention for emotional health and wellbeing – provided for survivors and bereaved via CNWL's Grenfell Health and Wellbeing Service
- Fast track referrals into specialist respiratory service plus long term follow up service via annual checks – provided for survivors of the fire via Imperial College NHS Trust
- Annual appointment with a paediatric consultant – provided via Imperial College NHS Trust for children and young people who have survived the fire

The service is still in its infancy. The co-location of staff has encouraged more communication across the NHS and Local Authority. Some people are beginning to benefit but more work needs to be done to structure and embed the service. Whilst operational procedures already exist for individual organisations, the added value of a coordinated approach needs to be captured within new/updated protocols which are jointly reviewed and owned. Such protocols include an updated framework for consent and information sharing, case management and care coordination, and working with other statutory services including Adult Social Care, Children and Families and Housing. The establishment of these protocols is now becoming the focus of the next stage of work for the interagency partners.

Health and Wellbeing Strategy update and launch plan

The Health and Wellbeing Strategy (previously known as the Health Recovery Strategy) will support existing services to continue but will also progress new services as health needs evolve over time. Our local engagement activity tells us that people want us to understand and reflect the unique and dynamic needs of the North Kensington; provide services that cater for the needs of a diverse local community and provide information and support to patients which promotes and enables self-care and resilience.

The report brings feedback from the community together with clinical and international evidence and it is in this context that the NHS is proposing to focus on delivering services in the following areas:

Self-care and social prescribing: Invest in a universal self-care, developed in collaboration with the local community which supports local people to improve their health and wellbeing.

Primary health services with access to specialist services when needed: Provide primary health care services that give individuals and families proactive health promotion, diagnosis and disease management, with more accessible primary healthcare services

Emotional support and wellbeing: Actively promote emotional wellbeing for now and the future and provide care for emotional distress, supporting the community to [re-build] their lives.

Services for children and young people: For children and young people we will develop a range of services and activities designed to improve their health and wellbeing.

Dedicated service: For survivors of the fire and bereaved families and individuals we will join up care to best support the long-term improved health and wellbeing of those most

affected by the tragedy.

The report is now being redrafted for a public audience and launch. A further period of engagement is being undertaken with key community stakeholders to confirm the findings from the initial engagement and ensure these are adequately reflected before publication following the anniversary. Planning for the launch of the strategy is also underway.

Primary Care: Enhanced Health Checks

West London CCG has commissioned several additional services within Primary Care in North Kensington to support the affected population. These services which include the Extended GP appointments and Enhanced Health Checks and are regularly monitored through contract monitoring meetings and patient's satisfaction survey to ensure safe, high quality services that are designed to meet the needs of the North Kensington population.

Since the Grenfell Fire in June 2017 West London CCG has commissioned several additional services within Primary Care in North Kensington to support the affected population. These services are regularly monitored through contract monitoring meetings and patient's satisfaction survey to ensure safe, high quality services that are designed to meet the needs of the North Kensington population. This is done in a supportive manner as the CCG seeks to ensure that the GP practices feel they are able to contact the CCG if they need extra help and support.

At the end of the current contract we circulated a survey to the practices to get feedback from the providers about the service as well as how it can be improved. We have also reviewed the data from the last 9 months. Following this WLCCG will continue to commission the extended GP appointments for patients affected by the Grenfell tragedy for a further 12 months.

The new contract is in it's final stage of development and will include the new Key Performance Indicators that were updated to capture the key themes that emerged from engagement work with the local community as well as ensuring prompt access for patients. In addition the new contract clearly specifies that the Extended Appointments are only available for Grenfell affected patients presenting with Grenfell related issues.

The CCG has also amended the reporting requirements to ensure that the onwards referrals and the actual time of the appointment is captured. Payments will continue to be activity based and will reflect the actual appointment time. The new contracts will be rolled out from 01 June 2019 for 12 months.

Primary Care: access

GP practices in North West Kensington are not reporting access issues and WLCCG score highly across a range of access patient satisfaction questions as measured through the national GP survey. We also currently commissions significant additional extended hours above and beyond the national contract.

However, the CCG has received individual feedback from members of the community who have said they are having difficulties getting a GP appointment in a timely manner. These are dealt with on individual basis directly with the GP surgeries in question. We have recognised this feedback and from July 2019 the CCG will also be providing extra investment to ensure practices provide 100 clinical appointments per 1000 patients per week as well as improved

urgent access.

Primary Care: Enhanced Health Checks

The enhanced health checks (EHC) 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 underlying health conditions. If a cause for concern is identified, people are referred on to the appropriate specialist respiratory or mental health service.

The service is provided by the majority of the North Kensington GPs, with additional capacity offered by the community provider, Enhance (Thrive Tribe), in the community. To date 535 residents of North Kensington area received an EHC, 256 of which accessed the service through their GP surgery and 279 patients who had an EHC performed in the community. Patient feedback about the enhanced health checks has largely been positive.

Primary Care: General Practice Training programme

As part of North Kensington Recovery CCG created a General Practice Training and Development programme. A survey to identify training needs was designed and circulated to the North Kensington surgeries earlier this year.

In response to points flagged up in the practice survey the CCG organised General Practice Resilience and Trauma First Aid training events for North Kensington Primary Care providers. This training was for both clinical and non-clinical staff members.

There were 2 training dates to choose from to ensure as many members of practice teams had opportunity to attend. Feedback from the participants was very positive. A full write up of the outcomes of the training will be completed with recommendations for future training.

A fuller briefing on primary care and enhanced health checks can be found in Appendix A

Environmental update

We do appreciate that health concerns are heightened as a result of publication of Professor Anna Stec's paper on potential soil contaminants in the area. The NHS has asked the Multi-Agency Partnership (MAP) if the publication of Professor Stec's paper changes the advice and direction they are giving to the NHS, including advice on the types of services we are providing, and if any form of screening is needed at this time.

We have been assured that their advice has not changed since the publication of the report, but we continue to check with MAP when new information emerges. The NHS is ready to respond at speed to any change in advice and guidance resulting from the findings of the government's environmental monitoring programme. We do realise that in the mean-time concerns will remain and would encourage people to take up the enhanced health check to discuss these concerns or speak to their GP.

We will continue to work with our communities to design and implement high quality services for us all. In the meantime, we do understand the anxiety caused and continue to encourage anyone who is worried about their health to speak to their GP for an enhanced health check to

assess their current health and, if needed, a GP may refer to specialist services.

Grenfell Voices - Conversations with North Kensington residents about their health and well-being

In depth conversations (qualitative) were carried out with a total of 60 individuals between September and December 2018. This included individuals who were bereaved, survivors and local residents who were directly affected by the fire. The conversations typically ranged from between 1 – 2 hours in length with individuals and families. The participants came from a range of different cultural backgrounds. This included people from Morocco, Caribbean, Bangladesh, Syria, Somalia, Philippines, Eritrea, Sudan and Iraq.

The conversations allowed us to better understand the health needs of individuals and families and their experiences of health services and more importantly to find out how their needs were developing and changing over time. Our work in North Kensington with communities in the past year had identified concerns articulated as “your services are not culturally appropriate” and “why are you making us into patients” this was scoped further to better understand and it demonstrated that cultural diversity of local communities can be a key issue in how people engage and respond to health services. Therefore, the purpose of the project was also to gain insights, and capture the issues arising from an equalities and cultural perspective to support the development of an inclusive and culturally responsive North Kensington Health and Wellbeing Strategy.

The conversations raised issues on a number of areas including:

- Children and young people
- Adults (older)
- Health behaviours and cultural insights
- Primary care
- Self-care

These will feed in to the development of the Cultural Competency Framework set up to support commissioning of culturally appropriate health services and evidence base for the North Kensington Health and Well-being strategy that is currently in development.

For more information see Appendix B

Quality & Safety/ Patient Engagement/ Impact on patient services:

The CCG is committed to working with the community of North Kensington, to support everyone affected by the tragedy, to recover and to move forward to a positive future. The aim is to support our local communities to be thriving places where children, young people and adults have confidence in futures that they can build for themselves.

Financial and resource implications

Funding for North Kensington Health recovery is from NHS England and a 5 year commitment of up

to £50 has been confirmed. North Kensington Recovery draft Business Case has been to and approved by F&A committee and subsequently submitted to NHS England.

Equality / Human Rights / Privacy impact analysis

A dedicated Equality Impact Analysis is being developed for each piece of the NHS’s offer for the community.

Cultural Competency Framework

The framework will offer improvements to service delivery to and from North Kensington communities with diverse background. The framework will enable local partnerships to make meaningful improvements to every aspect of their organizations from management and governance structure to service delivery and staff representation. It will enable the residents of North Kensington to receive high quality and culturally appropriate care.

Risk

N/A

Supporting documents

Appendix A
Appendix B

Governance and reporting (list committees, groups, or other bodies that have discussed the paper)

Committee name	Date discussed	Outcome
Name	DD/MM/YYYY	