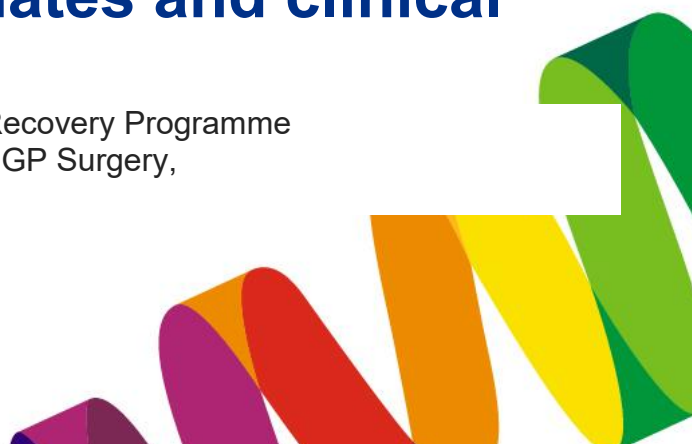




Personal health assessments for Grenfell survivors: outcomes, updates and clinical review

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Executive summary

This report sets out what NHS West and North London did, what was found, and what happens next following Personal Health Assessments (PHAs) offered to adult survivors of the Grenfell Tower fire. PHAs were offered to people who exited the Tower after 1:28am, when smoke exposure significantly increased. The assessments were based on national and local clinical advice and could be taken through the NHS or an approved private provider.

Take-up was good, with over half of eligible survivors completing a PHA. The clinical review found no new or unexpected patterns of illness linked to the Grenfell fire. Some health issues were identified, but these were common in the wider population and were already known to, and managed by, GPs or specialist services. Mental health impacts were evident, in line with expectations after such a tragedy. Feedback from patients was positive. Ongoing annual health checks and public health monitoring will continue to ensure survivors remain supported and any new concerns are identified quickly.

Background

- Personal Health Assessments (PHAs) were set up for Grenfell Tower survivors who exited after 01:28 and may have been exposed to increased levels of smoke. The time of 01:28 was determined by the coroner as when there was a change in the thickness and the volume of the smoke. Additionally, this was when the fire started to spread horizontally.
- The core components of the PHAs were developed based on clinical advice including that of the Chief Medical Officer (CMO) for England and local Clinical Leads. CMO advice was to offer a one-off assessment with the current offer of GP enhanced annual health check forming the basis of the assessment but prioritising the blood test and to offer the chest X-ray to all patients routinely.
- In response to request for choice, survivors could choose to have their PHA via the NHS, provided by the London Medical Associates or via a private healthcare provider through London Doctors Clinic. Both options provided the same core

health assessments including up to an hour with a GP, an offer of x-ray, and a CT scan offer only available through the NHS provider.

- PHAs were initially made available from 30 January 2025 up to 16 May 2025, however, the booking process was extended until the end of July 2025 to accommodate individual needs of survivors.

Engagement

Engagement took place prior to the launch of PHAs

- Reaching out to four Grenfell Survivors Groups (Grenfell United, Grenfell Tower Trust, Grenfell Next of Kin, Our Power Hub) to update and seek input into the development of the offer and support in identifying and helping to choose a private provider.
- Written communications to survivors who escaped Grenfell Tower after 01:28 in English and Arabic.
- In person engagement meeting to discuss PHAs on 10 December 2024.
- On line drop in sessions to discuss PHAs on 26 and 27 February 2025.
- An invitation to survivors who escaped Grenfell Tower after 1.28am for individual discussions and meetings to answer any questions and discuss the PHAs.

Patients

The number of patients eligible for a PHA was guided by the number of survivors who exited the Tower after 1.28am.

- 96 adult survivors exited after 1:28am
- There is an existing service for children, who are currently offered long-term health monitoring with a NHS consultant paediatrician.
- Of the eligible adults 39 were actively in contact with the NHS Dedicated Service (DS). 57 adults were inactive which could be for a variety of reasons such as moving abroad or simply deciding that they do not require any further support for the time being.

- Known languages other than English include Arabic (3), Bengali (2), French (1), Ganda (1), Persian (1), Portuguese (1), Thai (1), Turkish (1). NHS explanation leaflets and letters were translated into Arabic with further translation options available. The LMA offer was translated into Arabic, French and Tigrinya. In addition, the DS have experience in communicating with clients in the most appropriate language.

Patient contacts

An attempt was made to contact all 96 patients by a variety of means

- The NHS Dedicated Service coordinated and managed the booking process and attempted to contact all 96 adult survivors using the information and consent on their systems. A combination of text messages, emails and written letters were sent providing information on PHAs and an invitation to arrange an appointment. Where known the DS used the preferred client method for communication.
- Phone calls were attempted to all available clients and a total of 78 took place. 83% of available eligible clients were spoken to by the DS which afforded the opportunity to explain the available offer in further detail as well as facilitating booking where desired.
- A number of survivors were not contactable. The 14 survivors who had not responded or been spoken to were sent a further letter in July offering support to book an appointment.
- Wider benefits included a number of inactive clients becoming active again with the DS thereby enabling future support to be provided and referrals to relevant services where needed. Clients who do not want to be contacted have been noted.

Service uptake

- 60 survivors requested a PHA and were supported to access the PHA offer, 29 to the private offer and 31 to the NHS offer. This represents 63% of eligible survivors.
- A total of 52 PHAs were completed, 25 through the NHS offer and 27 through the private offer. This represents 54% of eligible survivors.

- Some survivors were booked into but did not attend their PHA appointment. In these instances, they were offered the opportunity to rebook.
- All children and young people exiting after 1:28am had been invited to paediatric Long Term Monitoring Service in the preceding year with 85% having been either seen or choosing to defer their appointment

Clinical review of PHAs

Summary

NHS West and North London has reviewed the information arising from the recent PHAs offered to survivors of the Grenfell Tower fire. The clinical outcomes and investigation results did not find new or worrying patterns. Some individuals were found to have health problems that need follow-up. For all these people, it has been confirmed that their GP or specialist team was already aware of and supporting them with their health problems.

What we looked at

- We reviewed PHAs completed by London Doctors Clinic and London Medical Associates.
- We compared the results with what GPs usually see in the local area.

What we found

- Some results were outside the normal range. For example, cholesterol, HbA1c (a blood test linked to diabetes, blood pressure) and BMI/weight.
- These results are common in the wider local population and can be managed by your GP.
- Results were shared with people's GPs in all but one case. The one exception was because the person did not want their results shared.

Breathing symptoms

- Of the 52 patients who had a PHA, ten people were found to have breathing symptoms

- When we looked at the ten people's health, all had already been identified by the Long Term Respiratory Monitoring (LTRM) services with treatment provided when needed. LTRM is a specialist clinic.
- Patients who wish to be seen, will continue to be checked, treated and supported.
- The results from the PHAs will be included in further analysis planned by public health to identify any broader trends or patterns across the local community.
- This means that both individual care and the broader population impact are being reviewed as carefully and thoughtfully as possible.

Mental health

- The PHAs, annual GP checks and public health monitoring indicate that the Grenfell Tower Fire had a strong impact on mental health.
- This is line with expectations after such tragedy and is also reflected in the results from enhanced GP health checks and public health monitoring
- NHS services, community partners and the voluntary sector are working together to make mental health support easy to find and use.

Scans and imaging

- The PHAs were similar to the Enhanced Health Checks available to patients affected by Grenfell each year through GP practices.
- Some people having PHAs also had X-rays or CT scans.
- These did not show new clinical concerns beyond issues already being managed by the LTRM Service.

Patient experience

Feedback was received from 10 patients in response to an anonymised survey that was the same for both providers, with the following results:

- 100% of respondents indicated that they had enough information to decide about picking the NHS offer or London Doctors Clinic

- Respondents who choose the NHS offer indicated that they had trust, happiness and support in the NHS. Speed of booking and convenience was the indicated reason for choosing the private service.
- 80% of respondents found it very easy to get to and find the location of the appointments. 20% found it fairly easy.
- The majority of respondents found it very easy to make a PHA appointment and the remainder found it fairly easy
- 60% said the PHA definitely helped assure them about their health as a result of the Grenfell Fire. 40% said it assured them to some extent
- 70% said at their PHA the healthcare professional was very good at listening to them. 30% said they were good
- 60% of respondents felt the healthcare professional definitely recognised and / or understood any cultural or religious needs that they might have. 20% felt their needs were recognised to some extent and 20% felt this did not apply to them.
- 80% rated their overall PHA experience as very good. 20% rated it as good.
- 70% indicated the range of tests completely met their needs. 30% indicated it met their needs to some extent.

What patients said

All the comments from the anonymised surveys are listed below:

Why did you pick the provider you choose?

“Reason, if I am to have a complication, I will end up using NHS, so there's no need for going private.”

“I have trust in the professionals working for the NHS”

“NHS always helped me during all health care. I am ever so grateful. It was also booked for me by the well-being dedicated service team”

“Quickest appointment”

“Always being happy with the NHS”

“Support public service”

Were there any additional tests or services you would have liked to be included in your Personal Health Assessment?

“Proper scan for my lungs”

“I believe every area of health queries have been addressed.”

“It would be good to have a personal trainer or a coach who can help to implement exercise programs tailored to our individual goals and needs. They can provide guidance, motivation, support and general health and wellness.”

Do you have any additional feedback?

“What a lovely team. Thank you

“All medical staff were friendly and professional”

“Happy with the help I’m receiving”

What providers said

London Medical Associates (NHS provider)

“Social Prescribing Link Worker appointments were invaluable and patients were signposted to local lifestyle services such as One You/Bay20 with 1 to 1 well-being coach options. In addition, referrals made to housing organisations. Therefore, a lot of holistic support with improved wellbeing from the appointment.”

“1 hour appointments allow a clinician to ask more nuanced questions and probe carefully into the deep underlying issues surrounding health and health outcomes. Even a simple check on how someone’s day is going can lead to a more detailed discussion about life/stress/health issues that need extra time to deal with. Longer appointments allow for this.”

“The Personal Health Assessment (PHA) provided an opportunity for a thorough health assessment which provided added benefits beyond the scope of the original remit. For instance identifying health issues not connected to Grenfell and making general health recommendations.”

London Doctors Clinic (Private Provider)

“Overall, anecdotal patient feedback would suggest the assessments were well received. They were felt to be comprehensive, patients spoke highly of their interactions with their GP, and found booking exceptionally easy. Having Chest X-

Rays off site seemingly decreased overall uptake, however with some follow up, several patients did attend.”

London Doctors Clinic additionally shared the following feedback from their own patient surveys:

“The doctors were very thorough and made you feel at ease and comfortable. They discussed each step of my health check clearly and explained what it was for.”

“Dr was very polite, attentive and reassuring. Helpful, choice of advice for the way forward. Not rushed, treated with kindness and respect.”

“Their assessments, diagnosis are brilliant, they are kind, compassionate and thorough.”

“Right from the reception, it was easy and straightforward. The doctor explained to me what the process was going to be and where I was not clear I asked and he clarified. Nice and clean environment.”

What happens next

This section explains what will continue following the Personal Health Assessments and how people affected by the Grenfell Tower fire will be supported in the future. It outlines ongoing health checks, continued monitoring by public health teams, and how learning from the PHAs will be used to improve care and support. It also explains why the PHAs will not continue as a separate offer.

- Annual Enhanced Health Checks will continue
- The PHAs did not uncover areas of illness that were previously unknown. It is important to continue to monitor closely.
- Individuals affected by the Grenfell Tower Fire will continue to be offered annual Enhanced Health Checks, the public health teams will continue to monitor local health outcomes and the concerns of residents need to be heard, in order for there to be a quick response if new concerns appear.
- Learning from PHAs that could potentially be applied to other services includes:
 - Dedicated service communications with survivors and service uptake

- Written summary of the consultation and results which could form basis of care plan
- Value of Social Prescribing Link Workers appointments to provide wider support to improved wellbeing
- Value of longer time with a GP
- It is not proposed for PHAs to continue.

Thank you to survivors who took part

We would like to say a sincere thank you to all the Grenfell survivors who chose to have a Personal Health Assessment and who shared their feedback afterwards. Taking time to attend appointments and tell us about your experience has helped us understand what worked well and what could be improved. Your views have been listened to carefully and are an important part of making sure support continues to meet the needs of the Grenfell community.

Further information

For further information or questions about this report, please contact the North Kensington Recovery Team at nhsnwl.nkrt@nhs.net.