

Primary care

GP services for those affected by the Grenfell Tower fire

GP Services are available for anyone in the community affected by the Grenfell fire, whether it's for managing existing health conditions that may have worsened or for new health concerns. These services are here to support you and provide reassurance about your health and include:

- Enhanced Health Checks (EHC) focus on lung function, breathing, and emotional wellbeing. They're available at your GP practice or local community venues. If any concerns are identified, a referral to a specialist can be made.
- Grenfell Related Appointments (GRA) offer extra time and support for anyone with health concerns related to the fire, including additional clinical time and administrative help if needed.

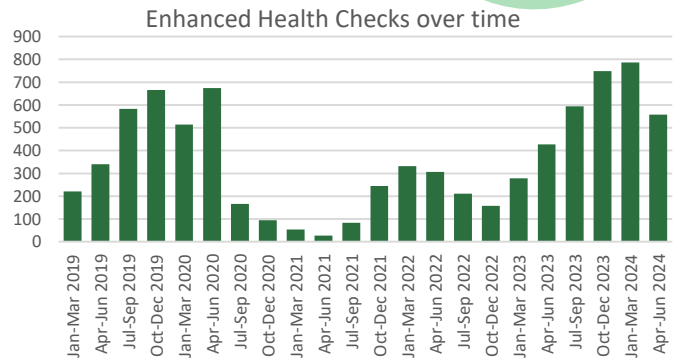
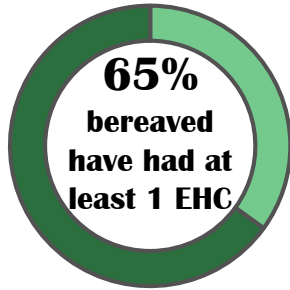
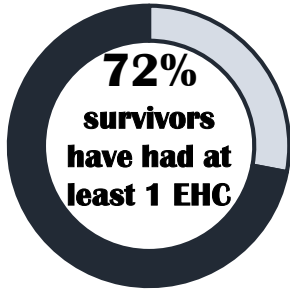
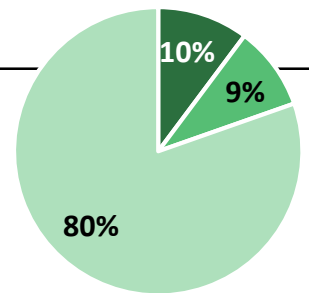
Support for the Wider Community

For North Kensington residents affected by the Grenfell fire, the NHS also funds a case management service through Central London Community Healthcare NHS Trust (CLCH) to support health and wellbeing needs.

Enhanced health checks (EHC)

8066 Enhanced health checks since January 2019*

824 Survivor
759 Bereaved
6483 Community



*Numbers include Community Enhanced Health Checks % of those registered with a GP in West London

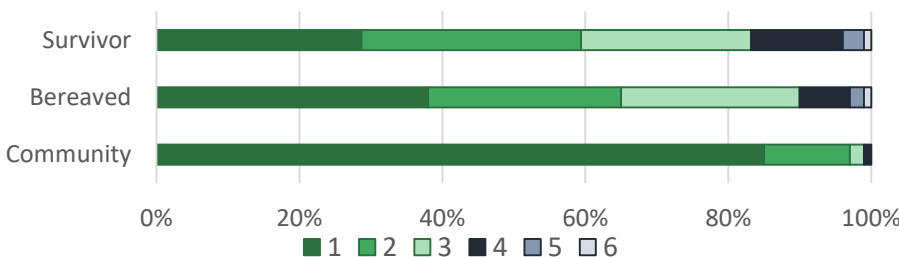


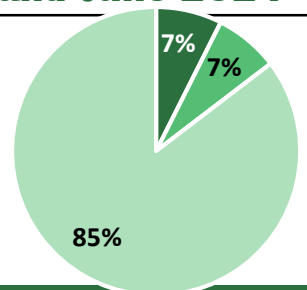
Chart showing the proportion of people who have had 1 - 6 health checks.

Over **30%** of Survivors and Bereaved have had 3 or more enhanced health checks.

Enhanced health checks delivered between April 2024 and June 2024

558 Enhanced Health Checks
553 Patients
377 Had first enhanced health check

38 Survivors
37 Bereaved
438 Community



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Patient Engagement Questionnaire (PEQ)

After each EHC a text is sent with a link to a questionnaire. All feedback is discussed with the relevant practice. There were 35 responses April 2024 – June 2024

75%	Had to wait less than two weeks after the appointment was booked
86%	Very easy or fairly easy to make an appointment for the EHC
57%	Definitely or to some extent the EHC helped to assure about their health following the fire
92%	Healthcare professional was good or very good at listening
93%	Healthcare professional understood cultural or religious needs
75%	Experience of the EHC good/very good

Community Enhanced Health Checks (CEHC)

Community Enhanced Health Checks are sited at a number of community locations, rotating between the sites; these include St Charles, Venture Centre, Lancaster West, 214 Space, Dalgarno Trust, St Michael Church and Bay 20.

2083 CEHC delivered since January 2019

47 CEHC April to June 2024

14 Compared to Jan to March 2024

Wider Grenfell Case Management

76 Referrals

5416 Contacts

180 Average Caseload

12 Referrals April to June 2024

737 Contacts April to June 2024

Feedback

Patient Engagement Questionnaire

14 Questionnaires completed April – June 2024

100%

How was your experience of our service? **Very good or good**

100%

Did the staff treat you with dignity? **Yes**

very caring with the patient at St Charles generally and professional with Grenfell Team

Good service – pleasant case manager

spoke about everything in detail - linked to a lot of help to help me and my family. Spoke at great length. Showed empathy.

Everything is very good – spoke openly which is very nice