

Primary care

January – March 2025

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.

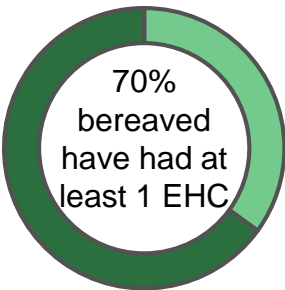
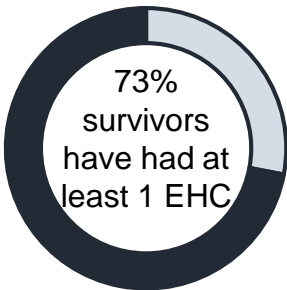
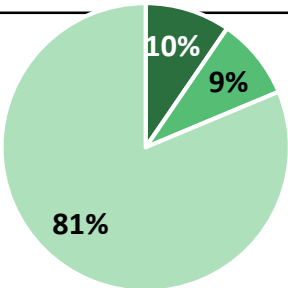
Enhanced health checks (EHC)

9910

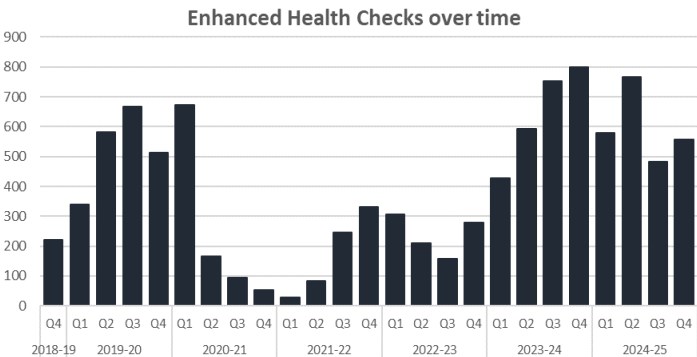
Enhanced health checks since January 2019*

947
906
8057

Survivor
Bereaved
Community



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



Enhanced health checks delivered between Jan 2025 and Mar 2025

556

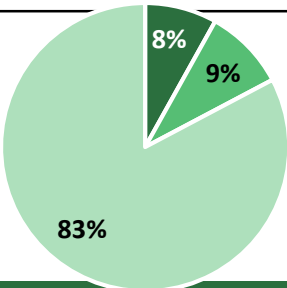
Enhanced Health Checks

↑72

Compared to Oct to Dec 2024

45
51
460

Survivors
Bereaved
Community



Primary Care

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 33 responses April 2024 – March 2025

91%	Had to wait less than two weeks after the appointment was booked
91%	Very easy or fairly easy to make an appointment for the EHC
68%	Definitely or to some extent the EHC helped to assure about their health following the fire
100%	Healthcare professional was good or very good at listening
95%	Healthcare professional understood cultural or religious needs where patient stated there were needs
95%	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.

2286

CEHC delivered since January 2019

58

CEHC Jan to Mar 2025

2

Compared to Oct to Dec 2024

Wider Grenfell Case Management

132

Referrals

8491

Contacts

Since October 2022

15

Referrals Jan to Mar 2025

759

Contacts Jan to Mar 2025

198

Caseload as at Mar 2025

Feedback

Patient Engagement Questionnaire

12 Questionnaires completed Jan – Mar 2025

100%

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

100%

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

Case Manager listened to me

Excellent service – extremely supportive – good communication with case manager and follow up is fantastic

Liked speaking to case manager

Friendly, supportive – referred on to other places