

## 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.

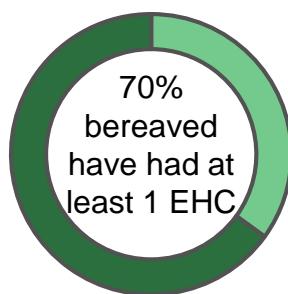
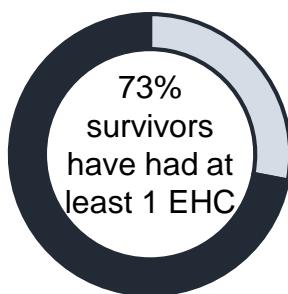
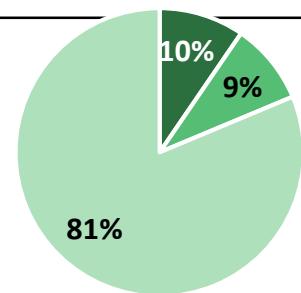
## Support for the Wider Community

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)

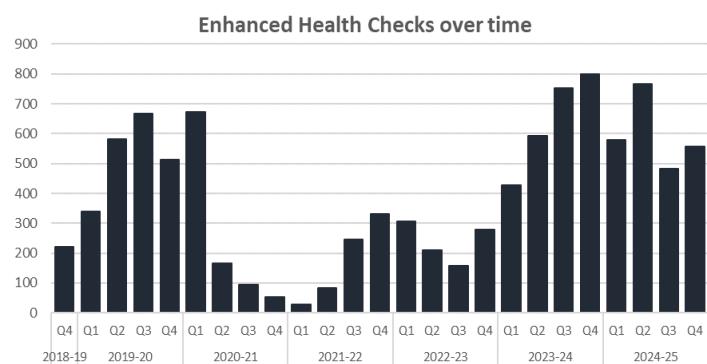
**9910** Enhanced health checks since January 2019\*

947  
906  
8057  
Survivor  
Bereaved  
Community



\*Numbers include Community Enhanced Health Checks

% of those registered with a GP in West London

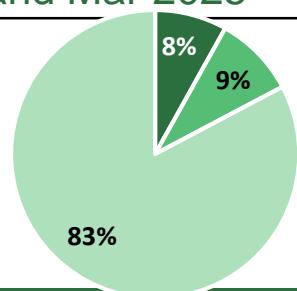


## Enhanced health checks delivered between Jan 2025 and Mar 2025

**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

<b>91%</b>	Had to wait less than two weeks after the appointment was booked
<b>91%</b>	Very easy or fairly easy to make an appointment for the EHC
<b>68%</b>	Definitely or to some extent the EHC helped to assure about their health following the fire
<b>100%</b>	Healthcare professional was good or very good at listening
<b>95%</b>	Healthcare professional understood cultural or religious needs where patient stated there were needs
<b>95%</b>	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  
Compared to Oct to Dec 2024

## Wider Grenfell Case Management

## 132 Referrals

## 15 Referrals Jan to Mar 2025

8491 Contacts

759 Contacts Jan to Mar 2025

Since October 2022

198 Caseload as at Mar 2025

## Feedback

# Patient Engagement Questionnaire

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

Liked speaking to case manager

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

Friendly, supportive – referred on to other places