

North Kensington health response:



How the NHS can help following
the Grenfell Tower fire



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You or someone you know may have been affected by the Grenfell Tower fire in June.

Following an incident like the Grenfell Tower fire, many of those affected will have greater health needs, and also have concerns about the health of family and friends. This leaflet describes the mental and physical health support available from the NHS and how you can help yourself to stay well.

The impact of trauma

If you were affected by the fire, it is likely that you will experience trauma. You may feel depressed, numb, angry, confused, anxious, nervous, or exhausted.

Some people will find that they can't stop reliving what they saw, smelled, the noises they heard, or how they felt that day. This is called a flashback. Flashbacks can make you relive the experience over and over again and make it difficult for you to control your thoughts and feelings.

Suffering trauma may mean that your mind wanders more than usual. You may lose concentration and forget what you have been thinking about or even where you are. You may also experience bad dreams.

Trauma can show itself in many forms. There is no right or wrong way to feel after a major incident like a fire. However you feel, the NHS is here to help.

How the NHS can help you



See your GP

Your GP will fast track your appointment and give you a space to talk about your health with an experienced professional who knows your medical history.

GPs can book longer appointments for people affected by the fire. You will have plenty of time to talk about everything you are experiencing.

If you are not registered with a GP you can find out how to register online at www.nhs.co.uk, or do it in person at your nearest practice. You don't need ID or proof of address to register. If you need help filling out the forms, email us at grenfell.response@nhs.net.

A list of available practices is at the back of this leaflet.

Need to talk?

Call or email the NHS urgent helpline

For anyone who needs urgent emotional or psychological help, the local NHS runs a free, 24/7 helpline. The service is confidential and you are not required to give any personal details. Services can be reached by calling **0800 0234 650** or emailing cnw-tr.SPA@nhs.net any day, any time, including weekends and bank holidays. Just tell the call handler you've been affected by the Grenfell Tower fire, and they will ensure you are referred quickly to the right service and support.

Trauma support including self-referral



There is a free and confidential NHS service for children and adults who were affected by the Grenfell Tower fire. It provides support if you or your children are feeling traumatised, unable to sleep, having negative memories or

pictures of the event unexpectedly popping into your mind, or feeling anxious, stressed or worried. There is also a comprehensive screening programme to identify people who may be suffering from Post Traumatic Stress Disorder (PTSD).

You can self-refer at:

www.take-time-to-talk.com.

Children's services

Since June, our teams have worked closely with schools and families to provide mental health

support to children and adolescents.

The service is called CAMHS which stands for child and adolescent mental health services. This may

involve an assessment to see if you are showing signs of distress, and if so, referring you on to an appropriate service. CAMHS accepts referrals from health professionals

(including GPs), schools, and colleges, but also from your families or carers. You can also self-refer to the service by calling: 0800 0234 650.



Helping yourself to stay well

The NHS strongly advises you to contact one of the services above if you are experiencing the signs of trauma that this leaflet describes.

However, if you don't feel ready to do so, there are things you can do yourself that are clinically proven to ease the symptoms.

Breathe and count

If you find yourself panicking or having a flashback, try to focus on breathing in, breathing out, and then counting to five. Some people find that counting objects – for example, counting every object you can see that is red – can also be very soothing.


Learn your triggers

Sounds, sights and smells are common triggers for your brain when it is processing a trauma. Keeping a diary of how you feel may allow you to spot patterns, and identify in advance things that are likely to trigger panic or upset. If you spot these



signs early, it can become easier to cope with them. For example, you may realise that walking past a particular spot regularly ends up with you losing concentration, becoming anxious, or reliving the fire as if it is happening again right now. If you are prepared for these feelings you may be able to make your symptoms less overwhelming.

Ground yourself



People who experience trauma have lots of different ways to ground themselves. Some people carry a familiar object, or focus on a nearby object that keeps their mind in the present. It can be as simple as a piece of jewellery, a watch, a key ring, a pen, or a 'fidget spinner.' Give yourself permission to care for your own needs. Take time to watch your favourite film, listen to familiar music, read a comforting book, comic or magazine, and remind yourself that you are safe now.

Outreach team

The job of the outreach team is to take the NHS to people who need it, where they are. As well as going door to door, they are also based

at Notting Hill Methodist Church, 240 Lancaster Rd, London W11 4AH, from 11pm to 8am and from 10am until 8pm at The Curve, 10 Bard Road, W10 6TP. The team are here to help by offering training and support to volunteers, responding to the concerns of neighbours, family and friends and holding clinics tailored to local need. These are available on request by calling 020 8962 4393 or by emailing grenfell.response@nhs.net.

The team is very happy to come to any group meetings or to organise meetings about a specific topic if you'd prefer.

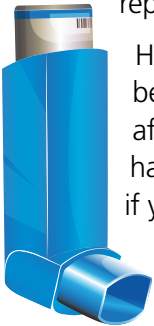
If you know someone at risk of suicide

If you notice someone close to you is struggling to cope or even feeling suicidal, you should contact the 24/7 specialist mental health line 0800 0234 650 or ask the person you are worried about to call. Where there is an urgent need, the call handlers will make sure you get the right support, quickly. Not everyone needs specialist mental health support – for some people, practical help is needed, and others just need someone to talk to. The Samaritans are always available to call confidentially 24/7 free on 116 123.

Your physical health

Respiratory care

Public Health England continues to monitor the air quality around Grenfell tower, and still report a low risk to people's health from air pollution. You can read their reports at www.gov.uk.



However, you may still be worried that the fire affected your breathing or have additional concerns if you already have a condition that affects your breathing, such as asthma. Breathing difficulties can also be made worse by stress and trauma.

If you are worried, you can make an appointment with your GP who can assess you and if necessary refer you to a specialist respiratory clinic which will treat both adults and children. The NHS will fast track anyone affected by the fire, so you shouldn't have to wait longer than 14 days to be seen after your referral. More respiratory information and guidance is available at www.grenfell.nhs.uk

Helping yourself to stay well.

The NHS is always available should you need our help. But there are a number of illnesses and injuries that you could treat yourself such as a minor cut, a headache, a cough or cold, or a splinter. Be prepared and keep a well-stocked medicine cabinet.



Looking after your general health is also very important. You should make sure you eat well and get plenty of exercise. If you are a smoker you could consider quitting using the Kick It stop smoking service. To access the services or to find out more, email s.smoking@nhs.net, ring 020 3434 2500, or visit the website: www.kick-it.org.uk. If you drink, you should make sure you stick to the recommended daily alcohol levels.

If you have been affected by the Grenfell Tower fire it is important that you also maintain social contact, attend all your medical appointments and don't be afraid to seek help.



Emma Dent Coad, MP for Kensington, is urging everyone to stay well this winter and get the flu jab

Free flu vaccination

We are extending the free annual flu vaccination to all residents from Grenfell Tower and the surrounding neighbourhood. Your local GP surgery or pharmacy can provide it and you can contact them directly. For housebound or people displaced please contact your surgery or outreach worker to assist in arranging a vaccination.

Pre-existing conditions

In addition to the effects of the fire you may have already been living with conditions such as dementia, diabetes or other physical or mental health problems. It is important to speak to your GP about what extra support you may need and to ask what voluntary sector organisations or charities can help.

Other available support

Dedicated website and app

You can find a lot of support in one place, on our new response website. The website contains important information on physical and emotional health and wellbeing,



details of events, health-related news and links to other available resources. The address is www.grenfell.nhs.uk

In winter 2017 an app version of the website will launch for quick, easy access on mobile devices for those who want to read the information on the go.



Bereavement support

Grief is a natural process following the loss of someone close, but it can be devastating. If you or someone you know has lost a friend or loved one and would like to talk, support is available from Cruse Bereavement Care. Cruse offers support to adults, young people and children via face-to-face appointments, telephone, email and website support. Their free phone helpline is 0808 808 1677 and is open Monday to Friday 9:30am to 5pm (excluding bank holidays), with extended hours to 8pm on Tuesdays, Wednesdays and Thursdays. You can also email them at helpline@cruse.org.uk.

Support available from the Royal Borough of Kensington and Chelsea (RBKC)

The Care for Grenfell team provides a single point of access to the services and support available from RBKC. The team works to resolve and direct enquiries to the most appropriate teams and ensure residents are



provided with the support they need. Core opening hours are 8am to 8pm every day, but, an out of hours' service also runs seven days a week for emergencies. For more information call 020 7745 6414, email careforgrenfell@rbkc.gov.uk or visit www.rbkc.gov.uk/newsroom/care-grenfell

Translation services

If you require translation when you attend an NHS service (respiratory, outreach or PTSD treatment for example), this will be provided in person if we know you're coming in advance, or over the phone if you turn up at short notice. Your GP can also book a translation service for you.

Ongoing support

At the NHS we recognise that you will require support over a number of years and we want to work with you to make sure this meets your needs.

What you tell us will help shape our services.

To give us feedback or if you have any questions or concerns, call 020 3350 4224 or email us at grenfell.response@nhs.net

Practices that are open for registrations

Foreland Medical Centre

188 Walmer Road
London W11 4EP
Tel: 020 7727 2604
www.forelandmedical.co.uk

The Practice Beacon

111-117 Lancaster Road
London W11 1QT
Tel: 020 7985 9900
www.thepracticebeacon.nhs.uk

Notting Hill Medical Centre

14 Codrington Mews
London W11 2EH
Tel: 020 7727 5800
www.nottinghillgp.co.uk

Portobello Medical Centre

14 Codrington Mews
London W11 2EH
Tel: 020 7727 2326
www.portobellomedicalcentre.co.uk

St Quintin Health Centre

St Quintin Avenue
London W10 6NX
Tel: 020 8960 5677
www.stquintinhealthcentre-gppractice.co.uk/

North Kensington Medical Centre

St Quintin Avenue
London W10 6NX
Tel: 020 8969 5151
www.northkensingtonmedicalcentre.nhs.uk

Colville Health Centre

51 Kensington Park Road
London W11 1PA
Tel: 020 7727 4592
www.colvillehealthcentre.co.uk

The Portland Road Practice

16 Portland Road
London W11 4LA
Tel: 020 7727 7711
www.portlandroadsurgery.nhs.uk

Exmoor Surgery St Charles Centre for Health and Wellbeing

Exmoor Street
London W10 6DZ
Tel: 020 8962 5166
www.exmoorsurgery.nhs.uk

Barlby Surgery St Charles Centre for Health and Wellbeing

Exmoor Street
London W10 6DZ
Tel: 020 8962 5100

Dr Razak


The Golborne Medical Centre

12-16 Golborne Road
London
Greater London W10 5PE
Tel: 020 8964 4801
www.golbornemedical.nhs.uk/

The Golborne Medical Centre

12-14 Golborne Road
London
Greater London W10 5PG
Tel: 020 8969 2058
www.golbornemedical-dramasamy.co.uk

Use this space for any important phone numbers or notes you might wish to keep.

Pop out this card and keep our contact details handy so you have them when you need them. 



**NHS Response Team
contact details:**

Phone: 0800 0234 650

Email: cnw-tr.SPA@nhs.net

Website: www.grenfell.nhs.uk

If you have any questions or feedback about this leaflet or would like a copy in large print or in another language, call 020 3350 4224 or email grenfell.response@nhs.net

You should seek help if you spot the following in you or someone you know:

- Changes in behaviour
- Withdrawal
- Appearing preoccupied or worried
- Changes in sleep patterns
- Saying worrying things



NHS West London CCG

W: www.grenfell.nhs.uk

E: grenfell.response@nhs.net

T: 020 3350 4224