

Primary care

October – December 2024

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

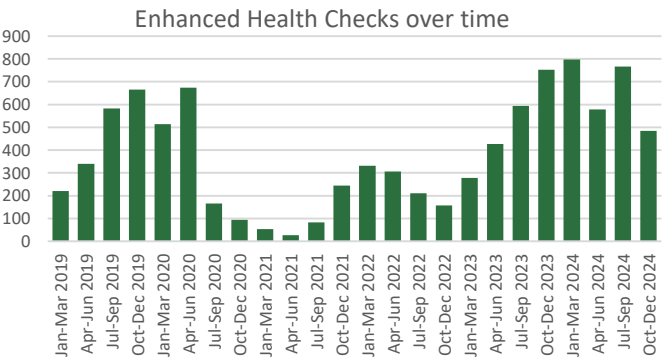
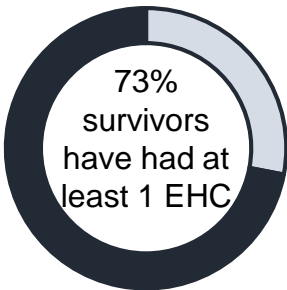
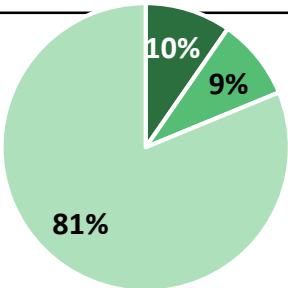
For North Kensington residents affected by the Grenfell fire, the NHS also funds a case management service through Central London Community Healthcare NHS Trust (CLCH) to support health and wellbeing needs.

Enhanced health checks (EHC)

Enhanced health checks since January 2019*

9344

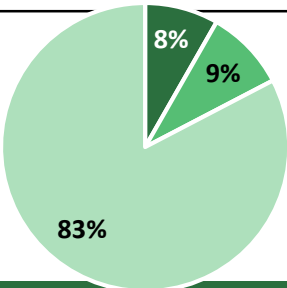
902 Survivor
855 Bereaved
7597 Community



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

Enhanced health checks delivered between Oct 2024 and Dec 2024

484 Enhanced Health Checks
40 Survivors
44 Bereaved
400 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 33 responses October 2024 – December 2024

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.

2223

CEHC delivered since January 2019

59

CEHC Oct to Dec 2024

22

Compared to Jul to Sept 2024

Wider Grenfell Case Management

108

Referrals

7732

Contacts

Since October 2022

12

Referrals Oct to Dec 2024

737

Contacts Oct to Dec 2024

208

Caseload as at Dec 2024

Feedback

Patient Engagement Questionnaire

8 Questionnaires completed Oct – Dec 2024

100%

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

100%

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

Always seen when need to be – always on time

Way case manager explained – very good – very good service – talked to me and found out about me

Very helpful

Everything is very good – spoke openly which is very nice