

Response to Healthwatch patient queries from West London Clinical Commissioning Group

4th August, Week Two

Public Bodies

How were residents involved in developing the West London CCG Grenfell Fire Engagement and Communications Strategy?

In the first few days after the fire, West London CCG's lead for engagement contacted residents and NHS staff to ensure that those coordinating support on the ground had accurate information and advice to share with patients about the health services in the immediate response to the fire. This group included:

- Volunteers, including residents, supporting local people at the Westway Centre
- Staff from local NHS organisations, including West London CCG, Central London Community Healthcare NHS Trust and Central & North West London NHS Foundation Trust
- Chief Executive of Al Manaar Muslim Cultural Heritage Site, which was acting as one of the rest centres
- A member of the Midaye Somali Development Network, who had volunteers at the main rest centre at the Westway Sports Centre
- Public Health leads working with the Community Champions Programme
- The Notting Dale Community Champions Volunteer Coordinator that worked specifically with residents from the Lancaster West Estate

Input from this group helped to guide the NHS plan for the medium to long term, and helped to develop the Communications and Engagement strategy for the response to Grenfell.

The first draft of the strategy was presented to the CCG's Patient and Public Engagement Committee on 10 July. The Committee includes representation from patients, residents, Healthwatch, the Kensington and Chelsea Social Council (a charity that supports over 290 local organisations), GP practice managers and the clinical lead for engagement.

The first draft is a starting point, which will evolve based on the recommendations from residents and the local community, and reflects the CCG's responsibility as a commissioner of health services.

If you would like to meet us and get involved, we would very much like to hear from you. Please contact us on getinvolved@nw.london.nhs.uk and mark your email as 'Grenfell Engagement'.

Information and advice

People have said that in the first couple of weeks following the Grenfell Tower Fire that they were told to only go to hospital in the case of an emergency. They were not informed where to go instead.

In the first week of the fire, residents experiencing a health related issue were encouraged to go to their own GP, so that they were seen by a doctor who was familiar to them, or to call NHS 111 for advice outside of normal GP hours.

For urgent mental health needs, residents were encouraged to contact the Central & North West London NHS Foundation Trust Single Point of Access (first point of contact for people wishing to access adult community mental health services) on 0800 0234 650.

In cases of emergency, 999 is the first point of contact.

Within the first couple of weeks, these messages were promoted to local residents in the following ways:

- The [CCG website](#) - leaflets and information published on 20 June;
- Via the Community Champions Coordinator for Notting Dale, who promoted the leaflets and information to local residents from the Lancaster West estate on 20 June;
- Via staff at Al Manaar Muslim Cultural Heritage Centre, one of the rest centres set up in the first few days after the incident. It provided bereavement, counselling and mental health support services;
- Face to face contact between residents and clinicians/ NHS staff at the Westway Centre;
- Via the Healthwatch Website [here](#). This was published on 21 June.

West London CCG has now launched a specific website to help people affected by the Grenfell Tower fire. It includes information on physical, emotional health and wellbeing and how to get help with coming to terms with the disaster: www.grenfell.nhs.uk/www.grenfell.nhs.uk/

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Please do let us know if you or someone you know feels they need support email us on getinvolved@nw.london.nhs.uk and mark your email as 'Require Support'.

How are you working with the voluntary sector?

We have been working closely with Kensington and Chelsea Social Council and community and voluntary sector organisations in the area, as well as Healthwatch. This work has built the relationships established with the voluntary sector since we began in 2013.

Colleagues across the NHS and community and voluntary organisations have been involved in a range of work to support people affected by the fire. This includes:

- Co-designing information about [NHS services](#) and promoting to local residents via face to face contact, including with the Notting Dale Community Champions project, which works closely with residents of the Lancaster West Estate)
- Promoting information produced with the community about NHS health resources via the [Healthwatch](#) website
- Art therapy for children and young people at Al Manaar Institute – The Muslim Cultural Heritage Centre
- Drama workshops for children and young people in The Big House
- Activities for children and young people arranged through Place2Be and Mind
- Outreach counselling for children and young people from Full of Life Kensington and Chelsea
- Football at the Westway for children and adolescents (Queens Park Rangers and Fulham Football Club)
- Input to the multi-disciplinary outreach team visiting residents - British Red Cross and Midaye Somali Development Network.

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How are you passing information onto the voluntary sector to disseminate amongst the communities they are working with?

Kensington and Chelsea Social Council is working to strengthen local voluntary and community organisations. In partnership with similar organisations in Westminster (One Westminster) and Hammersmith & Fulham (Sobus) they have compiled a directory of support service which you can access [here](#). This has been shared with over 400 local organisations, and with NHS colleagues.

We are also supporting organisations on the ground by sending information direct to them via email and paper copies. This information has been made available in translation where needed.

The CCG is also working with community champions who are a trusted local resource to share and disseminate information to local people. Information is also being provided through a range of methods:

- Outreach work to the local community to support and signpost to relevant services
- An information leaflet on emotional support
- A twitter and news feed and website profiling with the most up to date information
- Providing support and translation to local groups directly affected through personal loss
- Drop in support groups for people affected in the area

We are talking to the council about how we can prevent duplicating information, and make sure there is a simple method for information-sharing.

In addition to this, we are in touch with community groups on a regular basis, to ask their advice about how we provide information in a meaningful way.

Kensington and Chelsea Social Council is a local charity working to strengthen local voluntary and community organisations. It has compiled a directory of support service which you can access [here](#).

Please do let us know what you think about the information we provide. If it isn't meeting your needs, please tell us. If you would like to meet us and get involved, we would very much like to hear from you. Please contact us on getinvolved@nw.london.nhs.uk and mark your email as 'Grenfell Engagement'.

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Wellbeing

Have you collated a list of wellbeing support services that are being provided by the voluntary sector? If yes, how are you circulating this to people?

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Information on services has been collated by the council, with emotional wellbeing fact sheets for adults and children available in English and locally used languages. These have been sent to GP practices, voluntary organisations, and Central & North West London NHS Foundation Trust.

A website has been set up to support people affected by the fire. The team includes London councils, the Mayor of London's Office, central government, the British Red Cross, the Metropolitan Police, the London Fire Brigade and voluntary groups:

<https://grenfellresponse.org.uk/>

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