

Air quality and environmental concerns

1) Local people have reported feeling dizzy, breathless, having nose bleeds, chest pains and unable to sleep. Has information been provided explaining these symptoms and what to do?

Health professionals have been, and continue, directing people concerned about breathing (respiratory) or other health issues to their GP.

If patients do have any concerns about their symptoms, they should contact their GP directly. If you need urgent healthcare advice and do not have a GP or your GP surgery is closed, please ring NHS 111. If you need to register with a GP visit [NHS Choices](#) to find out how.

If residents require respiratory screening/on-going treatment, they can be 'fast tracked' by their GP into our community respiratory service. These patients will be seen within 14 days of referral.

During the initial response, a range of news articles provided information for the public:

- www.rbkc.gov.uk/newsroom/all-council-statements/public-health-advice-following-grenfell-tower-fire
- www.gov.uk/government/news/public-health-advice-following-the-grenfell-tower-fire
- www.westlondonccg.nhs.uk/your-services/grenfell-tower-nhs-support.aspx

Public Health England has made information available via the internet:

<https://www.gov.uk/government/news/public-health-advice-following-the-grenfell-tower-fire>

West London CCG has launched a 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/

In cases of emergency, please call 999.

Air quality and environmental concerns

2) People are being advised to see their GP if they are experiencing symptoms however GPs do not appear to have the right information. What information is being provided to GPs?

Public Health England has provided GPs with information on air quality. This will help GPs with any questions you may have about this. GPs have also received information on coping with trauma, mental health and emotional wellbeing.

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Involving local people

3) Can the community be involved in choosing the services provided?

Yes, we want the community be involved. West London Clinical Commissioning Group (CCG), working with members of the community, has set up a process to design health services – developing our model of care.

In health services, this is called ‘co-design’, and is in line with established practice at North West London Collaboration of CCGs, which includes West London CCG.

The co-design work is on-going and is in phases:

Phase 1 (July/August)

- To listen to individuals and groups to learn about their needs, and make sure our plans for health services meet those needs (namely outreach, and screen and treat services)
- To encourage individuals and groups to contribute to promoting health and wellbeing care for themselves and each other.

Phase 2 (August/September)

Working in collaboration with the Council (Local Authority)

- To work with individuals and groups to review plans, and ensure that they can meet the community’s needs as they emerge
- To produce this work with residents and community groups.

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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Involving local people

4) People want to know who the decision makers are so they could work with them to co-plan and co-deliver going forward.

West London Clinical Commissioning Group (CCG), working with members of the community, established local community groups has set up a process for working with the community to design health services – developing our model of care.

In West London CCG, Louise Proctor is the Managing Director and Senior Responsible Officer leading on health provision for Grenfell. She has a team of CCG Staff who work to her to support the NHS’s response to the incident.

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Getting support

5) Why do residents from surrounding homes have to go to agencies for support – why aren't agencies going to them?

Health, council and voluntary agencies are providing an outreach service to those people who have been placed in hotels or other alternative accommodation.

In addition to this outreach service, the following health support is being provided from a number of sites across the area, including:

- Grenfell Trauma Support Service, St Charles Hospital
- Grenfell NHS Drop In/Outreach Service, The Curve
- Outreach and education workshops

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

Getting support

6) What support is available for young people?

Specific support for young people is being provided in partnership with health and social care services. These include:

Organisation	Website	Telephone
Childline	www.childline.org.uk/	0800 1111
Samaritans	www.samaritans.org/	116 123
British Red Cross	www.redcross.org.uk/	
Kooth	https://kooth.com/	
NHS Go	www.nhs.go.uk/	
Good Grief Trust	www.thegoodgrieftrust.org/	
Art therapy at Al Manaar Institute – The Muslim Cultural Heritage Centre, London	http://almanaar.org.uk/	020 8964 1496
Drama workshops in The Big House	http://thebighouse.uk.com/	
Activities arranged through Place2Be	https://www.place2be.org.uk/	
Activities arranged through Mind	https://www.mind.org.uk/news-campaigns/news/mind-responds-to-grenfell-tower-fire/	

Outreach counselling from Full of Life Kensington and Chelsea	http://www.fulloflifekc.com/	
Football at the Westway for children and adolescents (Queens Park Rangers and Fulham Football Club)	http://www.westway.org/under-westway	020 8962 5720

Information is also available from:

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

www.grenfell.nhs.uk/

www.rbkc.gov.uk/kb5/rbkc/fis/advice.page?id=oOSYj1fnL14&localofferchannel=0

If young people have any concerns about their symptoms, they should contact their GP directly. If you need urgent healthcare advice and do not have a GP or your GP surgery is closed, please ring NHS 111. If you need to register with a GP, visit [NHS Choices](#) to find out how.

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Emotional support

7) Concerns have been raised about the local risk for suicide. What support is available?

We understand that one of the consequences of this type of incident is the need for additional emotional wellbeing support.

Central and North West London NHS Foundation Trust (CNWL) provides several services to support people who may be at risk:

- Single Point of Access: 0800 0234 650
- Outreach teams
- Psychoeducation service
- Trauma service

For more information about their response to the incident, please visit:

<http://www.cnwl.nhs.uk/search/grenfell>

Emotional support

8) People have requested trauma counsellors. They are concerned for their own mental wellbeing but also for a whole community.

Central and North West London NHS Foundation Trust (CNWL) in partnership with GPs have launched the Grenfell Screen and Treat programme for post-traumatic stress disorder (PTSD).

It is an established process to identify people who may have experienced a significant emotional or physical reaction after the fire and to refer them on for specialist services. If you feel you need emotional support, please see your GP who will be happy to screen you and signpost you into an

appropriate support service. Screening involves answering 10 questions. If you need to register with a GP visit [NHS Choices](#) to find out how.

Information about services available can be found:

- www.gov.uk/guidance/grenfell-tower-fire-june-2017-support-for-people-affected#mental-health-support
- www.rbkc.gov.uk/newsroom/all-council-statements/nhs-england-advice-coping-stress-following-major-incident
- www.cnwl.nhs.uk/news/grenfell-tower-fire-information-find-emotional-support/

For more information about the CNWL response to the incident, please visit:

<http://www.cnwl.nhs.uk/search/grenfell>

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'.

West London Clinical Commissioning Group (CCG), working with members of the community, has set up a process for working with the community to design health services – developing our model of care. 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'.

Emotional support

9) How are you informing people of the emotional support available and how to access this support?

Information about support services has been shared with residents in a number of ways, including at the Westway Centre, The Curve, and via their GPs.

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Getting information

10) Can you make it easier to know where to go for information?

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Information is also being provided through a variety 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
- Pop-up clinics
- Mental health training sessions - on-going training for emotional wellbeing, including:
 - Mental Health First Aid
 - Bereavement sessions
 - Signs of post-traumatic stress and symptoms groups

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.

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'.

Getting information

11) Trust has been lost as to date many people have not had responses to their queries- what are you going to do to change this?

It is recognised that many people in the community have lost trust in public bodies.

The NHS, through West London CCG, is committed to continuing to work closely with our community. This includes working with residents, as well as Community Champions, local community groups, and voluntary groups, to ensure that your needs are heard and, where possible, addressed.

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Getting information

12) Information is being provided but not always the information requested - how are you going to change this?

We are responding to this. All information provided is being translated into appropriate local languages, and we are working to share information with the community in ways that are helpful to them. For example, young residents affected by the fire have asked for a signposting app which we are developing.

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.

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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Support for people who feel excluded

13) What support is available for those who were not from the Tower but need support, for instance people whose families died but they are from out of area?

There is a range of affected groups and communities who may need additional or specialist support, such as people whose families died but they themselves do not live in the area. Getting help from these services will depend on peoples' needs, and organisations are working together to ensure that they will be supported.

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