

Response of the West London Clinical Commissioning Group to Questions and Concerns Submitted in Week Five, 25th August

Information and Support

At the public meeting people shared feeling frustrated at lack of change and unanswered questions. What are you doing to rebuild trust and to show that you are answering questions and listening to people's concerns?

We understand how frustrated people feel, and we will do all we can to maintain trust in the NHS by listening to concerns and asking the community about the services needed, for a number of years to come.

This is a very fast moving situation and the joint effort from the NHS and the voluntary sector means that services change and new ways are tried out.

Throughout the last three months, the local NHS has undertaken a significant amount of engagement with the local community to understand their health needs, which allows us to be flexible and change the health offer to address the evolving needs of the residents affected by the incident. Examples of this are:

- We listened to the community concerns and worries about breathing and have held a health event so that local people can come along and talk to experts about it.
- We are also testing new leaflets and materials with local groups who confirmed they want good and factual information and providing us with advice on tone and content.
- Central & North West London NHS Foundation Trust establishing 7 day pop up clinics in a range of community locations

Our ambition is to invite community members to help shape and influence how services are provided. We have made every effort to achieve a respectful approach to difficulties faced by the community, and develop our work accordingly.

West London CCG is in the early stages of developing more direct links with newer community groups. We are now in a position to co-produce dedicated pieces of work with them – a small but significant first step toward longer-term community resilience.

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

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

How are you currently consulting with people in the community?

This is a very fast moving situation and the joint effort from the NHS and the voluntary sector means that services change and new ways are tried out.

Throughout the last three months, West London CCG has undertaken a significant amount of engagement with the local community to understand their health needs. We continue to engage with community members to help shape and influence how services are provided, and have made every effort to achieve a respectful approach to difficulties faced by the community, and develop our work accordingly. This has been achieved by attending existing events in the communities and speaking to key groups on the ground for example coffee morning at Making Communities Grow and Work on 15 September coffee morning, BME Community Engagement meeting on 17 July and 31 July, community champions providers meeting on 27 June and 21 September. This engagement will continue.

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The NHS isn't the only place you can turn to for help. There are many excellent community and voluntary sector organisations that we work with, which provide high quality services and support.

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Are there short, medium and long term plans? Have you consulted with local people when developing these plans? How?

The NHS short-term response was to deal with the immediate casualties. People with more serious injuries were treated in hospitals across London. GP practices also provided the immediate medical help and assistance that local people needed. We are now reaching out to screen people for trauma, including Post-Traumatic Stress Disorder, and clinicians are assessing the physical health of those people with long term conditions.

Commissioners and providers will be coming together in October to reflect on what has been delivered, what has been both positive and challenging, and to start to consider a collaborative, sustainable recovery response for the community. Key community leaders will be there to help shape our work.

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Engagement’.

Emotional Support

How many extra mental health workers are there in the area?

There are about 160 NHS staff members providing support to people impacted by the Grenfell Tower Fire. Central & North West London NHS Foundation Trust (CNWL) currently have 40 therapists providing trauma support, backed by the primary care liaison and school nursing team (this is growing).

67 members of staff are providing outreach – working in The Curve, knocking on people’s doors and visiting hotels. This is backed up by CNWL clinical management team and office support staff.

CNWL are also working with a number of bereavement support organisations including CRUSE and *Place2Be* for children. Additional support is provided by GPs, nurses and existing mental health services with additional sessions from a range of mental health providers led by CNWL.

The NHS has recognised the needs of those affected by the Grenfell Tower fire and a substantial recruitment drive is underway for specialist therapy roles (including offering therapy in different languages) for individuals and families. We will adapt the service too – based on what is required when people use the service (as hundreds of people are).

Do you have a team large enough to deal with need?

There’s a strong NHS presence in the area. There are about 160 NHS staff providing support to people impacted by the Grenfell Tower Fire. Central & North West London NHS Foundation Trust (CNWL) currently have 40 therapists providing trauma support, backed by the primary care liaison and school nursing team (this is growing).

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therapy in different languages) for individuals and families. We will adapt the service too – based on what is required when people use the service (as hundreds of people are).

How long can people expect to wait to receive support after contacting Single Point of Access?

The Single Point of Access (SPA) offers mental health triage for routine, urgent and emergency referrals, information and advice 24 hours a day, 7 days a week, and 365 days per year. The team provides advice and guidance through a triage process, where the urgency of care required is assessed. The team also has the ability to make appointments for new referrals to see one of our community mental health teams.

At times of mental health crisis, the Single Point of Access works closely with our crisis resolution teams and our partner organisations from across the public and private sectors, to direct people to services most able to aid their recovery.

When someone calls the Single Point of Access, they are triaged immediately and referred as necessary. It also deals with mental health crisis, and responds to the level of urgency, including Rapid Response Teams, ambulances and sometimes just talking to upset, possibly suicidal people.

Where are Single Point of Access based?

The Single Point of Access telephone service is based at Central and North West London NHS Foundation Trust, Trust Headquarters, Stephenson House, 75 Hampstead Road, London NW1 2PL

Information about the service is available here: <http://www.cnwl.nhs.uk/service/single-point-of-access-north-west-london-adult-community-mental-health-services/>

How can we access Single Point of Access?

The Single Point of Access is the dedicated NHS response service number where your needs will be assessed and appropriate mental health support and information and advice will be provided. It is available 24 hours a day. The number is **0800 0234 650** or email cnw-tr.spa@nhs.net. Please let the operator know the reason for your call.

If you are deaf or have a hearing impairment then we would be happy to talk to you using TypeTalk: 18001 0800 0234 650.

If you would like to talk to us in another language, we can organise a telephone interpreting

service when you call.

Read more about it here: <http://www.cnwl.nhs.uk/news/phoning-cnwl-single-point-access-grenfell-tower/>

How are you going to improve communications around the emotional support available?

The NHS is reaching out to people. GPs are contacting patients, offering longer appointments for physical and mental health assessments, and directing them as needed to services. District and School Nurses are also providing support. Central & North West London NHS Foundation Trust is carrying out mental health assessments, directing patients as needed to appropriate treatment.

We are also reaching out in other ways:

- Door-to-door engagement: Central and North West London NHS Foundation Trust is proactively contacting local residents. They are knocking on doors, including the hotels where displaced people are staying,
- Pop-up clinics: based at various accessible locations every day of the week (see below),
- Mental health training sessions: seven days a week at various accessible locations. These sessions are for adults and children, and they cover mental health first aid; bereavement; signs of trauma and symptoms of PTSD, and practical help around physical health care.
- For anyone who needs emotional or psychological help urgently, the NHS runs a free, 24/7 helpline. It is also sometimes known as the Single Point of Access (SPA).
- NHS staff members are at The Curve, 10 Bard Road, W10 6TP, 10am-8pm every day.

Health outreach pop-up clinics can be found at the following location:

Day	Venue	Time
Mondays	Harrow Club, 187 Freston Road, London W10 6TH	3pm to 5pm
Tuesdays	The Clement James Centre, 95 Sirdar Road, London W11 4EQ	3pm to 7pm
Wednesdays	Kensington Leisure Centre, Silchester Road, London W10 6EX	4pm to 8pm
Thursdays	Latymer Community Church, 116 Bramley Road, London W10 6SU	4pm to 8pm
Fridays	The Muslim Cultural Heritage Centre, 244 Acklam Road, London W10 5YG	4pm to 8pm
Saturdays	Maxilla Community Space, 4 Maxilla Walk, London W10 6NQ	4pm to 8pm
Sundays	Westway Sports and Fitness Centre, 1 Crowthorne Road, London W10 6RP	4pm to 8pm

The NHS Grenfell Response website is now live: www.grenfell.nhs.uk. The site features health and wellbeing advice, updates on NHS activity, news stories, and our publications, all in one place.

We have developed posters and flyers including translations in response to requests from local groups. An example of the is translating the Coping with Stress following a major incident into 20 languages including Hindi, Bengali, Russian, Arabic as well as producing it in easy read. We are also testing new leaflets and materials with local groups who confirmed they want good and factual information and providing us with advice on tone and content.

We are happy to take on board people's suggestions and ideas, please email: grenfell.response@nhs.net with your feedback.

How are you going to make Mental Health workers more visible?

Feedback from the community is that many people want to know how to find and use mental health services but also they don't want mental health workers to stand out too much as they fear there is a stigma attached.

It is good practice for mental health staff working in the community to be dressed in 'civilian' clothing. We will have higher visibility around the NHS – like we did at Carnival, where staff were identified by tabards.

Services

There is a lack of consistency with hotel visits. What are you doing to ensure that people receive the same level of support across different locations?

The NHS does have a consistent offer of services for patients. We're working in 36 hotels - six clusters of six hotels. The Outreach team is a mixture of health and social care professionals: nurses, occupational therapists, social workers, plus colleagues with a therapy background, and we use a variety of approaches based on feedback from people we speak to.

We also liaise and work with District Nurses, School Nurses, and the Primary Care Liaison Nurses for GP practices in the area. The voluntary sector works closely with us, for example Hestia runs the night service, and they have access to clinical advice and back-up as needed overnight.

Lack of follow-up when people request help is causing stress. What are you doing to address this? Could you set realistic timescales?

Our timescales are realistic – the trauma service calls the person within 72 hours of a referral. The initial assessment itself has a therapeutic benefit, and further treatment starts rapidly after that. Patients sometimes may prefer to start treatment based on individual

need, such as after a holiday or major family event.

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.

People have raised that there has been a lack of empathy from staff at The Curve. What will be done to address this? Have staff had training?

We are very sorry to learn this, and send our apologies to anyone who has experienced this. Staff should always have empathy and behave in a courteous, compassionate manner.

Staff are trained, especially on their 'induction' to the new service; staff are also selected for skills and experience. There are also learning times when staff reflect on what they have seen, heard and done.

Please encourage people to raise concerns like this as soon as they happen by speaking to the Manager of the Service, Jim O'Donnell (jim.odonnell@nhs.net) or contact our Patient Support Service on Tel: 0300 013 4799 or feedback.cnwl@nhs.net

Respiratory Issues and Air Quality

People have been raising respiratory issues each week since the fire. People are worried about long-term implications. What new information is available? What is being done to address people's concerns?

Public Health England has made information available via the internet, which is regularly updated: <https://www.gov.uk/government/news/public-health-advice-following-the-grenfell-tower-fire>

Respiratory illnesses can be caused by a range of reasons other than exposure to the fire. Public Health England has confirmed that the air quality is safe for residents. Residents who were not directly impacted by the fire, or suffered significant smoke inhalation but are generally fit and well, are unlikely to experience long-term health problems from temporary indirect exposure to smoke from the fire.

West London CCG is aware that residents are still concerned about respiratory conditions, and health professionals in the area are directing people to their GP for assessment, treatment and advice. The consultant-led West London Community Respiratory Service (provided by Imperial College Healthcare NHS Trust) has developed a 'fast track' referral service for those patients affected by the Grenfell Tower fire. GPs can refer people who require respiratory screening/ ongoing treatment to the service, they will be seen within 14 days of referral.

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.