



North West London  
Integrated Care System



North West London

# Review of Health & Wellbeing Strategy for North Kensington 2023

June 2023

# The Health & Wellbeing Strategy (2020)

The original Health & Wellbeing Strategy (September 2020) was produced following a period of extensive engagement with 1,300 members of the community.

The community requested that the NHS provide:

**“The provision of high quality and appropriate health and wellbeing services, that meet the needs of the residents of North Kensington as well as survivors and bereaved, and contributes to building resilience.**

**Recovery should not be about taking us back to 2017 prior to the fire, but to a better place.”**

This vision remains relevant today

# Our response to community needs

**We made sure that the health & wellbeing services required by survivors, bereaved and the wider community were in place.**

**We worked in partnership with the North Kensington community to develop services and made sure they were culturally appropriate.**

**These services were developed to help build community resilience and enable greater self-care.**

**We were careful to measure the activity and develop outcomes that would have an impact at an individual and community level.**

# How this looked

## Primary health care

Core GP services.  
Enhanced services in GP practices.

## Children and young people

Helping children, young people and families with health and wellbeing needs.

## Emotional wellbeing

Supporting non-physical needs such as feelings, anxiety and distress.

## Self-care

Access to non-medical activities and services in the community.

## Specialist care

Timely and responsive access to specialist care to meet current and emerging needs.

## Engagement and building resilience

Measure of the capacity to recover from disruptive events.

## Dedicated service

For bereaved, survivors and Grenfell Walk residents, developed with the community and supporting the long-term needs of those most affected by the fire.

# Our review

**In Autumn 2022, we engaged with the community on the review, to identify any changing health needs or service gaps and help us plan future service needs.**

**Additionally, we invited community responses via the website.**

- A total of **681** individual or group conversations took place, of which **145** were female local residents, covering various community demographics including some Grenfell survivors and bereaved.
- The following represents an overview of our responses to the points raised by the community and how we have and will address these going forward.

**We would also like to take this opportunity to reaffirm the NHS's commitment to meeting the needs of survivors, bereaved and the wider community now and in the future.**

# Primary care

## What we heard?

Even before Covid, face-to-face appointments weren't always available. Although digital appointments increased the number of GP appointments on offer, some sections of the community felt increasingly isolated and that their health needs weren't always being met. The main concerns were:

- Access issues to primary care needed improving.
- Digital access was seen as both positive and a challenge by certain communities. The need to make sure there were different ways to get a GP appointment was seen to be critical.
- Progress on accreditation by the Royal College of GPs (RCGP) on cultural competence was seen as positive as it involved the community as co-producers – but they wanted assurance training in GP practices would be undertaken widely following the pilot.
- Enhanced Health Checks (EHCs) were viewed as positive overall, but community concerns remain on the long-term effects of the disaster on their health.
- A plea to recognise the wider impact of the Grenfell disaster on families covering areas such as domestic violence and the needs of women etc.

## What we are doing

- Additional primary care services have been put in place to support Grenfell affected community; Enhanced Health Checks & Grenfell related appointments.
- Additional capacity has been commissioned from practices to take into account increased health needs for Grenfell affected patients.
- Patients receiving an EHC or a Grenfell-affected appointment will be invited to provide feedback via a short survey via text message. This includes a question on whether they were easily able to obtain a face-to-face appointment if they wanted one.
- Cultural competency training was awarded prestigious Royal College of GP (RCGP) accreditation in Autumn 2022. It's now a priority to train all primary care staff across North Kensington in 2023.
- Access to primary care is being improved by providing additional appointment options; extended hours access is available Monday to Friday between 6.30pm and 9pm and Saturday to Sunday from 8am to 8pm from St Charles or Violet Melchett as part of the core service offer.
- Ensuring there are links with local services to be able to support those suffering domestic violence.

# Children and young people (CYP)

## What we found?

- Concerns regarding the sustainability of service provision from CYP and organisations working with them.
- Ensuring that CYP are aware of the range of services available to them.
- Some CYP in the community don't want to access support, whereas others are really struggling.
- Empowering the people who need support is seen as vital for the future health of this young and diverse community.
- More needs to be done to deliver joint working between schools, the NHS and voluntary community sector.

## What we are doing

- Sustainability to be achieved through partnership working with CYP and the voluntary sector.
- Consulting with CYP directly with regard to their health and wellbeing, so we gain additional valuable insight into their health needs and how these can be addressed.
- We have mapped CYP services to improve awareness of all the various services that are currently in place.
- A Health Partners CYP group is being set up to agree and take a number of priorities forward.
- A consultant paediatrician from Imperial College Healthcare NHS Trust, has been appointed as the clinical lead for CYP and the Grenfell annual paediatric reviews. This appointment will add a wealth of clinical expertise and insight which will prove beneficial in the short and long-term.
- More partnership working with school nurses will be delivered. These teams sit within public health, so can support both the mental and physical health needs of CYP.
- Peer support groups of CYP are in the process of being set up.

# Mental health and wellbeing

## What we found?

- More non-medical services led by local organisations building health and well being are being requested.
- Confusion over what are Grenfell-specific services as opposed to usual, core health and wellbeing services.
- Choice of services need to be co-produced with communities and not for the NHS to determine.
- The mental health and wellbeing service specification should be developed with communities and be visible in the public domain.
- Future services to be determined by communities and not professionals.

## What we are doing

- In partnership with communities we will seek to expand provision of non-medical services to make sure there is community-led recovery.
- The service specification for the Grenfell Health and Wellbeing service will be shared with communities.
- The NHS and communities will co-produce the type of non-medical services required to meet long-term emotional health needs.
- Future developments in the Grenfell Health and Wellbeing services will be made, in partnership with communities.



# NHS dedicated service and specialist services

## What we found?

- Survivors and bereaved who use the NHS Dedicated Service (case management and care co-ordination) see it broadly as positive.
- More needs to be done to routinely get in touch with people who leave the service to see if they require support again in the future.
- There is no timeline on grief. There may be 'triggers' that result in people accessing services for the very first time, even as we approach the 6 year anniversary.
- The NHS Dedicated Service Steering Group is to be reviewed for effectiveness.
- The Adult Respiratory Long-Term Monitoring Service has had operational issues and challenges which need to be rectified via dedicated leadership.
- The Paediatric Long-Term Monitoring Service has received very positive feedback from families. However, uptake is low.

## What we are doing

- As recommended by the Coroners Regulation 28 we will involve community stakeholders in long-term health monitoring and proactively share the outcomes with them.
- Re-launch the NHS Dedicated Service including the contacting of inactive Bereaved and Survivors on an annual basis.
- Undertaking a review of the NHS Dedicated Service Steering Group, to examine the best process for wider engagement.
- A senior clinical consultant has been appointed to lead the Adult Respiratory Long Term Monitoring Service and improve patient experience and offer stronger leadership in addressing people's health concerns.
- We continue to seek advice from the government Chief Scientific Officer and the Scientific Advisory Group (SAG) and are seeking a suitable provider for any additional tests needed to mirror the Imperial College London Grenfell firefighter's study.
- Developing plans to increase visibility and uptake of the paediatric long-term monitoring service, by attending in-person events and engaging with families.

# Self-care

## What we found?

- People wanted community-led recovery to have a greater focus within self-care and social prescribing during 2023/24.
- They want recognition that more non-medical services were needed that actually transferred knowledge to residents for sustainability and resilience.
- We need to develop self-care services that work with individuals and families so that they are equipped with the knowledge and skills to look after themselves in a sustainable way moving forward.

## What we are doing

- Self-care services will be further targeted to key communities impacted by the fire. The programme has developed various referral pathways to ensure barriers to accessing these services are reduced.
- After community feedback, the [Healthier Futures](#) (HF) programme advertised further funding for services that focused on the whole family. Four new services were added to the HF programme. Information on these family services can be found at: [www.kcsc.org.uk/page/family-services](http://www.kcsc.org.uk/page/family-services). These services are Cultivate Create, Evolve NK, Music and Movement at Meanwhile Garden's Playhut and Family Forever (the latter delivered by Total Family Coaching in 7 community languages).
- The services on offer are regularly reviewed to make sure that we are offering appropriate services that are relevant to the community.
- Building self-care services in partnership with communities that are sustainable over the long-term and dedicated to building community resilience remains our key objective.

# Communications

## What we found?

- We need to hear more from the NHS on Grenfell specific services.
- Need to work in partnership with communities on messaging so that it is understood by communities and is relevant.
- Information on services needs to reach those that do not traditionally access services.
- Need to hear positive stories about the progress and recovery that is also taking place.

## What we are doing

- Work with the local community to forward plan the communication activities we need to deliver and make sure we are flexible and responsive to changing needs.
- Some of these will involve the community as co-production partners, to make sure all members of the community are reached.
- Highlight the services available to the community through different mediums (via traditional methods and stakeholders, in addition to social, videos, podcasts).
- Health outcomes data will be shared and positive case studies published to highlight the benefit of all the services provided via Health Partners & Healthier Futures Partners, as well as share a better understanding of individual journeys of recovery.

# Planning for the future

## What we found?

- Concerns over health services beyond 2023/2024.
- These services to be determined by communities and not the NHS.
- Resilience through community-led recovery and investing in local strengths.
- Evidence of health needs established through the Joint Strategic Needs Assessment and engagement to be shared with communities.
- Need to share non-personal data on service take-up with communities.
- Listen to ongoing concerns around toxicity and health.

## What we are doing

- Planning for engagement to determine future services, which will be community driven and evidence-led.
- Engage current service providers to make sure the clinical voice is heard.
- Continue to make sure that all services are culturally competent.
- Supporting community-led recovery through resourcing and co-ordination of local organisations to address health needs.
- Making sure that all services are committed to the development of community resilience and recovery in all that they do.
- Addressing health concerns, in a timely manner and with a clarity that provides assurance to communities.

# Confirming NHS ongoing commitment

The NHS is committed to supporting the survivors, bereaved and the wider Grenfell impacted community now and into the future.

Future health service provision will be informed by engaging with and listening to survivors, bereaved and the wider community as well as using information from the Joint Strategic Needs Assessment.

It will take into consideration the wider issues that impact on residents' health within North Kensington for example housing and economic factors.

We will continue to seek independent external advice on what best practice looks like and use critique and challenge to existing provision and guidance on future services.

We will continue to make sure that the right services are in place to meet the health needs of survivors, bereaved and the wider Grenfell impacted community for the long-term.

**Martin Machray, Executive Director of Performance, NHS England (London region)  
and Rob Hurd, Chief Executive Officer, NHS North West London**

**We'd like to thank the community as well as our Health Partners for their valuable insight throughout the review of the Health and Wellbeing Strategy for North Kensington.**

# What do you think?

Here's some space to write your own reflections and suggest anything you feel might have been missed. Please email them to: [nhsnw1.nkrt@nhs.net](mailto:nhsnw1.nkrt@nhs.net)

A large, empty rectangular box with a light green border, intended for users to write their reflections and suggestions.

# Get in touch with us

**If you want to get in touch with us and find out more about the review of the Health and Wellbeing Strategy for North Kensington please email or write to us using the contact details below:**

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