



# Your local health services in North Kensington



If you have any questions or feedback about this leaflet or would like a copy in large print or in another language, call **020 3350 4224** or email **[grenfell.response@nhs.net](mailto:grenfell.response@nhs.net)**

This leaflet provides residents of North Kensington with information on local services and advice on how to stay well during winter. We are also asking for your views on our North Kensington Health Recovery Plan which is being developed to support all those who have been affected by the Grenfell Tower fire as well as the wider North Kensington community.

If you have any comments or questions about NHS services please email us at **[grenfell.response@nhs.net](mailto:grenfell.response@nhs.net)**



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### Who we are

NHS West London Clinical Commissioning Group is responsible for making available local services to support the health of the local population.

Central and North West London NHS Foundation Trust provides local residents in North Kensington with a wide range of mental health services through the Grenfell Health & Wellbeing Service.

Local GP practices are providing a range of services to residents affected by the fire.

## 1. Emotional wellbeing

If you or someone you know is experiencing sadness or feeling overwhelmed there are a range of NHS services available to help you.

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### Grenfell health & wellbeing service

There is a free and confidential NHS service for children and adults who were affected by the Grenfell Tower fire. It provides support if you or your children are feeling traumatised, unable to sleep, having negative memories or pictures of the event unexpectedly popping into your mind, and/or feeling anxious, stressed or worried.

You can self-refer at [grenfellwellbeing.com/self-referral-form](https://www.grenfellwellbeing.com/self-referral-form) or call us on **020 8637 6279**.

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### Children's emotional wellness service

We work closely with schools and families to provide emotional support to children and young people. The service is called CAMHS - child and adolescent mental health services.

At your first appointment we will assess if your children require further support and make sure they are seen by the right service.

CAMHS accepts referrals from health professionals (including GPs), schools, and colleges, but also from your families or carers. You can also self-refer to the service by calling **020 8637 6279**.

There are leaflets that explain therapies available or what we can do to help you and your children on the Grenfell Health & Wellbeing Service website [www.grenfellwellbeing.com](https://www.grenfellwellbeing.com)

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### Grenfell night service

The Grenfell Night Service is an overnight health service for you to call if you, or someone you know, is feeling down or needs urgent emotional help. It's staffed by clinicians for local residents who require advice and support.

Just call **020 8962 4393**. It's available between 10pm and 7am.

If you need someone to visit you, please call and we can arrange to see you at a suitable time.

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## If you are feeling down or need urgent help

A 24 hour telephone number to call if you or someone is feeling down or needs urgent emotional help. It is run by the local NHS and is free. The service is confidential and you are not required to give any personal details.

Services can be reached by calling **0800 0234 650** or emailing **cnw-tr.SPA@nhs.net** any day, any time, including weekends and bank holidays.

Just tell the call handler you've been affected by the Grenfell Tower fire and they will make sure you are referred quickly to the right service and support.

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## If you know someone who needs urgent help

If you notice someone close to you is struggling to cope or even feeling suicidal, you should contact the 24/7 specialist health line **0800 0234 650** or ask the person you are worried about to call.

Where there is an urgent need, the call handlers will make sure you get the right support, quickly. Not everyone needs specialist emotional health support – for some people, practical help is needed, and others just need someone to talk to.

The Samaritans are always available to call confidentially, 24/7 free on **116 123**.

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## Helping yourself

If you are feeling down or extremely sad or know someone who is and could do with some extra help please contact one of the services on previous pages.

There are also some things you could do yourself to help:

- **If you are panicking**

If you find yourself thinking about the past, try to focus on breathing in, breathing out, and then counting to five. Some people find that counting objects can also be very soothing.

- **Be aware of what makes you feel anxious and sad**

Sounds, sights and smells are common things for your brain when it is dealing with trauma. Keeping a diary of how you feel may allow you to spot patterns, and identify in advance things that are likely to make you panic or upset.

If you spot these signs early, it can become easier to cope with them. For example, you may realise that walking past a particular spot regularly ends up with you losing concentration, becoming anxious, or reliving traumatic events as if it is happening again right now. If you are prepared for these feelings it may be easier for you to manage and cope.

- **Focus on something positive**

People who experience trauma have lots of different ways to make them feel better. Some people carry a familiar object, or focus on a nearby object that keeps their mind in the present. It can be as simple as a piece of jewellery, a watch, a key ring, a pen, or a 'fidget spinner.'

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## Talk to someone

It's important to talk about your feelings with someone you know well. This could be a friend, neighbour or relative. Talking about your feelings with someone you trust helps you cope with problems or issues you are experiencing. People may be in a similar position to you so it's always good to talk with others for advice.

## 2. Physical health services

There are a range of NHS services available to those who physically are feeling poorly and need some help as well as health promotion.

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## Your local GP practice

GPs can offer longer appointments for people affected by the fire. You will have plenty of time to talk about everything you are experiencing and they will discuss with you if they feel they should refer you to specialist NHS services such as the fast track respiratory service established at St Mary's Hospital.

The fast track respiratory clinic in St Mary's Hospital was set up in response to the fire. The clinic is for anyone worried about their breathing or who have noticed any symptoms such as a cough.

### Pre-existing health conditions

If you have a health condition like diabetes or asthma, lung or heart disease and feel it has got worse over the last few months, it's important to speak to your GP and see what extra support you may need and to ask what voluntary sector organisations or charities can offer.

If you are not registered with a GP you can find out how to register at **[www.nhs.co.uk](http://www.nhs.co.uk)**, or do it in person at your nearest practice.

You don't need ID or proof of address to register. If you need help filling out the forms, email us at **[grenfell.response@nhs.net](mailto:grenfell.response@nhs.net)**

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## Need to see a GP at the evening or weekend

You can now see a GP or nurse in the evening or at the weekend if you are registered or resident in Kensington and Chelsea, Queen's Park or Paddington. Your practice receptionist can book an evening or weekend appointment for you at:

- Violet Melchett Clinic Integrated Care Centre, 30 Flood Walk, London SW3 5RR.
- St Charles Centre for Health and Wellbeing Integrated Care Centre, Exmoor Street, London W10 6DZ.

Just ask your practice receptionist to book you an appointment.

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## NHS 111 service

If you need medical help fast but it's not a 999 emergency. NHS 111 will give you clinical advice, assessment and tell you which service is most appropriate to meet your health need. This can include access to a GP.

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## Urgent care centre

This is an alternative to A&E where you can get treatment for minor illnesses and injuries including: strains and sprains; ear and throat infections; and cuts and grazes.

Your nearest urgent care centre is at St Charles NHS Urgent Care Centre, St Charles Hospital, Exmoor Street, W10 6DZ. Opening times: 8am-9pm, seven days a week, including all bank holidays. Telephone:

**020 8969 2488.**

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## Pharmacy

For less urgent health needs, talk to your local pharmacist. You can also find NHS advice at **[www.nhs.uk](http://www.nhs.uk)**

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## Enhanced health checks

The NHS is offering enhanced health checks for residents who may be concerned about their health. These are aimed at finding the early signs of health problems or underlying health conditions, for example, lung conditions often seen in smokers.

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### For adults, enhanced health checks include:

- Monitoring for long term conditions such as diabetes and advice on the steps you need to take to manage these conditions effectively.
- Physical health checks (looking at weight gain, blood pressure and cholesterol).
- Health advice around stopping smoking, alcohol intake and substance misuse.
- Addressing concerns around breathing difficulties.



- On-going mental health screening that will include screening for anxiety, depression and more severe illnesses.

For further information about enhanced health checks, speak with your GP or contact community provider Healthy Hearts at **020 3434 2599**.

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### **For children, enhanced health checks include:**

- Checking concerns around breathing.
- Emotional health screening.
- Weight monitoring and links to local weight services.
- Dental hygiene.
- Focus on physical activity and exercise programmes within the community.

For further information about enhanced health checks for children, speak with your GP.

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### **Are enhanced health checks the same as screening?**

Screening is different from health checks. Screening is when clinicians screen or check for specific conditions or poisons, based on scientific evidence about the population's potential health needs.

The air around Grenfell is checked continuously and Public Health England has not found extra pollution caused by the Grenfell fire which would add to health risks. However, we understand that local people are worried, and the Government is bringing forward testing of the soil around Grenfell for possible harmful pollution.

If screenings are required local residents will be contacted immediately with the necessary information.

### 3. NHS support over the winter months

If you want to talk to someone about how you are feeling, the Grenfell NHS outreach team is open every day, from 9am to 8pm, and at night from 10pm to 7am. They can be called on **020 8962 4393** at any time.

If you or a loved one requires urgent emotional wellbeing support, please contact the specialist health line on **0800 0234 650**, open 24 hours.

For your physical health needs there are a wide range of support services available as detailed on page 12.

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#### Planning for the winter

Winter can be bad for our health, especially if you're aged 65 or older or you are someone with a long term health condition. Being cold can raise the risk of increased blood pressure, heart attacks and strokes, and make us more vulnerable to respiratory winter illnesses.

- At the first sign of a winter illness, even if it's just a cough or cold, get advice from your pharmacist before it gets more serious. Pharmacists are qualified to advise you on the best course of action, and can be the best and quickest way to help you recover and get back to normal.
- Make sure you get your flu jab, as the flu virus strikes in winter and can lead to serious complications such as bronchitis and pneumonia. You can get the flu jab for free if you're aged 65 or over, are a pregnant woman, or have a long term health condition. You may also be eligible for a free flu vaccination if you have young children or grandchildren, or are the main carer for an older or disabled person. Speak to your pharmacist or GP for further information.
- Children aged two and three years old can be given the free flu vaccine at their general practice, usually in the form of a nasal spray. This is a very quick and painless procedure. Nearly all eligible children in reception year and school years 1 to 5 will be offered the flu vaccine in school.

- Remember to keep warm, both inside and outdoors. Indoor environments should be 18°C (65°F) or higher if possible, and wear several layers of light clothes. Several layers trap warm air better than one bulky layer.
- Ask your pharmacist what medicines should be in your medicine cabinet. Many over-the-counter medicines such as paracetamol are available to relieve symptoms of common winter ailments including colds, coughs and sore throats.

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## Additional support this winter

Did you know that funding is available to help local residents who are at-risk during the cold weather?

This includes winter fuel payments and initiatives to help residents living in homes that are cold, damp or dangerous and whose health may be put at risk. There are also schemes that offer a range of free improvements that can be made to your home to make it more comfortable, as well as reducing your energy bills.

Find out more information at **[www.grenfell.nhs.uk](http://www.grenfell.nhs.uk)**

A list of self-care services in the community can be found at **[www.grenfell.nhs.uk](http://www.grenfell.nhs.uk)**. These are designed to improve health and wellbeing, access support and connect with other people in the community.

## 4. Digital support

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### One app for all your NHS needs

**Health Help Now** is a new local patient app to help residents and patients find the right health and care service at the right time, to organise and keep track of appointments and provide advice on a variety of conditions.

Our mood tool, or 'How Are You Feeling' tile on the app, helps to self-check how you have been feeling, and allows you to self-refer to local therapy services where appropriate, as well as find out more information about the West London Talking Therapies service.

Search **Health Help Now** on the App Store or Google Play to download the free app today.

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### North Kensington Recovery

A one stop shop for information on NHS services available to local residents.

[www.grenfell.nhs.uk](http://www.grenfell.nhs.uk) | [@WLondonCCG](https://twitter.com/WLondonCCG)

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### Grenfell Health and Wellbeing Service

Grenfell Health and Wellbeing Service provides a range of NHS support services across London for both children and adults affected by the Grenfell Tower fire.

[www.grenfellwellbeing.com](http://www.grenfellwellbeing.com) | [@CNWLNHS](https://twitter.com/CNWLNHS)

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### Grenfell Support

Grenfell Support is here to help anyone affected by the Grenfell Tower tragedy. It will also keep you updated on the Council's Grenfell recovery activities.

[www.grenfellsupport.org.uk](http://www.grenfellsupport.org.uk) | [@GrenfellSupport](https://twitter.com/GrenfellSupport)

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## Kensington and Chelsea Social Council

Kensington & Chelsea Social Council (KCSC) is the principal charity working to strengthen local voluntary and community organisations and support community action across the Borough. They provide an online directory of local voluntary and community organisations for local residents to access.

[www.kcsc.org.uk](http://www.kcsc.org.uk) | [@KCSocialCouncil](https://twitter.com/KCSocialCouncil)

## 5. Financial support

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### Debt – don't let it get you down

At this time of year people can be under extra financial strain and find their debts are beginning to grow. It can lead onto problems if you're finding it hard to repay.

There is plenty of good advice around to help put you in control of your finances and help you to work out your options to deal with your debts.

**National Debtline:** For free specialist advice. Tel: **0808 808 4000**

**StepChange Debt Charity** offering free debt advice and free debt management. Tel: **0800 138 1111** or visit StepChange Debt Remedy - their anonymous, online debt counselling service.

[www.nationaldebtline.org](http://www.nationaldebtline.org)

**Payplan:** Free debt management service and advice guides on budgeting and alternative debt solutions. Tel: **0800 280 2816** or **020 7760 8980**.

Rethink Advice Service: Tel: **0300 5000 927**

The Citizen's Advice Bureau has an online service  
[www.citizensadvice.org.uk/](http://www.citizensadvice.org.uk/)

## 6. Have your say

### The North Kensington Health Recovery Plan

Local residents are invited to say what they think of the NHS proposals to help the North Kensington community recover from the tragedy of the Grenfell Tower Fire.

We have spoken to lots of people and community groups and these are some things that people have told us so far:

- Create services that understand faith, ethnicity, culture and gender.
- Use social media to engage young people on health and wellbeing.
- Help people to lead independent and healthy lifestyles.
- Promote our NHS health and wellbeing services better.

You can have your say by completing the survey at the back of this booklet and posting it to us for free.

If you belong to a community group or want to hear more from the NHS about our plans please email **grenfell.response@nhs.net**

### Healthwatch is here to help



Local Healthwatch organisations were set up as independent organisations to encourage people to speak up about their experiences of health and care. We exist to promote the involvement of local people in health and social care services; monitor the quality of those services; provide information and use the voice of local people to influence those who plan and run health and social care services.

Please share your experiences with us by contacting **info@healthwatchcentralwestlondon.org** or by calling **020 8968 7049**.

## 7. Feedback

Have your say by completing our survey below about the Health Recovery Plan. View the full list of our Health Recovery themes at [www.grenfell.nhs.uk](http://www.grenfell.nhs.uk)

1. Do you think that these are the health issues most relevant to you?

Yes  No  No views

2. Are there any issues in the list that we have not properly understood in the way we have written them?

Yes (please specify below)

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No

3. Do you feel any health issues are missing from this list?

Yes (please specify below)

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No

4. What can we do to reduce health inequalities?

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5. How might we better join up NHS services with the Council to provide you with an improved experience?

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6. Would you like to be further involved with us as we develop the health plan?

Yes (please specify below)

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No

7. How would you like to hear from us?

- Email
- Phone
- Social media
- Newsletter
- Through community and faith groups
- Other:

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Please complete the form and send this to us for FREE.

Tear on the line, put it in an envelope and write:

**FREEPOST: HEALTHIER NORTH WEST LONDON**

on the outside. It's that simple.

