



North West London

Insight

North Kensington update. A bulletin where we share the learning and insight from the North Kensington Recovery Programme (Grenfell).



Welcome,

Over the last few years we have been privileged to have many conversations with

you about your health needs. These have shaped the services and support the NHS has put in place and the details of those conversations are outlined in various documents including the [Health and Wellbeing Strategy](#) (2018), last year's **Health and Wellbeing Review** (2023) and the Grenfell Joint Strategic Needs Assessment (JSNA) which will be published later in the year.

Indeed, the moving contributions and recollections of many of the survivors and bereaved of the Grenfell Tower fire during the recent Grenfell Testimony Week reminded us why we are here and why hearing and listening to the community is so important and that actions are taken as a result.

We have heard that some people feel there has been a lack of communication, and few chances for them to be involved in shaping services. That is why we are seeking as many opportunities as possible to work with communities, local organisations and partners to involve as many people as we can in discussions about how services should change in the future.

The NHS North Kensington Recovery Programme wants to now work with communities and our partners to look at what future services and support could look like, and moving forward with developing a community-led recovery.

This needs to be in a spirit of transparency and accountability, accepting that there have been areas where things have worked well, areas where more needs to be done and areas where our approach needs to be completely reconsidered. In this newsletter, we set out a number of ways we are attempting to take this forward:

- Working with partners to develop our plans for the co-design of future service and support in the coming weeks
- Publishing outcomes and financial data on the programme on our website
- Showcasing the impact of our current services, including a Ministerial visit from Baroness Scott of Bybrook
- Taking action now to improve and develop new services and support, including a 'pilot' service to test out a new approach to conducting health checks for children and young people at a local GP surgery.

We hope that you see these actions as helpful steps forward in the way the NHS works with local communities and partners, but we can't make this vital first step without your help. We want to hear from everyone, especially those whose voices we don't normally hear.

Please do get in touch. We promise to read and respond to every single response we receive.

Best wishes,

North Kensington Recovery Team, NHS North West London

Our co-design plan



The North Kensington Recovery Programme is continuing to plan a phase of ‘co-design’ with communities and partners to take place in the coming weeks, looking at what future services and support should look like. In our last bulletin we said that we plan to circulate the Next Steps document and summary to act as a starting point for discussions on future services as part of the co-design process.

We have already shared a draft with a number of partners and are currently working on a new version to incorporate the valuable feedback received thus far. When this is complete we will be in a position to publish and circulate widely.

While this work is being done, and other planning for the co-design phase is undertaken, we want to take this chance to reiterate the importance of this process in influencing the design of future services and support.

Please get in touch with us if you have ideas about how we could do this by emailing: nhsnw1.nkrt@nhs.net. We look forward to working with you.

Baroness Scott visits Grenfell-specific services



A number of services received a visit from Baroness Scott of Bybrook on 7 February 2024. The Parliamentary Under Secretary of State at the Department for Levelling Up, Housing and Communities wanted to see good examples of Grenfell-specific services.

Accompanied by NHS North West London ICS's CEO Rob Hurd, chief nurse Jennifer Roye and Grenfell clinical lead Dr Andrew Steeden, as well as Nicola Grinstead (Managing Director of West London Children's Healthcare), Baroness Scott was shown round the Paediatric Long Term Monitoring Service, provided by St Mary's Hospital and part of West London Children's Healthcare, the integrated

children's services of both Chelsea and Westminster Hospital NHS Foundation Trust and Imperial College Healthcare NHS Trust (see first image).

The service provides a holistic integrated health and wellbeing annual review for children and young people who are survivors and bereaved and includes lung function testing. A social prescriber also supports the service; this is to ensure families receive holistic support and can be linked into wider community services.



The Adult Respiratory Long Term Monitoring Service, provided by Imperial College Healthcare NHS Trust, was next on the agenda. This service is designed for survivors who had prolonged smoke exposure and Dr Laura Martin (pictured above right, speaking to the Baroness) led this visit and explained how this service works. In addition to a detailed review of the individual's lung health, the service is able to link into other subspecialty respiratory services and perform further detailed imaging and diagnostic tests when indicated, such as CT scans.

Baroness Scott also visited Maxilla Men's Shed and Cultivate Create, both great examples of non-clinical and community based self care services, delivered by the 'Healthier Futures' programme. The visit concluded at the Foreland Medical Centre, where lead GP Dr Anu Sirpal explained how Grenfell-affected patients can access an Enhanced Health Check. The Baroness also heard from Alyson Taylor, Clinical Service Lead (West London Planned Care CSU, Central London Community Healthcare NHS Trust) about the support available to community members provided by the Grenfell community case management service (formerly My Care My Way).

This was a wonderful opportunity to showcase the fantastic work done by North Kensington Recovery services, and we thank all those who were involved in planning the visit. Baroness Scott has fed back that she greatly enjoyed the visit and we would like to thank everyone who took part.



Health outcomes - have your say?

We welcome your feedback on our recently published health outcome reports. The plan is to publish these every quarter and develop our reporting so it's more easily understood. Your comments and feedback will help us to improve and make them even better.

Please email your comments to our Health Outcomes lead at nhsnw1.nkrt@nhs.net with the subject line: Health outcomes.

North Kensington Programme expenditure

NHS North West London has published the expenditure on the various services and support put in place to help Grenfell affected residents. The expenditure is broken down into key areas including:

- Dedicated service for survivors, bereaved and residents of Grenfell Walk
- Primary care
- Specialist services
- Self-care
- Emotional health and wellbeing

[Find out more](#)

- Children and young people
- Other

As of 2023/24 actual and forecast spend was at £44.748 million.

[Find out more](#)

Pilot project: clinic offering a different approach to young people's Health Checks



A pilot scheme has been running at the Golborne Medical Centre, to encourage uptake of Paediatric Enhanced Health Checks (PEHC) and respond to unmet needs. Led by a GP, a trainee GP and a family connector (provided by Family Friends - a local charity set up to support families in the North Kensington area) this weekly clinic provides a warm, friendly and relaxed environment, which is encouraging lots of local families to attend.

It provides long-term practical and emotional support via the volunteer befriending and mentoring services and is already proving to be an effective

way to signpost families for additional support. There are proposed plans to expand this approach and we will provide more details in a future bulletin.

Grenfell Testimonial Week



In recognition of the difficult emotions Grenfell Testimony Week brought to the fore, colleagues from CNWL arranged for Hestia and Al-Manaar to attend, to provide wellbeing support and counselling alongside NHS staff from the Grenfell Health and Wellbeing Service (GHWS) and Dedicated Service.

It also provided an opportunity to remind the community that the NHS is here for them and to publicise the help available: GHWS can be contacted by calling 020 8637 6279 (every day 8am to 8pm) or via their website www.grenfellwellbeing.cnwl.nhs.uk. The CNWL Urgent Advice Line is available 24/7 on 0800 0234 650.

Enhanced Health Checks – get your family booked in

Grenfell-affected individuals and families living in North Kensington are able to make a booking to receive an Enhanced Health Check (EHC) at a community venue near them. Recommended on an annual basis, these free checks are a great way to check both physical and emotional health. Busy parents or carers can save time by requesting the family gets checked at the same time. Simply mention this at the time of booking.

[Find out more](#)

MMR vaccines

Against the backdrop of an increase in measles cases nationally, parents are being advised to protect their child against measles, mumps and rubella (MMR) and contact their GP practice to book their MMR vaccine appointment.

[Find out more](#)

Community MMR funding



Funding has been made available by NHS North West London, so that community organisations can support the uptake of MMR vaccinations on their local area.

This NHS recognises the legitimacy of parental concerns and vaccine hesitancy so this funding has been made available to support communities and inform people, to make informed choices (similar to the approach taken during the pandemic).

We are now seeking partnerships with community organisations to facilitate education sessions and promote vaccination within specific communities experiencing lower vaccination rates. If your community organisation would like to work with us, you can apply for a grant of £5,000 (closing date is 31 March 2024).

If you have any questions please email: nhsnw.communications.nwl@nhs.net

[Find out more](#)

Ramadan fasting and diabetes



Free diabetes and Ramadan courses are now available for people with diabetes and healthcare professionals to learn more about managing diabetes safely during Ramadan.

The course for people with diabetes is available in English, Arabic and Malay and there will be live Q&A sessions with diabetes experts to complement the course content.

Registration for the courses is now open and you can sign up for tailored advice from KnowDiabetes as well as translated videos, recipe plans and lots more.

[Find out more](#)

Pharmacy First: supporting access to NHS care

The launch of Pharmacy First in over 10,000 community pharmacies is a huge opportunity for community pharmacy to step further into its clinical future, working more closely with general practices as part of the integrated NHS primary care team.

Patients across England can now get prescription-only treatment for seven common conditions at their local high street pharmacy, without needing to see a GP.

[Find out more](#)

Healthier futures - a big thank you

We would like to thank all our Healthier Futures service providers for the support they provide to Grenfell-affected families across North Kensington. Their support has been proven to make a difference.

This year's Social Prescribing day is on March 14, so we plan to provide more information to highlight our Healthier Futures services as well as explain how self-care can also help individuals feel better.

[Find out more](#)

Health Partners and a spotlight on Lancaster West



Lancaster West (Lanc West) is home to over 2000 residents and is the estate that Grenfell Tower is based on.

The Lancaster West Residents' Association (LWRA) work with lots of local providers, community groups and residents to find ways to create opportunities for residents - including the weekly community meals run at the Lancaster West Resource Centre, which can be a lifeline for residents. With around 30 to 35 residents attending, it provides a great opportunity for residents of all ages to enjoy a hot meal together, which for some may be the only contact time of their week.

This gathering acts as a social hub for the residents to connect socially, as well as providing additional wellbeing activities, alternative therapy, or signposting for support. This helps to deal with their feelings of stress and social isolation and contributes to boosting their wellbeing.

The meals are run and hosted by resident volunteers, who also feel the benefits of contributing to their community, and positively supporting others.

The Lancaster West Employment and Training Hub (LWNT), launched in May 2023 inside Baseline Studios, is another popular meeting point for local residents. Run in partnership between the LWRA and Lancaster West Neighbourhood Team, the hub aims to support those looking for work, a career change or simply improving skills. Local partners, such as Clement James, Nova, Morley College and Homemade Teachers CIC, deliver a range of sessions throughout the week,

and recently the Screen Community has begun a weekly Saturday 'Culture Film Club' for young people.

In conjunction with this, LWNT run LancWest Works, offering one to one employment support, creating paid work placements, free training, as well as links to local employers and support while in work for local residents. Visit www.wearew11.org or call 0800 389 2005 for more details.

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