

## NHS response to COVID-19 in North Kensington

Issued: 19 March 2020

Due to the outbreak of COVID-19 and the impact of this on the health service, greater resources will be made available to support the current NHS emergency response and our frontline colleagues.

The health of our local communities is of the utmost importance at this current time and we advise people to continue to follow the latest health advice at [www.nhs.uk](http://www.nhs.uk).

**Below is an outline of temporary changes to services available in North Kensington until further notice.**

Please ensure you and your household are protecting yourselves and others by following the guidance regarding social distancing and self-isolation and only making necessary journeys. Please also consider neighbours who may be vulnerable.

For information and advice on volunteering to support the Covid-19 community response you can contact the [Volunteer Centre Kensington & Chelsea](#) or register to volunteer [here](#).

**Thank you for your understanding and patience as the NHS focusses its resources at this challenging time.**

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### NHS services in North Kensington

Local NHS service	Service update
<b>Corona virus (COVID-19)</b>	If you have think you have symptoms of corona virus <b>do not go to a GP, pharmacy or hospital.</b>  Visit <a href="http://www.111.nhs.uk/covid-19">www.111.nhs.uk/covid-19</a> for guidance or <b>call NHS111 or your GP practice.</b>
<b>GP appointments</b>	GP practices are now offering appointments over the phone instead of face to face appointments; speak to your practice reception for more information.
<b>Extended GP appointments – for those affected by Grenfell</b>	GPs can still offer extended appointments via phone at this time, call your practice reception to arrange.
<b>Enhanced Health Checks – delivered by GPs at your practice</b>	Enhanced health checks delivered by GPs are currently paused.

<p><b>Enhanced Health Checks – delivered by the Enhance community service</b></p>	<p>Enhanced health checks are being delivered by Enhance but only over the phone.</p> <p>The physical testing elements of an Enhances health check (blood pressure check, spirometry test) will be carried out at a later date and you will be called back for these tests.</p> <p><b>Call the Enhance service on 020 3434 2500.</b></p>
<p><b>Grenfell Health and Wellbeing Service</b></p>	<p>Grenfell Health and Wellbeing service is running as normal.</p> <p>Face to face appointments are still being offered and telephone support can be provided where face to face contact is not available or advisable.</p> <p><b>To talk about your wellbeing or someone else's you can access the following services:</b></p> <ul style="list-style-type: none"> <li>• <b>8am-8pm Monday to Friday, weekends 9am-8pm</b> - call the Grenfell Health and Wellbeing Service on 020 8637 6279 or by e-mail <a href="mailto:Grenfell.wellbeing@nhs.net">Grenfell.wellbeing@nhs.net</a>.</li> <li>• <b>Out of hours - 8pm to 8am</b> adults should call the NHS Single Point of Access for Adult Mental Health and the Grenfell Support line on <b>0800 0234 650</b> or e-mail <a href="mailto:cnw-tr.SPA@nhs.net">cnw-tr.SPA@nhs.net</a>. If a <b>child or a young person up to the age of 18 years of age</b> needs help or anyone else has a concern they should call the CAMHS Gateway Service on <b>020 3028 8475</b>.</li> </ul>
<p><b>Charity and voluntary sector</b></p>	<p>The majority of services that were group or face to face have changed to telephone calls for their existing membership.</p> <p>Plans are underway for older adults and other vulnerable people that are self-isolating to receive food/essentials and welfare calls.</p> <p>For information and advice on volunteering to support the Covid-19 community response you can contact the <a href="#">Volunteer Centre Kensington &amp; Chelsea</a> or register to volunteer <a href="#">here</a>.</p>

<b>Dedicated Service</b>	<p>The Dedicated Service will continue to support the survivors and bereaved and both the NHS and RBKC Dedicated Service staff are proactively checking their caseloads.</p> <p>To contact the <b>NHS Dedicated Service, telephone: 020 7938 8629.</b></p>
<b>My Care My Way</b> Co-ordinated care service for over 65s <a href="http://www.mycaremyway.co.uk">www.mycaremyway.co.uk</a>	<p>Patients will continue to have contact via their case manager or Health and social care assistant via telephone, where required face to face will be arranged if clinically required.</p> <p>Contact your individual case manager or your GP practice reception.</p>