NHS
Grenfell Health and Wellbeing Service

# Grenfell Health and Wellbeing Service Community Feedback Update

## Community discussion | 27 October 2026

Thank you for sharing your views. This update builds on our earlier working sketch and brings together feedback from bereaved people, survivors, the immediate Grenfell-affected community, local organisations, staff and partners.

- We have heard many shared concerns and priorities, directly and through families and trusted organisations.
- We want to check our understanding and hear from anyone who has not yet had a say.
- We are still gathering feedback and will share an updated summary at the next event on 7 November.

## This is what we have heard

### Relationships and trust

- Keep support from people you know and trust wherever possible.
- Listen, show respect and understand your experiences and culture.

### Understanding Grenfell

- Keep Grenfell knowledge, specialist skills and understanding of trauma and bereavement.
- Understand that support needs can be complex, last a long time and change.

### Children, young people and families

- Support children and young people aged 0–25, including under-fives, alongside parents and families.
- Recognise changing needs as children grow and the impact on different generations.

### Getting the right help

- Make it clear how to get the right help.
- Help people through changes in support, with introductions, follow-up and a way to return for help.

### Working with the community

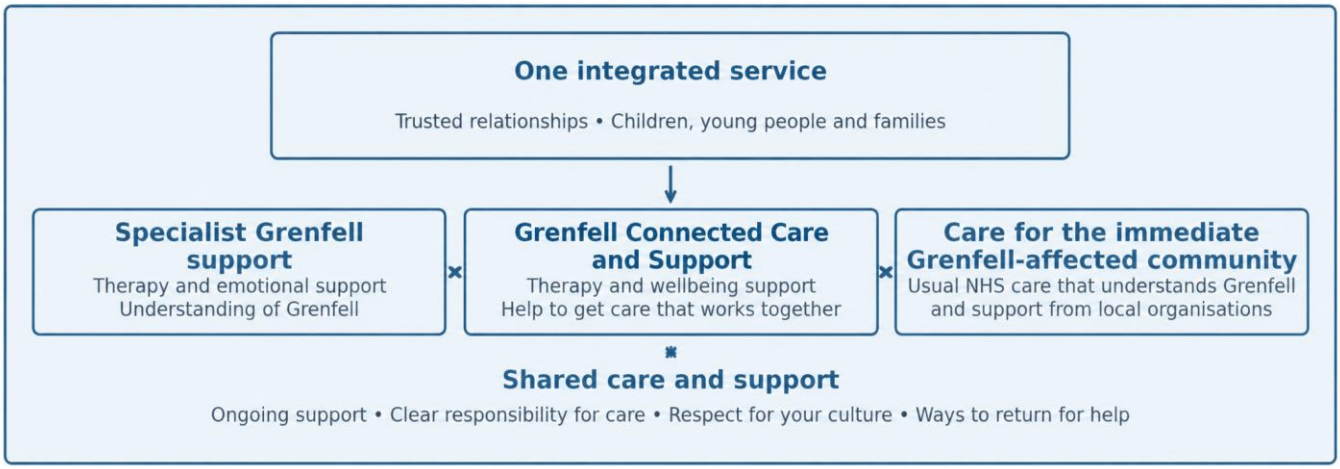
- Work closely with local organisations and faith groups.
- Recognise the support and resources they need.

### Services working together

- Work with usual NHS services, such as GPs and mental health teams, so care joins up and Grenfell learning is not lost.
- Link emotional and physical health care with help around housing, work, education and other practical needs.

## How your feedback is shaping the service

Your feedback is helping us develop the three connected parts we shared previously. The aim is one joined-up Grenfell service, built around your needs, with trusted support and ways to return for help.




*For discussion. We are still working through how this would work in practice.*

We are working through how Grenfell support and usual NHS care would work together. The aim is to help people get the right care, with support during any move and follow-up afterwards, rather than leaving people to find their way alone.

Anniversaries, criminal proceedings and other significant events may mean people need more support. We are talking with the NHS and partner organisations about how this support can be properly coordinated and resourced.

## Have we understood you correctly

Does this reflect what you have told us? Have we missed anything? What needs to change?