

# Scrutiny Health & Social Care Sub- Committee Supplementary Agenda



**5. Update on the Croydon Response to Covid-19 (Pages 3 - 20)**

The Sub-Committee will be provided with an update on the Croydon response to the Covid-19 pandemic.

Jacqueline Harris Baker  
Council Solicitor and Monitoring Officer  
London Borough of Croydon  
Bernard Weatherill House  
8 Mint Walk, Croydon CR0 1EA

Simon Trevaskis  
02087266000  
simon.trevaskis@croydon.gov.uk  
www.croydon.gov.uk/meetings

This page is intentionally left blank

# Croydon Covid-19 Vaccination Programme

Page 3  
**Matthew Kershaw**  
Chief Executive and Place Based  
Leader for Health

**Dr Agnelo Fernandes**  
Croydon GP Borough Lead



Health and Social Care Sub Committee  
Tuesday 26 January 2021

Agenda Item 5

# COVID-19 in Croydon

More than 2,130 people with COVID-19 have been cared for in CUH since the start of the outbreak

The rate of infection appears to be slowing, but we are continuing to treat a high number of patients with the virus

- 210 patients with confirmed COVID at CUH (as at 26 Jan 2020)
- 70 suspected COVID patients awaiting test results
- 18 COVID patients in intensive care
- 20 patients being treated with non-invasive oxygen on our wards with additional staffing
- In total, 505 patients have died in hospital with the virus since March 2020

**Hands. Face. Space.**  
Help us keep Croydon safe



## Maintaining non-COVID care

- We have built a 'hospital within a hospital' to safely care for people needing urgent planned surgery or treatment during the pandemic.
- Maintaining diagnostic services and treatments for serious illnesses such as cancer and stroke
- However, in line with national guidance, we have postponed some routine planned care to free-up staff to care for patients with more urgent needs

## Help us, help you

We have stepped-up our efforts to encourage everyone to help slow the spread of the virus and seek NHS care when needed

- We need everyone to take action now to prevent more people from getting seriously ill from COVID-19
- If you can, stay at home and remember hands, face, space.
- The NHS is here for you, if you need us. Contact **NHS 111** first if you feel unwell. Please only call 999 or attend A&E in a true emergency.



# Vaccinating Croydon

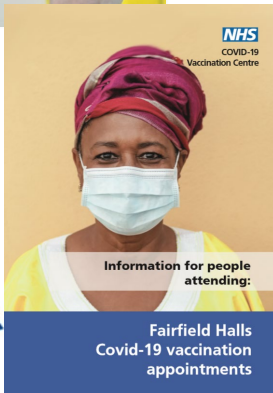


**Croydon Hospital** was one of the country's first vaccine hubs and we safely secured our place in history by vaccinating George — George Dyer, aged 90 from Norbury in South London, [one of the first people in the world](#) against COVID-19 on Tuesday 8 December 2020. During early January the hospital expanding to become a seven day a week service to allow us to protect more people faster.



Croydon GP practices are working together in groups called Primary Care Networks to deliver the vaccine across six vaccination centres all now live across the borough:

- **Old Coulsdon Congregational Church** went live on 15 December 2020
- **Keston Medical Practice** went live on 21 December 2020
- **Valley Park Surgery** went live on 28 December 2021
- **Parkway Health Centre** went live on 8 January 2021
- **Fairfield Halls** and
- **St Paul's Church, Thornton Heath** which both went live on 14 January 2021



# Vaccinating Croydon

Vaccination site	Primary Care Network	Go live date	GP practices involved
<b>Old Coulsdon Congregational Church</b>	SPC Primary Health Care Network	Tuesday 15 December 2020	Bramley Avenue Surgery, Mitchley Avenue Surgery, Old Coulsdon Medical Practice, The Selsdon Park Medical Practice, Woodcote Medical
<b>Keston Medical Practice</b>	Keston Moorings and Parkside PCN	Tuesday 21 December 2020	Keston Medical Practice, Parkside Group Practice, The Moorings Medical Practice
<b>Valley Park Surgery</b>	Mayday South PCN	Tuesday 28 December 2020	Thornton Road Surgery & Valley Park Surgery, Eversley Medical Practice, London Road Medical Practice, North Croydon Medical Practice, Violet Lane Medical Practice, The Birdhurst Medical Practice, Friends' Road Medical Practice, Norbury Health Centre
<b>Parkway Health Centre</b>	Selsdon Addington and Shirley PCN	Friday 8 January 2021	Addington Medical Practice , Headley Drive Surgery , Broom Road Medical Practice, The Farley Road Surgery, New Addington Group Practice , Queenhill Medical Practice
<b>Fairfield Halls</b>	Central Croydon Link PCN, GPnet5X2, Croydon Supernetwork PCN	Thursday 14 January 2021	Ashburton Park Medical Centre , Country Park Practice, Denmark Road Surgery, East Croydon Medical Practice, Edridge Road Community Health Centre, Greenside Group Practice ,Hartland Way Surgery, Morland Road Surgery, Portland Medical Centre, Selhurst Medical Centre, Shirley Medical Centre, St James' Medical Practice, Stovell House Surgery, The Addiscombe Road Surgery, The Haling Park Partnership, The Whitehorse Practice
<b>St Paul's Church</b>	One Thornton Heath PCN and PCN North PCN grouping	Thursday 14 January 2021	Auckland Surgery, Brigstock and South Norwood Medical Partnership, Brigstock Family Practice, Broughton Corner Medical Centre, Fairview Medical Centre, Leander Road Primary Care Centre, Mersham Medical Centre, Parchmore Medical Centre, South Norwood Hill Medical Centre, Thornton Heath Medical Centre, Upper Norwood Group Practice



# Where we are delivering the vaccine

Delivery model overview - defined centrally by NHS England to ensure consistency in deployment across all regions. Each region has defined the mix and number of delivery models required based on local demographics.



## Large vaccination centres

**High volumes, high throughput in a fixed location for an extended period e.g. sports venues, conference venues**

- Epsom Downs opened early January
- Selhurst Park, Crystal Palace, launching early February 2021
- Another central Croydon location due to open during February 2021
- Hawks Road, Kingston and Harlequins Stadium other sites announced in South West London so far



## Local vaccination centres

- **6 GP led sites in Croydon:**
  - Old Coulsdon Congregational Church
  - Keston Medical Practice
  - Valley Park Surgery
  - Parkway Health Centre
  - Fairfield Halls
  - St Paul's Church, Thornton Heath
- **25 across South West London in total**
- **Care home residents and staff** – over 80 care homes (60 plus for older people) were visited and residents and staff offered the vaccine by 24 January 2021. Next stage will be for over 40 mental health and learning disability care homes to be visited.
- **Roving model** by GPs and community service teams to take the vaccine to the housebound



## Hospital & trust hubs

**Delivered from NHS provider premises of a defined number of hubs and further NHS trusts**

- Croydon University Hospital
- St. George's Hospital
- Kingston Hospital
- Hounslow and Richmond Community Healthcare Trust – (Teddington)
- Epsom Hospital
- St Helier Hospital
- South West London & St. George's Mental Health trust
- Royal Marsden Hospital



# Which groups are being prioritised

Priority groups as set out in the [advice from the Joint Committee on Vaccination and Immunisation \(JCVI\)](#).

Priority group	Risk group
1	Residents in a care home for older adults Staff working in care homes for older adults
2	All those 80 years of age and over Health and social care workers
3	All those 75 years of age and over
4	All those 70 years of age and over Clinically extremely vulnerable individuals (not including pregnant women and those under 18 years of age)
5	All those 65 years of age and over
6	Adults aged 18 to 65 years in an at-risk group (Table 3)
7	All those 60 years of age and over
8	All those 55 years of age and over
9	All those 50 years of age and over

## Prime Ministers pledge

Groups 1 to 4 to be offered the vaccine by Monday 15 February 2021

All care home staff and residents to be offered the vaccine by Sunday 24 January 2021

All front line health and care workers to be offered by end of January 2021

This is the first wave of priority groups set out by the JCVI – after all over 50s have been offered the vaccine, the programme will be extended to the under 50s. The JCVI will lay out the next priority groups in the coming weeks. Covid vaccines are not licensed for minors.

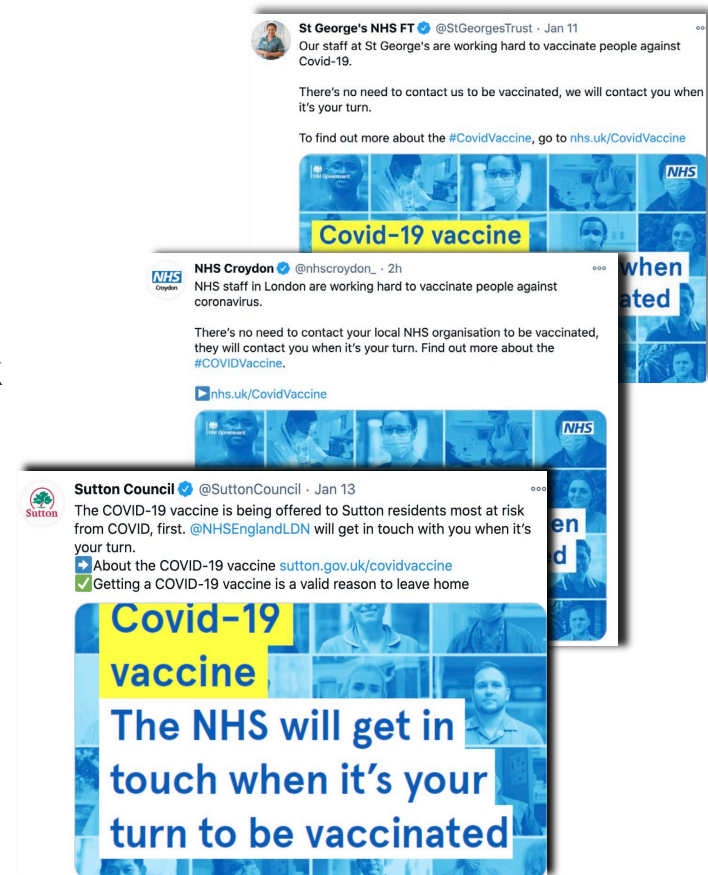




# How people are being contacted

- The NHS will contact people directly to invite them to receive the vaccine when it is their turn
- This may be via the phone, text message or letter from a GP practice
- Individuals may also receive a letter from the National Booking Service allowing them to book an appointment at a large vaccination centre
- Housebound patients or those who would require a home visit will also be contacted by a local GP. If offered an appointment at a centre, they should wait to be contacted by their GP

GP teams are visiting care homes with the AZ vaccine with an aim for this to be completed by 24 January 2021.



# Update on our progress

- 95,583 jabs given in South West London since 8 December 2020
- Prime Ministers pledge:
  - Groups 1 to 4 to be offered the vaccine by Monday 15 February 2021
  - All care home staff and residents to be offered the vaccine by Sunday 24 January 2021
  - All front line health and care workers to be offered by end of January 2021

Sharing a weekly update from Matthew and Agnelo each week with stakeholders and community groups



NHS Croydon @nhscroydon\_ · 23 Dec 2020

Dr Kate Hopkins-Jones, Croydon GP said "It's going really well, we've had a good turn out. We're so pleased because this is going to make such a difference and hopefully we'll see the end of the pandemic soon."  
#CovidVaccine



0:17 | 178 views



Agnelo Fernandes  
@AgneFernandes

Croydon's second Covid-19 community vaccination site goes live in Purley. Great teamwork and excitement.  
[@nhscroydon\\_](#) [@NikkiKF](#) [@croydonhealth](#) [@NHSuk](#)  
[@InsideCroydon](#)





Crystal Palace F.C. @CPFC · 21 Jan

The NHS is looking for Registered Healthcare Professional Immunisers who will play a vital role in delivering the COVID vaccine at Crystal Palace Football Club.

Apply [ow.ly/X49g50DbfB7](https://ow.ly/X49g50DbfB7)

#WeAreTheNHS



7 52 113

# Thank you to all staff, partners and volunteers

## involved in the roll out of the biggest vaccination programme in NHS history



Your Croydon @yourcroydon

#COVID-19 update: a message from leader of the council @HamidaAli76: "It is fantastic news that our over-70s are beginning to be offered the Covid-19 vaccination, with GP sites now adding them to their list of patients to contact..."  
[wp.croydon.gov.uk/newsroom/covid...](https://wp.croydon.gov.uk/newsroom/covid...)



3h



Thank you to Croydon Voluntary Action and all the volunteers supporting each of our vaccination centres to help keep everything running smoothly. Local volunteers have covered 214 shifts totalling 892 hours since the first GP vaccination centre opened!



# Building confidence: how we are engaging

- We are working hard to build confidence in the vaccine with local residents and health and social care staff, we would appreciate your support with this.

Through local conversations, with local health care professionals and champions we are:

- Providing up to date information about the vaccine
- Clarifying the process for how and where individuals will be offered the vaccine
- Listening to and understand local concerns and rumours – addressing directly where possible – capturing and feeding back where necessary
- Reinforcing the message that the NHS is still here for people to access
- Co-creating messages
- Developing culturally appropriate community materials



# Building confidence: examples of virtual engagement

## Engagement sessions with community groups



## Asian Resource Centre Croydon

Very informative session last night for our #COVID19Vaccine: Your Questions Answered. Special thanks to our expert panelist @drdevmalhotra @DrEllenSchwart1 @SherifatAbduk3 for tackling the concerns/questions from the #community head on @yourcroydon @croydonhealth @nhscred.

**Croydon BME Forum Retweeted**  
**Jamie Audsley** @JamieAudsley · Dec 18, 2020  
 #Croydon - got questions #CovidVaccine? Great opportunity to ask them & discuss the facts 🙌 Thanks @CroydonBMEForum @AgnieFernandes

**Speakers : Dr Agnelo Fernandez**  
**Discussion And Question & Answer Session About The Science Behind The Vaccines**  
**Tuesday 22nd December 2020**  
 Please login from 6:20 pm for A Prompt Start at 6:30 pm  
 Location: Zoom Meeting | 385 207 6159  
 Please send in your questions in advance to [Wellness@bmeforum.org](mailto:Wellness@bmeforum.org)

## Q&A sessions with local clinicians

### SWL COVID-19 Vaccine Q&A session for Care Homes with Dr Agnelo Fernandes

**ARCC** @ARCCLD · Jan 6  
 Very informative session last night for our #COVID19Vaccine: Your Questions Answered. Special thanks to our expert panelist @drdevmalhotra @DrEllenSchwart1 @SherifatAbduk3 for tackling the concerns/questions from the #community head on @yourcroydon @croydonhealth @nhscred.

**Croydon Health Services NHS Trust** @croydonhealth · Jan 2  
 On Tuesday 5th Jan the **Asian Resource Centre of Croydon** are holding a COVID-19 vaccine seminar - sign up to get the opportunity to have your questions answered!  
 Find more information at [buff.ly/3pIPxGF](https://buff.ly/3pIPxGF)

**Dr Ellen Schwartz** @drdevmalhotra  
**Sherifat Muhammad** @SherifatAbduk3  
**Ash Balakrishnan** @AshBalakrishnan  
**Dr Dev Malhotra** @DrDevMalhotra

COVID-19 has been the single biggest public health emergency in the history of the NHS. Asian Resource Centre is hosting a public conversation/Q&A about the COVID-19 vaccination programme with the experts.  
 You can send in your questions in advance to: [lizzie.hewitt@nhs.uk](mailto:lizzie.hewitt@nhs.uk)

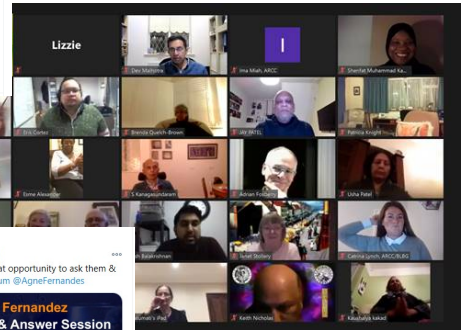
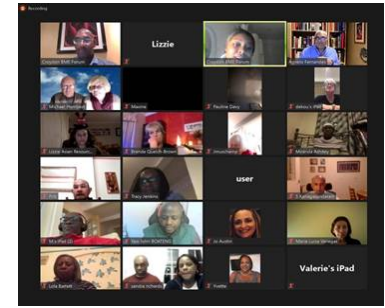
**Croydon BME Forum** @CroydonBMEForum · Jan 19  
 In case you missed it, you can catch a recording of our "Let's Talk Covid Vaccines" webinar on our Youtube channel, featuring key speaker Dr Agnelo Fernandes, providing you with the science behind the vaccines.

**Let's talk Covid vaccines** Speakers :Dr Agnelo Fernandez  
 Discussion and Question & Answer session science behind the vaccines.Speakers :Dr Agnelo Fernandes  
[youtube.com](https://www.youtube.com/watch?v=...)

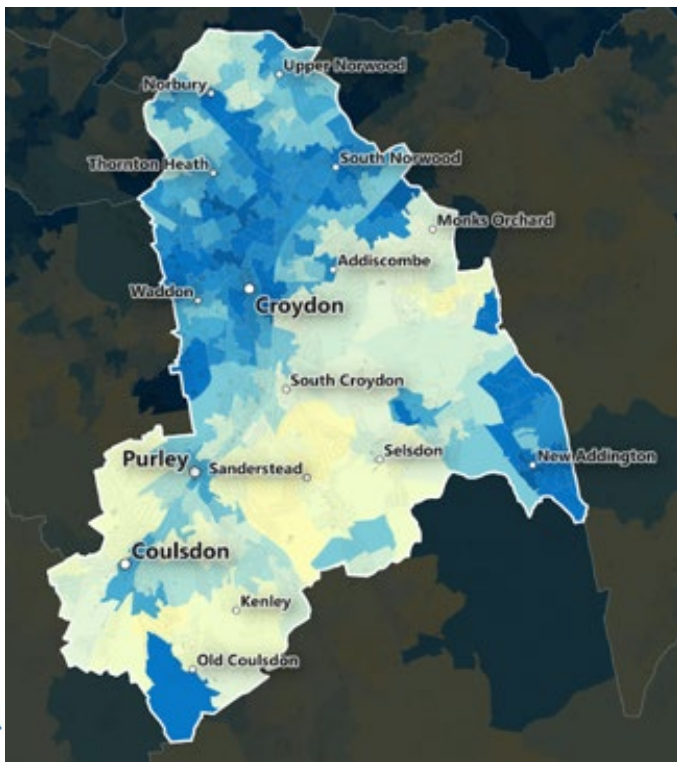
**Croydon BME Forum Retweeted**  
**Jamie Audsley** @JamieAudsley · Dec 18, 2020  
 #Croydon - got questions #CovidVaccine? Great opportunity to ask them & discuss the facts 🙌 Thanks @CroydonBMEForum @AgnieFernandes

**Speakers : Dr Agnelo Fernandez**  
**Discussion And Question & Answer Session About The Science Behind The Vaccines**  
**Tuesday 22nd December 2020**  
 Please login from 6:20 pm for A Prompt Start at 6:30 pm  
 Location: Zoom Meeting | 385 207 6159  
 Please send in your questions in advance to [Wellness@bmeforum.org](mailto:Wellness@bmeforum.org)

## Community workshops



# Areas and populations of interest



- Croydon is a diverse borough with 45% of people defining themselves as from a Black, Asian or Minority Ethnic group (BAME).
- 10,261 people live in areas considered to be within the 10% most deprived in the whole country.
- More than 100 languages are spoken and the most common community languages are Tamil, Polish, Gujarati, Urdu, French and Portuguese.
- Croydon contains one of the highest numbers of care homes in the country.

## Populations of interest

- Communities in areas of deprivation
- Black Caribbean, Somali, Indian, Pakistani and Bangladeshi communities

## Focus wards

- Thornton Heath, South Norwood, Waddon, Upper Norwood, Norbury, New Addington, Old Coulsdon



# Our engagement approach – being iterated with borough partners

---

- We are identifying the barriers to vaccination in our deprived areas in the north of the borough, New Addington and Old Coulsdon as well as hearing from people from BAME backgrounds.
- Working with local VCSE community influencers to identify and respond to rumours / false information being shared locally in a timely way.
- In partnership with the Croydon BME Forum, the Asian Resource Centre we are holding expert panel Q&A sessions, hear local case studies, gather insight and give factual responses to concerns.
- We hope to further build on this engagement with wider Croydon partners in the coming weeks and months.
- We have brought together a panel of clinical experts to support our engagement including Dr Nnenna Osuji, Deputy Chief Executive and Medical Director of Croydon Health Services, and Dr Agnelo Fernandes, GP Borough Lead for Croydon and Rachel Flowers, Croydon Director of Public Health.
- We continue to provide updated materials, FAQs and social assets to local community groups who are very supportive in passing through their own networks.
- We capture FAQs from community groups and responding to unanswered questions



# Engagement events to date

Name of organisation	Date of session	Who supported the session?	Attendees	Type of community group
South of the borough residents	Wednesday 15 December 2020	Engagement lead	9	All
Welderlies	Friday 18 December 2020	Dr John French Dr Rachel Tunbridge	36	Older People - broadly demographically representative
BME Forum	Tuesday 22 December 2020	Dr Agnelo Fernandez Dr Nnenna Osuji	100+	All (hosted by the BME Forum)
BME Forum	Tuesday 29 December 2020	Dr Syma Ismail Dr Osman Najam	100+	All (hosted by the BME Forum)
Asian Resource Centre Croydon	Tuesday 5 January 2021	Dr Dev Malhotra Sherifat Muhammed Kamal	272	All (hosted by the Asian Resource Centre of Croydon)
Croydon Carers Support Centre	Wednesday 6 January 2021	Dr Ellen Schwartz Ash Balakrishnan	53	Unpaid carers
One Croydon Service Users and Carers	Wednesday 6 January 2021	Rachel Flowers, Director of Public Health	13	People aged over 65
Care home workers – SWL	Wednesday 6 January 2021	Engagement lead	13	People aged over 65
Care home workers – SWL	Tuesday 12 January 2021	Dr Agnelo Fernandez	60	Care home staff
Care home and domiciliary workers – SWL	Tuesday 19 January 2021	Dr Agnelo Fernandez Dr Aditi Shah	150+	Care home staff
CHS BAME staff network	Wednesday 20 January	TBC	160	Health and care staff from BAME backgrounds
Age UK Croydon	Thursday 21 January 2021	TBC	14	Personal Independence Coordinators

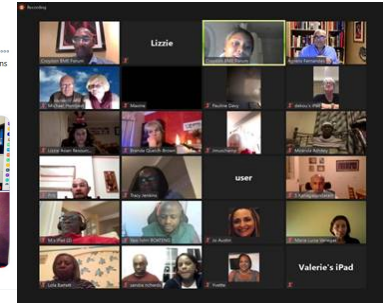




# Future Sessions

Name of organisation	Date of session	Type of community group
Croydon Carers Support Centre	3 February 2021	Unpaid carers
Croydon Council staff groups	January/February	Frontline social care workers
Croydon Council staff groups	January/February	BAME staff network
BAME Faith leaders forum	January/February	BAME communities

We continue to work with our Croydon partners and local community groups including mosques, churches and residents' associations to book further sessions as we iterate our approach based on learnings



# Key messages to share with people

- The coronavirus (COVID-19) vaccines are safe and effective. They will give you the best protection against coronavirus.
- The NHS will let you know when it is your turn to have a vaccine. It is important not to contact the NHS for a vaccination before then
- You must have a booked appointment to receive your vaccine. Please do not turn up without an appointment – thank you to everyone for being patient and waiting to be contacted
- Please continue to follow all the guidance to control the virus and save lives – hands, face, space



# Materials & messages to share...

## COVID-19 Vaccine

Shared Tweet

South West London Health & Care Partnership @SWL... · Jan 4

The NHS will be offering the Covid-19 vaccine over the coming weeks and months.

Please wait for the NHS to contact you to let you know when it's your turn.



**Covid-19 vaccine**  
The NHS will get in touch when it's your turn to be vaccinated

Find out about the rollout at [nhs.uk/covidvaccine](https://nhs.uk/covidvaccine)

## COVID-19 Scams

South West London Health & Care Partnership @SWL... · 19m

We are aware that some people are receiving suspicious calls and texts offering the COVID-19 vaccination.

Anyone offering a paid-for vaccine is committing a crime.

If you receive a call you believe to be fraudulent, hang up.

For more advice [swlondonccp.nhs.uk/your-health/19m...](https://www.nhs.uk/health/scams)

**COVID-19 VACCINE FACT CHECK**

- The COVID-19 vaccine will always be available free of charge.
- The NHS will never ask you to share bank details to confirm your identity.

## Vaccine Confidence

South West London Health & Care Partnership @SWL... · Dec 28, 2020

The COVID-19 vaccine, just like any other vaccine, works by teaching your immune system how to defend itself against attack from the virus.



**The COVID-19 vaccine, just like any other vaccine, works by teaching your immune system how to defend itself against attack from the virus.**

## COVID 19, National Lockdown and guidelines

South West London Health & Care Partnership @SWL... · Jan 8

The new #COVID19 variant is spreading fast.

We must all follow the rules to reduce the spread of the virus. Stay Home. Protect the NHS. Save Lives.

Click to read the rules and exemptions [gov.uk/guidance/natio...](https://gov.uk/guidance/natio...)



**CORONAVIRUS ACT LIKE YOU'VE GOT IT**

The new COVID-19 variant is spreading fast. We all need to play our part to stop the spread.

**STAY HOME. PROTECT THE NHS. SAVE LIVES.**

South West London Health & Care Partnership @SWL... · Dec 25, 2020

Excited about the new Covid-19 vaccine?

So are we! Please wait for the NHS to contact you to let you know when it's your turn.

[nhs.uk/CovidVaccine](https://nhs.uk/CovidVaccine)

In the meantime please keep protecting each other

[#hashtag/facepace](https://twitter.com/hashtag/facepace)



**each other.**

**HANDS FACE SPACE**

## COVID recruitment

South West London Health & Care Partnership @SWL... · Jan 11

The COVID-19 vaccine will save lives & we are looking for people to help deliver it.

The NHS is recruiting for voluntary steward roles to help deliver the vaccine across south west London

Find out more or apply [nhscareersouthwestlondon.nhs.uk/covid-19-19c...](https://nhscareersouthwestlondon.nhs.uk/covid-19-19c...)



**WE ARE THE NHS**

We're getting ready for a COVID-19 vaccine, and you could help.

[england.nhs.uk/JoinVaccineTeam](https://england.nhs.uk/JoinVaccineTeam)

South West London Health & Care Partnership @SWL... · Jan 10

The COVID-19 vaccine will save lives, and you could help us deliver it.

The NHS is currently recruiting for Healthcare Assistants to support & play an important part in COVID vaccinations across south west London.

To apply & find out more [nhscareersouthwestlondon.nhs.uk/jobs/healthcar...](https://nhscareersouthwestlondon.nhs.uk/jobs/healthcar...)



**WE ARE THE NHS**

We're getting ready for a COVID-19 vaccine, and you could help.

[england.nhs.uk/JoinVaccineTeam](https://england.nhs.uk/JoinVaccineTeam)

## NHS is here For You

South West London Health & Care Partnership @SWL... · Jan 1

Your baby's movements are as important as ever.

If there's a change in their movements, please contact the maternity unit as you usually would.

Hospitals and clinics are making sure it's safe, at whatever stage of your maternity journey, to go to appointments.



**Are you expecting?**

South West London Health & Care Partnership @SWL... · Jan 7

We may be in another period of restrictions but if you've been struggling or feeling down, then the NHS is still here for you. We have measures in place to keep you safe.

Watch our video



Judith Vance  
Mental Health Nurse  
020 147 2000  
I'm a Mental Health Nurse

NHS Croydon @nhs.croydon · 27 Dec 2020

We may be in another period of restrictions but remember the NHS is open and here for you.

We have measures in place to keep you safe as explained by our staff



1:09 · 606 views

and it's really important that when you are

## Amplifying the national campaign

You Retweeted

NHS @NHSuk · Jan 11

The NHS will contact you when it's your turn to receive the COVID-19 vaccine.

More info: [nhs.uk/covidvaccine](https://nhs.uk/covidvaccine)



The NHS will let you know when it's your turn to receive the COVID-19 vaccine

Don't forget your COVID-19 vaccination

**Make sure you keep this record card in your purse or wallet**

For more information on the COVID-19 vaccination or what to do after your vaccination, see [www.nhs.uk/covidvaccine](https://www.nhs.uk/covidvaccine)

**COVID-19 immunisation**  
Enjoy life. Protect yourself.



Public Health England

**COVID-19 vaccination**

**What to expect**



people who have had their first COVID-19 vaccination

**COVID-19 immunisation**  
Protect yourself



# Thank you

