

NHS Croydon Covid-19 position update, recovery and the vaccination programme

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Chief Executive and Place Based
Leader for Health



Health and Social Care Sub Committee
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Elective recovery programme

Developing our dedicated Croydon Elective Centre allowed us to continue to provide safe elective care throughout the second wave and this work now continues with plans to extend our surgical activity to 6 days a week including longer sessions during week days.

This will help us provide even shorter waiting times for our patients as well as providing much needed additional capacity to support other hospitals in SW London.

We have received over 850 referrals from other Trusts to support their recovery activities and continue to receive new referrals every week.

We monitor our activity every week to make sure we are maximising the use of our capacity. Since December 2020 we have provided hospital care to more than 3,500 patients who needed day surgery or a planned overnight procedure.

Since March, we have returned to pre-COVID levels of treatment, providing elective care to between 275 and 300 patients a week.

Prioritising patients who's treatment has been delayed because of COVID

- We have made excellent progress in reducing the number of patients waiting more than 52 weeks (72) at CHS. However this is not the case for all hospitals in SW London. We recognise the impact this has on individuals and are working collaboratively across the sector to improve waiting times for all our patients.
- There are over 18,000 patients waiting on the outpatient waiting list and 2,052 patients waiting for inpatient and day case care. 501 of whom have waited over 30 weeks. We review this list every week to make sure patient care is booked and prioritised according to clinical priority as well as time waited.



Diagnostic recovery – DM01

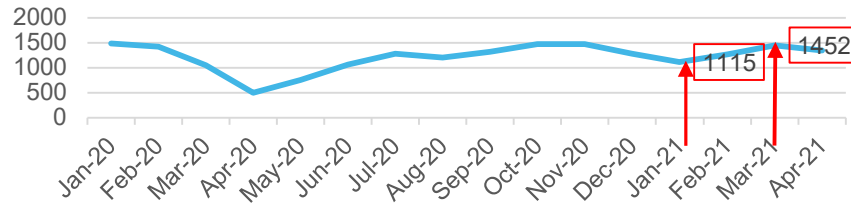
- Waiting times for investigations and diagnostic tests is an area of particular challenge due to increased demand. We review this waiting list each week as part of our recovery programme and are planning additional capacity and some outsourcing to partner providers to help increase our capacity. We are also working closely with our colleagues in primary care to give specialist clinical advice and to make sure all requests for diagnostic tests are appropriate.
- There are over 1,000 patients who have waited more than 6 weeks for a diagnostic test in our imaging department. 938 of these are waiting for non-obstetric ultrasound as well as around 100 waiting for cardiac CT. The team are working hard to reduce these waiting times and further recovery activity through additional capacity will be required.
 - The endoscopy waiting list has been clinically reviewed to make sure all patients have now received their investigation or have an appointment booked. The team have worked hard and reduced those patients waiting longer than six weeks from 2,000 during 2020 to just 107 as at the end of April 2021.
 - We continue to work hard to make sure all patients are prioritised and receive their diagnostic tests as soon as possible.



Improving access to cancer services

- The Trust has seen a 30% increase in cancer referrals compared to January 2021. In response we are increasing outpatient capacity to ensure patients are seen within two weeks.

Cancer referrals by month



- There has been a corresponding increase in demand for diagnostics tests which we are delivering through service redesign such as the use one stop diagnostic clinics supported by SWL resilience funding.
- There are ongoing challenges in meeting cancer waiting times due to the transfer of patients to cancer centres for further diagnostics and/or treatments. These patients care are monitored weekly with ongoing support from the SWL alliance.

Making sure we prioritise and support patient care:

- We have worked hard to ensure that all patients have clinically prioritised according to their urgency.
- All patient pathways are regularly reviewed against best practice, allowing us to identify and resolve where there are issues.
- Root cause analysis of all pathways that do not meet the 62 day standard continue to be reviewed through our clinically led breach panel, to provide a process of ongoing learning across all tumour groups.
- The Trust is shadow reporting and ensuring action plans are in place for all tumour groups to meet the new 28 day faster diagnosis standard due to be performance monitored from October 2021.



Primary Care



- All GP practices are open from 8am to 6.30pm and are restoring services to pre-Covid capacity
- Access is a key priority, as people begin to feel more confident about coming forward for healthcare advice and treatment. Appointments can be delivered via a number of platforms, including telephone, online and video, with face to face appointments still available
- A communications toolkit has been developed to support General Practice to make sure this vital message reaches patients and general practice has additional capacity released to deliver improvements in access
- Workforce within general practice has been expanded, with more roles supporting delivery of enhanced services, including first contact physiotherapists and paramedics deliver care in the upcoming year together with additional GPs and nurses

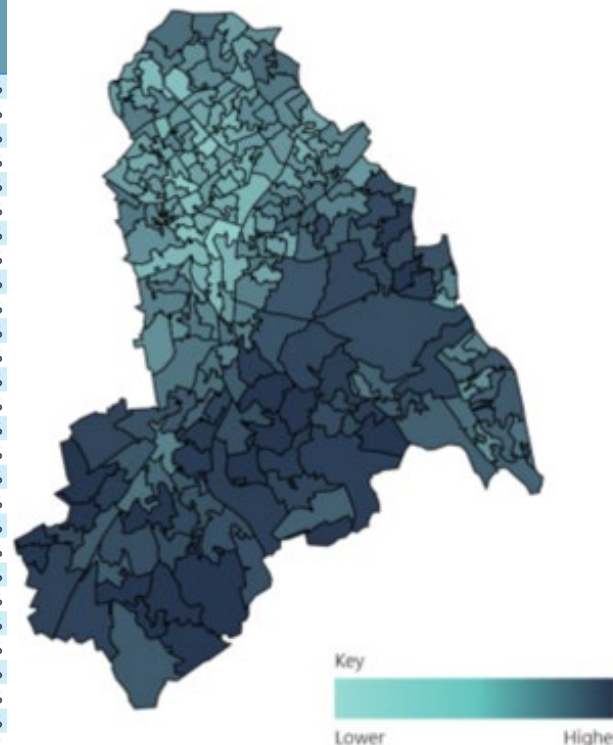
Remote monitoring has been rolled out which enables General practice to support residents that are COVID symptomatic virtually within their homes



Vaccine programme update

231,700 Covid-19 vaccines have been given to Croydon residents, over **163,000** people have now received both doses

Electoral Ward	02. 80+	03. 75-79	04a. 70-74	04b. Clinically Extremely Vulnerable	05. 65-69	06. 16-64 At Risk	07. 60-64	08. 55-59	09. 50-54	10. 40-49	Total
Addiscombe East	86.7%	89.5%	87.8%	78.6%	83.1%	57.1%	77.6%	72.7%	66.0%	37.8%	66.4%
Addiscombe West	76.7%	84.6%	78.5%	72.3%	76.3%	52.6%	70.9%	63.9%	61.6%	31.9%	56.9%
Bensham Manor	73.8%	81.7%	76.7%	69.7%	72.5%	51.4%	59.5%	56.1%	54.0%	29.1%	54.6%
Broad Green	75.8%	75.8%	77.2%	73.8%	69.4%	52.7%	63.0%	56.9%	55.7%	32.7%	55.1%
Coulsdon Town	92.9%	91.9%	94.3%	84.9%	92.5%	67.1%	85.9%	84.8%	83.7%	54.4%	76.8%
Crystal Palace & Upper Norwood	85.5%	85.4%	79.2%	73.1%	76.5%	52.0%	72.5%	63.9%	64.2%	37.9%	58.8%
Fairfield	76.6%	73.8%	75.3%	67.6%	65.5%	48.7%	57.7%	50.1%	52.3%	29.7%	48.4%
Kenley	91.5%	93.5%	92.4%	83.1%	90.2%	63.3%	90.0%	84.1%	80.8%	47.6%	74.8%
New Addington North	84.8%	87.4%	86.2%	71.7%	82.9%	54.0%	74.8%	72.2%	66.8%	35.2%	62.4%
New Addington South	82.6%	89.3%	88.2%	77.0%	82.5%	55.7%	81.2%	76.3%	68.7%	33.8%	65.3%
Norbury & Pollards Hill	78.9%	83.0%	77.7%	73.1%	72.9%	50.5%	66.2%	56.6%	57.1%	28.3%	56.1%
Norbury Park	82.9%	86.8%	83.8%	73.6%	78.2%	57.0%	69.9%	62.2%	53.5%	33.2%	62.6%
Old Coulsdon	94.3%	95.6%	93.1%	86.0%	90.6%	67.4%	89.2%	85.6%	82.1%	54.8%	79.3%
Park Hill & Whitgift	84.9%	88.1%	84.8%	81.9%	76.9%	64.6%	71.8%	72.2%	64.3%	36.9%	64.9%
Purley & Woodcote	90.8%	92.0%	89.7%	84.2%	89.8%	63.4%	80.2%	81.1%	75.0%	45.8%	72.9%
Purley Oaks & Riddlesdown	90.1%	92.2%	92.1%	85.5%	87.0%	63.4%	87.2%	84.7%	78.0%	45.4%	72.9%
Sanderstead	94.5%	95.7%	94.4%	89.3%	94.5%	65.3%	87.2%	87.8%	84.9%	58.4%	81.1%
Selhurst	77.1%	81.3%	79.7%	67.8%	71.7%	44.3%	59.0%	54.8%	54.0%	30.6%	52.5%
Selsdon & Addington Village	89.4%	89.9%	89.5%	81.2%	87.0%	61.9%	85.5%	82.3%	76.2%	46.0%	73.6%
Selsdon Vale & Forestdale	93.1%	91.3%	91.9%	86.6%	88.6%	61.1%	85.3%	83.9%	78.5%	49.1%	75.4%
Shirley North	88.4%	90.8%	92.7%	77.8%	85.2%	61.3%	81.8%	78.0%	75.3%	42.1%	73.1%
Shirley South	90.5%	90.0%	91.9%	75.3%	88.0%	60.7%	81.7%	80.1%	71.0%	42.4%	71.3%
South Croydon	87.4%	89.2%	85.8%	74.5%	84.2%	55.9%	79.0%	73.8%	66.1%	36.0%	62.8%
South Norwood	76.5%	85.1%	77.7%	70.6%	73.7%	46.7%	67.3%	62.0%	58.6%	28.3%	54.9%
Thornton Heath	70.1%	76.9%	76.5%	71.5%	70.0%	50.1%	65.4%	58.6%	54.5%	29.3%	54.4%
Waddon	78.8%	79.8%	84.0%	74.9%	75.9%	51.0%	71.2%	69.5%	61.1%	35.5%	58.8%
West Thornton	78.5%	80.9%	76.3%	72.2%	71.2%	53.9%	61.4%	57.7%	51.2%	33.3%	56.4%
Woodside	76.5%	80.4%	78.1%	70.6%	77.4%	51.6%	69.1%	62.7%	60.1%	32.4%	57.1%
Total	84.7%	87.5%	85.5%	74.5%	80.8%	55.7%	74.3%	69.6%	64.6%	36.8%	63.3%



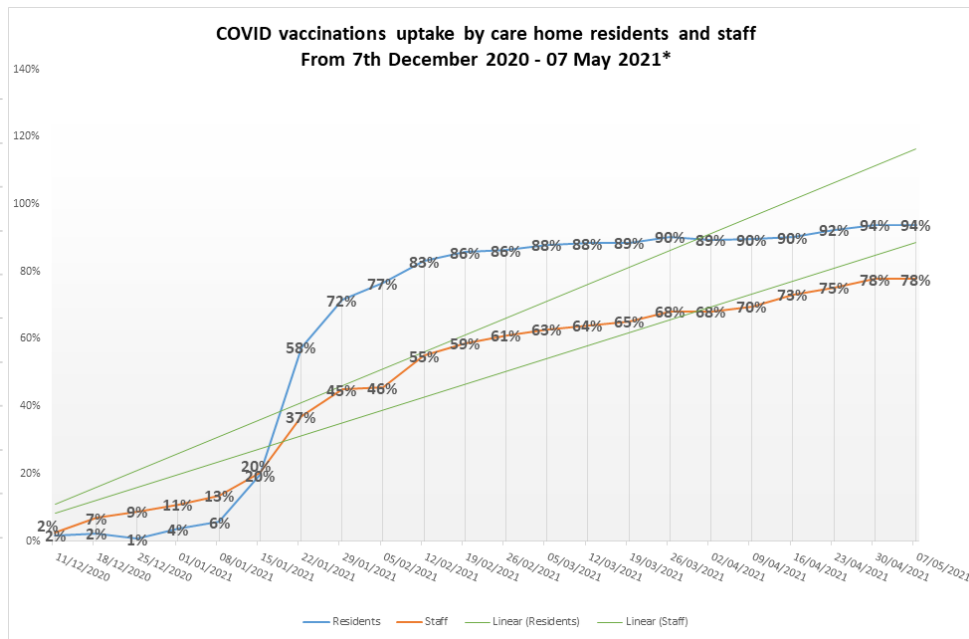
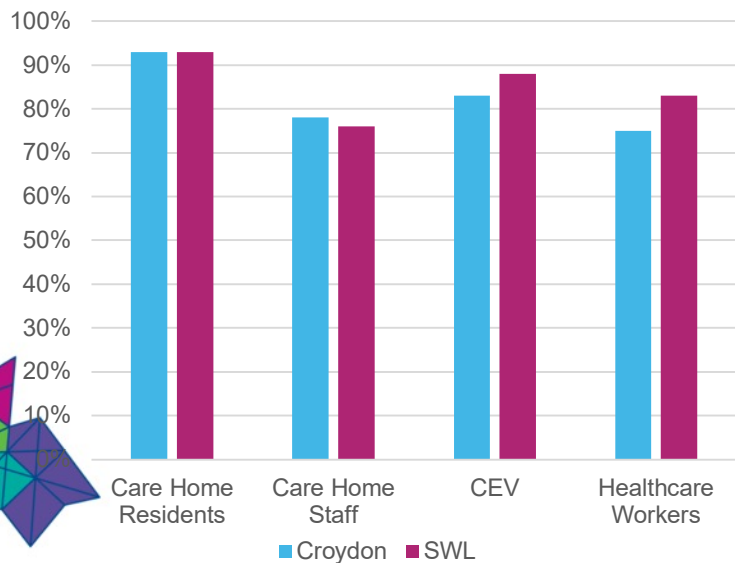
Vaccine programme update

The chart below shows a focus on vaccination rates for key groups who are at higher risk of Covid-19 in our borough and across South West London as a whole:

care home residents
care home staff
clinically extremely vulnerable
front line healthcare workers

We will continue to work with these groups to inform and answer questions in the hopes of further improving uptake.

First Dose Vaccination



Key challenges for Croydon

1. Reaching and informing communities with lower uptake as we progress through the programme to younger age groups
2. Vaccine supply – planning and adapting each week and month to the supply we have
3. Delivering both first and second doses and multiple vaccine types
4. Needing a flexible workforce
5. Sites where we are vaccinating
6. Developing a substantive and robust vaccination programme for the medium to long term particularly as business as usual resumes and the programme experiences personnel changes



How are we improving uptake?

Croydon data on vaccine uptake, insight survey of over 7,000 younger people and engagement work tell us we need to further support key communities where uptake is lower:

- Areas of deprivation, particularly in the north of the borough
- Black African, Black Caribbean and Black British
- Pakistani and Bangladeshi
- Eastern European

Mapping and planning across our sites - Croydon GPs, hospital, community and pharmacy sites - to match areas and communities with lower-uptake at ward level

Offering walk in clinics at Selhurst Park, Centrale Shopping Centre and Croydon University Hospital

Supporting more Croydon pharmacies to deliver vaccine clinics – two new pharmacies open this week

Focussing messaging on top three concerns from insight survey findings:

1. effectiveness and safety
2. fertility, breastfeeding and pregnancy
3. side effects and long-term health impacts

Pop up vaccine clinics and outreach sessions include Croydon Mosque, His Grace Evangelical Outreach Church and Food Bank, Nightwatch, Sakthy Ghanapathy Temple, Turning Point and Trinity Baptist Church – returning for second dose clinics and exploring further options to reach key communities at convenient times for working age adults – nightclubs, gyms, large employers



Croydon vaccination equity task and finish group

Sponsored by the Local Strategic Partnership.

Croydon based, collaborative, coordinated, collective, pace and power – moving to focus on more intimate conversations within communities

Get vaccinated

Croydon University Hospital

COVID-19 vaccination walk-in session
Monday 10 May to Sunday 16 May 2
8am to 7pm

Are you

- 40 or over
- or an eligible frontline health
- and haven't had your first va

Please join us
to Sunday 16 M



NHS



Osuji (Medical Director and Dep...

On Saturday 1 May 2021,
Trinity Baptist Church in Croydon hosted a
COVID-19 pop-up vaccination centre.

NHS



"Taking this vaccine is an act of faith, it is not
an act of fear. I highly recommend that you
all take this vaccine



Pastor Kingsley Appiagyei
Trinity Baptist Church, Croydon

Inform not influence; converse; show not tell

Faith and community leaders and influencers and other trusted people

Distribute consistent key messages and FAQs

Measurement and sharing of data – case for change and measurement of impact

Language and cultural appropriateness: sub community – target language (written and spoken)

Instilling confidence to dispel fear and misinformation including amnesty for illegal immigrants

Membership

Dr. Nnenna Osuji

Mike Bell

Rachel Flowers

Matthew Kershaw

Dr Neil Goulbourne

Dr Agnelo Fernandes

Dr Vashali Shetty

Sarah Burns, Croydon Voluntary Action

Andrew Brown, BME Forum

Ima Miah, Asian Resource Centre

Clr Janet Campbell

Communications and Engagement

PMO manager

The task and finish group will shape the future work of the Croydon communications and engagement group in taking the covid vaccine communications and engagement plan forwards

Key messages to share with people

- The coronavirus (Covid-19) vaccines are safe, effective and will save lives. They will give you the best protection against coronavirus
- If you are aged over 40, a carer or have an underlying health condition, book your COVID vaccination appointment at nhs.uk/covid-vaccination, call 119 or speak to your GP.
- It is never too late to get the Covid vaccine – if you have any concerns, speak to your GP or a healthcare professional.
- and whether you have had your vaccine or not, please continue to follow all the guidance in place to control the virus and save lives.



Dedicated covid vaccine programme
webpages at www.swlondonccg.nhs.uk/covid

