

Croydon Covid-19 Vaccination Programme

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Health and Social Care Sub Committee
Tuesday 26 January 2021

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

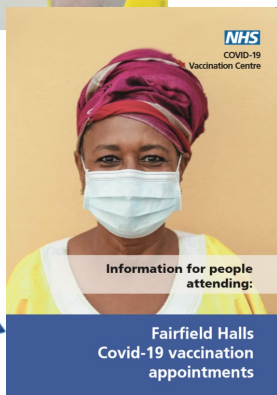


Croydon Hospital was one of the country's first vaccine hubs and we safely secured our place in history by vaccinating George — George Dyer, aged 90 from Norbury in South London, [one of the first people in the world](#) against COVID-19 on Tuesday 8 December 2020. During early January the hospital expanding 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
Old Coulsdon Congregational Church	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
Keston Medical Practice	Keston Moorings and Parkside PCN	Tuesday 21 December 2020	Keston Medical Practice, Parkside Group Practice, The Moorings Medical Practice
Valley Park Surgery	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
Parkway Health Centre	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
Fairfield Halls	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
St Paul's Church	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

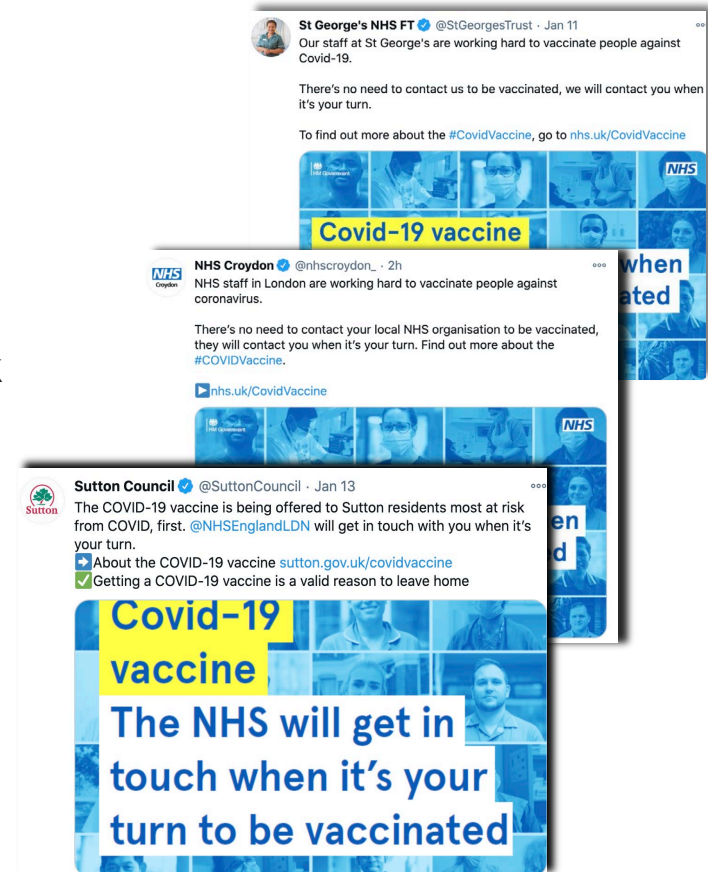
This is the first wave of priority groups set out by the JCVI – after all over 50s have been offered the vaccine, the programme will be extended to the under 50s. The JCVI will lay out the next priority groups in the coming weeks. Covid vaccines are not licensed for minors.



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

#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...



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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

Q&A sessions with local clinicians

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

ARCC @ARCCCLD · 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/3pIPIGF

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

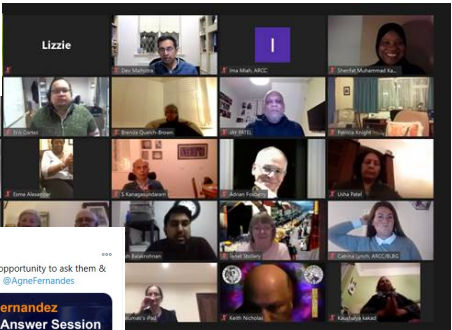
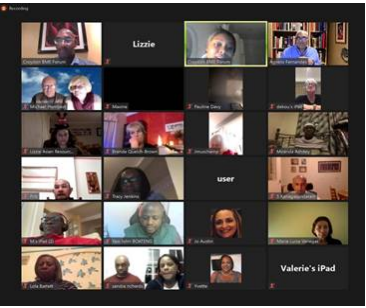
Croydon BME Forum @CroydonBMEForum · Jan 19
 In case you missed it, you can catch a recording of our "Let's Talk Covid Vaccines" webinar on our Youtube channel, featuring key speaker Dr Agnelo Fernandes, providing you with the science behind the vaccines.

Let's talk Covid vaccines Speakers :Dr Agnelo Fernandez Discussion and Question & Answer session science behind the vaccines.Speakers :Dr Ag @youtube.com

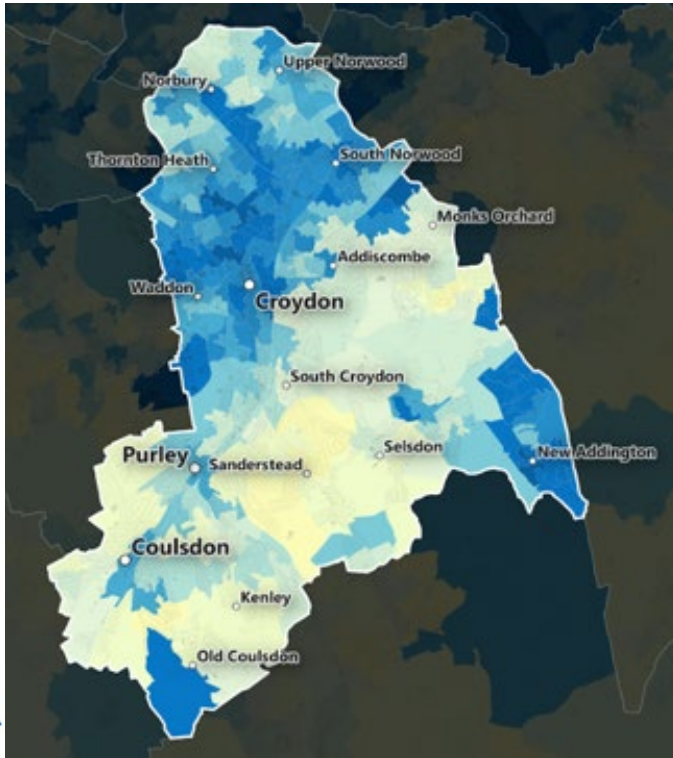
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Community workshops



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 Coudsdon



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

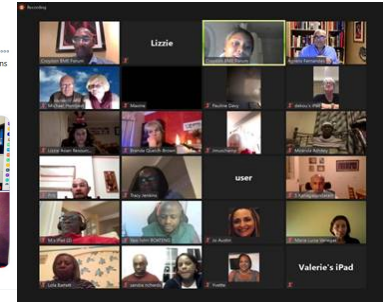
Name of organisation	Date of session	Who supported the session?	Attendees	Type of community group
South of the borough residents	Wednesday 15 December 2020	Engagement lead	9	All
Welderlies	Friday 18 December 2020	Dr John French Dr Rachel Tunbridge	36	Older People - broadly demographically representative
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	60	Care home staff
Care home and domiciliary 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

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/19...](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...

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. [nhs.uk/covidvaccine](https://www.nhs.uk/covidvaccine)

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
 In the meantime please keep protecting each other

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

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...

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

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 of COVID vaccinations across south west London.
 To apply & find out more
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

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
 0201 4720000 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
 Croydon

1:09 · 406 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

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

COVID-19 vaccination What to expect

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

COVID-19 immunisation
 Enjoy life. Protect yourself.

...people who have had their first COVID-19 vaccination

COVID-19 immunisation
 Protect yourself

Thank you

