



# ONE BROMLEY

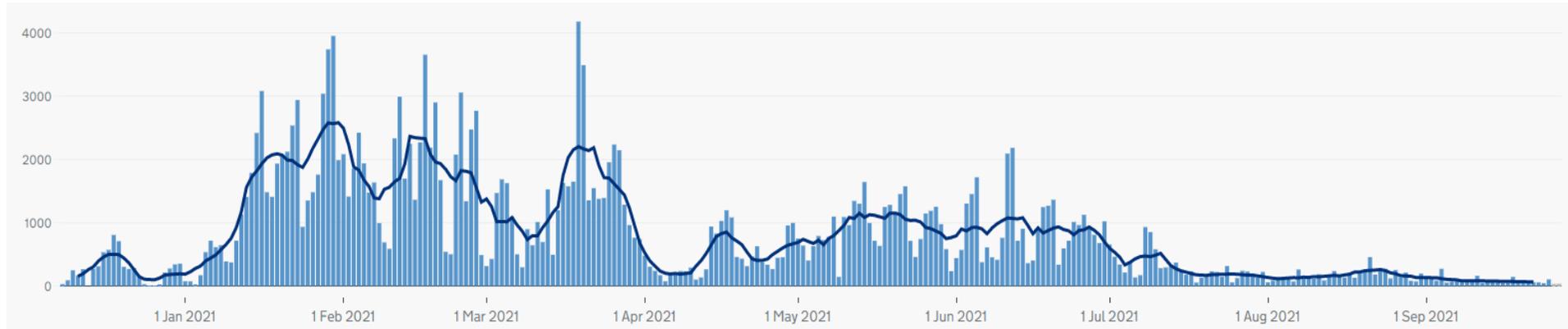
WORKING TOGETHER TO IMPROVE HEALTH AND CARE IN BROMLEY

## Vaccinations Update

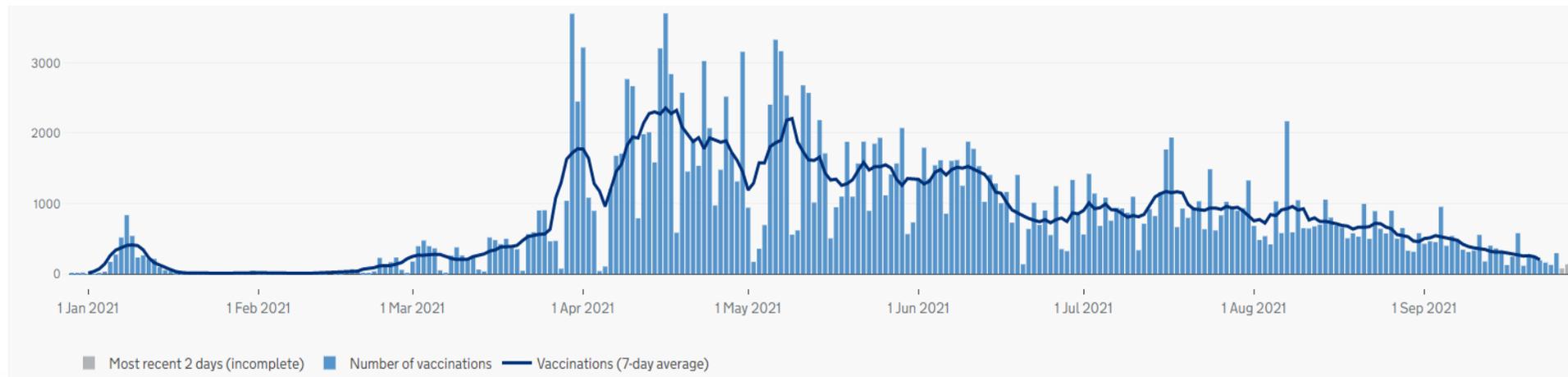
**Cheryl Rehal**  
**Acting Head of Primary Care, Bromley**  
**October 2021**

# Bromley vaccination uptake

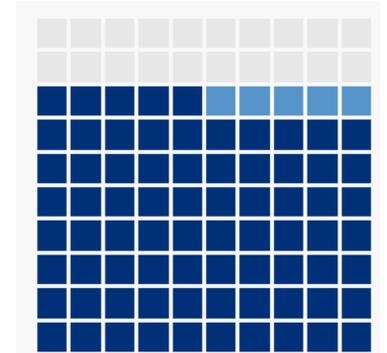
## First doses, daily uptake



## Second doses , daily uptake



## Total percentage uptake



Data reflects uptake amongst Bromley registered patients aged 16 and over

# Covid booster plans

- The coronavirus (COVID-19) booster dose helps improve the protection people have from their first two doses of the vaccine, giving longer term protection against getting seriously ill from COVID-19.
- People who are eligible for a booster dose will be offered this from six months after they had their second dose.
- People will be invited to book an appointment at a vaccination centre, pharmacy, or GP surgery.
- Frontline health and social care workers will be invited to book an appointment through their employer.
- Most people will be offered a booster dose of the Pfizer/BioNTech vaccine or Moderna vaccine. Some people may be offered a booster dose of the Oxford/AstraZeneca vaccine if they cannot have an mRNA vaccine.



# Seasonal flu campaign

- The circulation of flu was very limited in the 2020/21 season. As a result, a **lower level of population immunity against flu** is expected this winter
- This is expected to be the first winter when seasonal influenza virus (and other respiratory viruses) **will co-circulate alongside COVID-19**
- To mitigate the potential impact from flu, the NHS will vaccinate additional cohorts, and **aim for a high uptake of flu vaccine** to maximise protection
- Learnings from the past year will be incorporated into flu delivery plans alongside Covid boosters. These include:
  - Offering a diversity of delivery channels for vaccination services
  - A heightened focus on the effect of health and social inequalities on vaccination uptake, with a view to targeting promotion, recall and outreach
  - The importance of insights and effective communications to motivate and engage a variety of audiences to take up their vaccine offer
  - Collaboration across OneBromley



**NHS**

**Vaccines are our best protection this winter.**

It's easy for us to pass on COVID-19 or flu viruses without knowing. This winter there are two essential vaccines you'll need to protect yourself and your loved ones.

Find out if you're eligible now at [nhs.uk/wintervaccinations](https://nhs.uk/wintervaccinations)

# Covid & flu vaccines: eligible cohorts

Cohort	Covid Vaccine Doses	Availability
Care home residents and staff	TWO doses	Mandatory from 11 November; includes visiting professionals
All adults	TWO doses	Evergreen offer
16-17 year olds	ONE dose only	Walk-ins or invited by GP
12-15 year olds with underlying health conditions	TWO doses	Invite only; at GP-led or hospital vaccination services
Expanded cohort of 12-15 year olds with underlying health conditions	TWO doses	Commenced mid-September (incl identified by specialists)
Individuals who were severely immunosuppressed at time of vaccination	THIRD primary dose	As identified by consultant/specialist clinician
Universal offer to 12-15 year olds	ONE dose	Commenced 24 September
<b>Boosters</b> (no earlier than 6 months after 2 <sup>nd</sup> dose): Stage 1: over-70s, frontline staff and vulnerable Stage 2: over-50s and others at risk	ONE dose	Commenced 25 September

## Flu vaccine eligibility

The NHS will offer flu vaccines to an expanded cohort this year. This will include:

Over 65s

Under 65s with underlying health conditions or at risk

**50-64 year olds**

Pregnant women

Preschool: 2-3 years

Children: Reception – year 7 and **year 8 – year 11**

Health care workers

With a high degree of overlap of those eligible for flu and Covid boosters, the CCG is encouraging **co-promotion** to eligible individuals, and **co-administration** wherever possible.

# Autumn plans

The coinciding seasonal flu campaign and Covid booster programme bring additional workforce pressures.

- Preparing and administering the Covid booster vaccine is more time consuming than the flu vaccine.
- Co-administration brings numerous benefits, however requires careful segregation to administer both vaccines safely.
- The 15-minute post-vaccination observation period for Pfizer currently remains a requirement.
- A high volume of Bromley residents received second doses between January-March, and are therefore already eligible for Boosters. Booster demand can be expected to remain high throughout October-December.
- The volunteer workforce pool is affected as restrictions have eased.



**BOOST YOUR IMMUNITY THIS WINTER**

**WITH YOUR FLU VACCINE + COVID-19 BOOSTER**

Flu and COVID-19 can be life-threatening, so protect yourself, your family and patients.

**Don't delay, get your free vaccines now.**

**NHS**

The advertisement features a healthcare worker in a pink shirt and face mask sitting at a desk with a computer, talking to an elderly patient. The worker's head and shoulders are highlighted with a yellow and blue outline. The NHS logo is in the top right corner.

# Care homes

- Mandatory vaccinations for care homes staff comes into force from 11<sup>th</sup> November
- All visiting professionals to care homes are also obliged to show their vaccination status
- There remains an evergreen offer for staff wishing to take up their primary dose of the Covid vaccine
- Booster and flu vaccinations are preparing to commence in Bromley care homes, for both residents and staff who consent to these vaccines.
- The CCG will monitor delivery and uptake of vaccines in the borough's care homes and work with OneBromley partners to promote and support uptake.

All CQC-registered care homes	Residents				Staff			
	Population	Dose 1	Dose 2	Booster	Population	Dose 1	Dose 2	Booster
Bromley	1,255	97.5%	96.7%	0.0%	1,926	93.5%	86.6%	0.0%
<b>Total across SEL</b>	<b>5,278</b>	<b>95.1%</b>	<b>92.7%</b>	<b>0.0%</b>	<b>8,518</b>	<b>90.7%</b>	<b>81.9%</b>	<b>0.0%</b>

# Covid vaccination sites

## Local Vaccination Services (PCN Sites)

- A** Oaks Park
- B** London Lane
- C** Coldharbour Leisure Centre
- D** West Wickham & Shirley Baptist Church
- E** Orpington Health & Wellbeing Centre
  
- X** **Mass Vaccination Site**  
Bromley Civic Centre
  
- 1** **Hospital Hub (winter only)**  
PRUH
  
- Pharmacies**
- F** Cray Hill
- G** Eldred Drive
- ★** New pharmacies for Phase 3: Blackwells, Peters and Chislehurst

Plus satellites in GP practices and community settings





# ONE BROMLEY

WORKING TOGETHER TO IMPROVE HEALTH AND CARE IN BROMLEY

## GP Access Update

# National GP Patient Survey 2021

The survey measures views on patient access to:

- Local GP services
- Making an appointment
- Last appointment
- Overall experience
- When the GP practice is closed
- COVID-19



The survey was conducted by Ipsos MORI during Jan-March 2021.

Response rates in Bromley were 36%; the SEL average was 28%.

The survey does not include qualitative data, which limits interpretation and insight.

CCGName	Distributed	Received	Response Rate %
<input type="checkbox"/> Bromley	15,547	5,606	36%
<b>Total</b>	<b>15,547</b>	<b>5,606</b>	<b>36%</b>

All survey results are accessible at: <http://www.gp-patient.co.uk/>



# Overall results

## GP PATIENT SURVEY

Borough:

Bromley

PCN:

All

Practice:

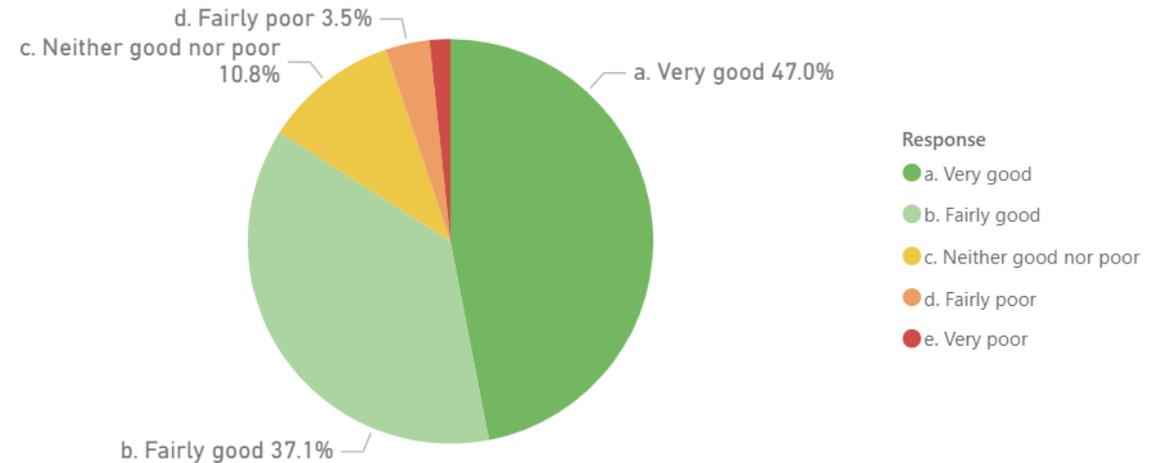
All



Question: Overall experience: 30) Overall, how would you describe your experience of your GP practice?

### Overall, how would you describe your experience of your GP practice?

Range across SEL: 78% – 84.5%. Bromley practices average is second highest at 84.1%.



# Areas of strength

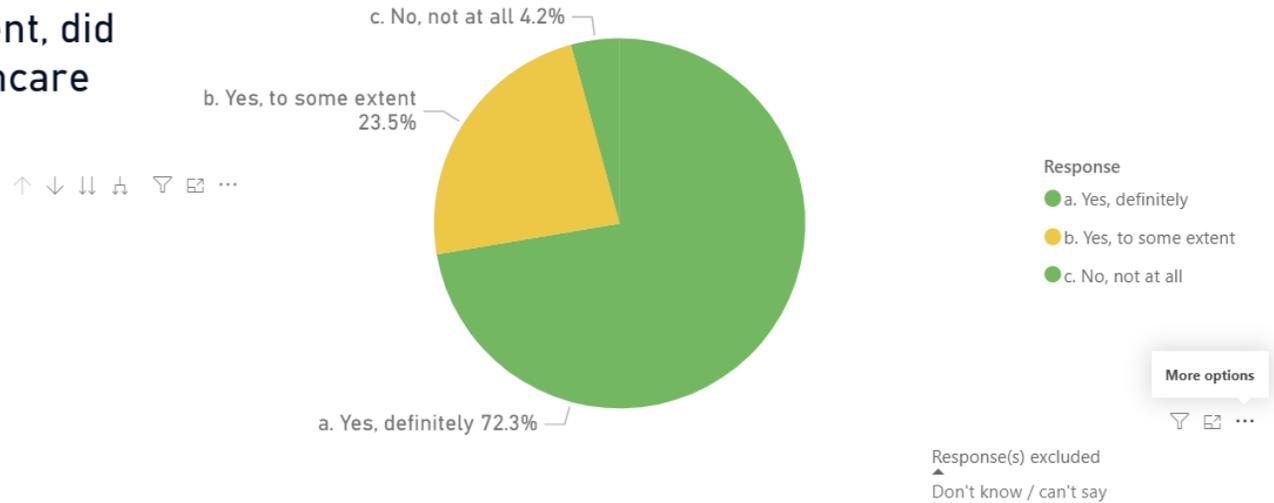
**GP PATIENT SURVEY** Borough:  PCN:  Practice:

**NHS**  
**South East London**  
Clinical Commissioning Group

Question:

During your last general practice appointment, did you have confidence and trust in the healthcare professional you saw or spoke to?

The range across SEL for 'No': 4.2% – 6.2%.  
Bromley practices were rated most highly.



# Areas for improvement

GP PATIENT SURVEY

Borough: Bromley

PCN: All

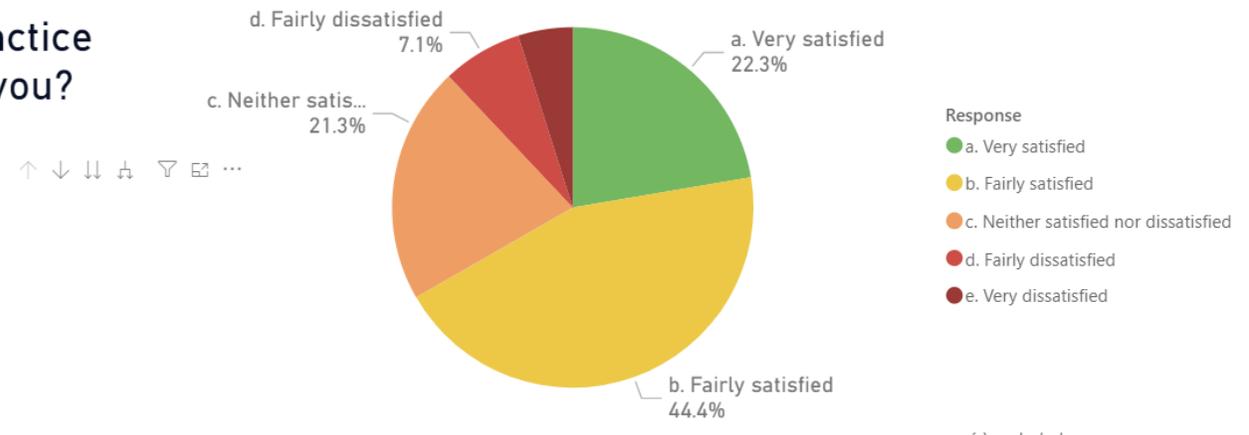
Practice: All



Question: Your local GP services: 6) How satisfied are you with the general practice appointment times that are available to you?

### How satisfied are you with the general practice appointment times that are available to you?

The SEL average is 14% for 'Very/Fairly dissatisfied'. Bromley responses are, on average, better, however there is some variation between practices to be addressed.



# Impact of pandemic

GP PATIENT SURVEY

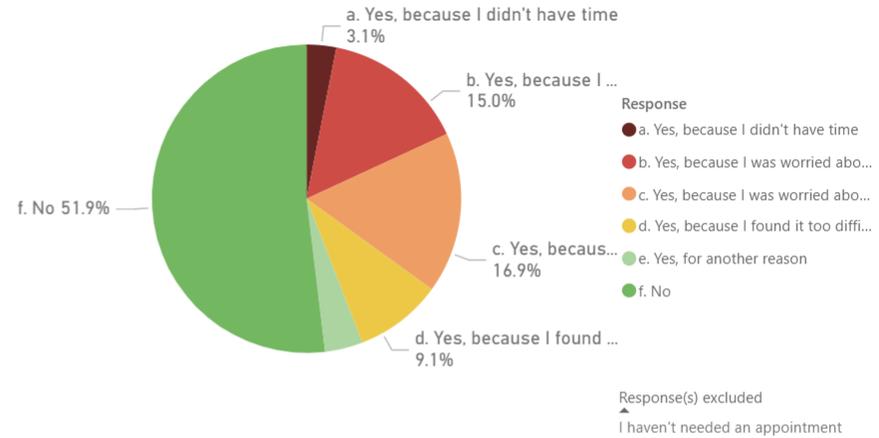
Borough:  PCN:  Practice:

NHS South East London Clinical Commissioning Group

Question: COVID-19: 50) Have you, at any time in the last 12 months, avoided making a general practice appointment for any reason?

Have you, at any time in the last 12 months, avoided making a general practice appointment for any reason?

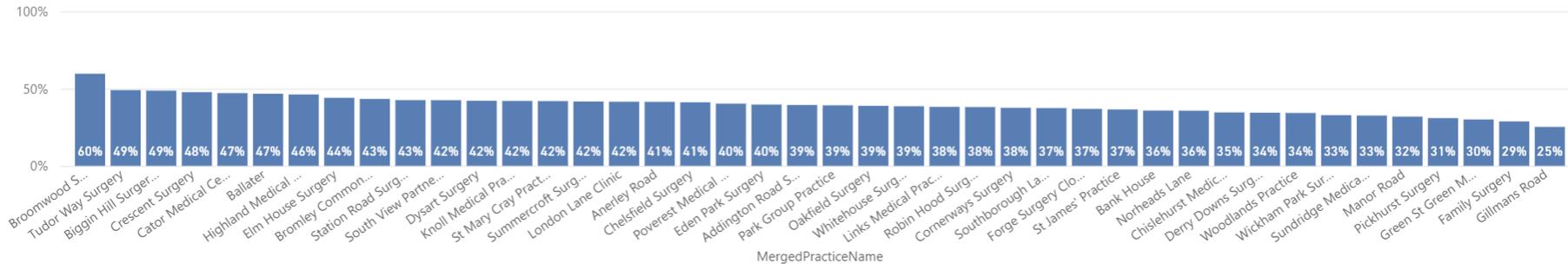
- a., Yes, because I didn't have time
- b., Yes, because I was worried about the risk of catching COVID-19
- c., Yes, because I was worried about the burden on the NHS
- d., Yes, because I found it too difficult
- e., Yes, for another reason
- f., No



Between 25%-60% of Bromley patients avoided making a GP appointment last year.

This may be contributing to the current high levels of demand for healthcare.

Avoided making a general practice appointment in last 12 months - % Summary result - Yes (Combined 'yes' variables - codes 1, 2, 3, 4 and 5 to be used with base excluding 'I haven't needed an appointment')



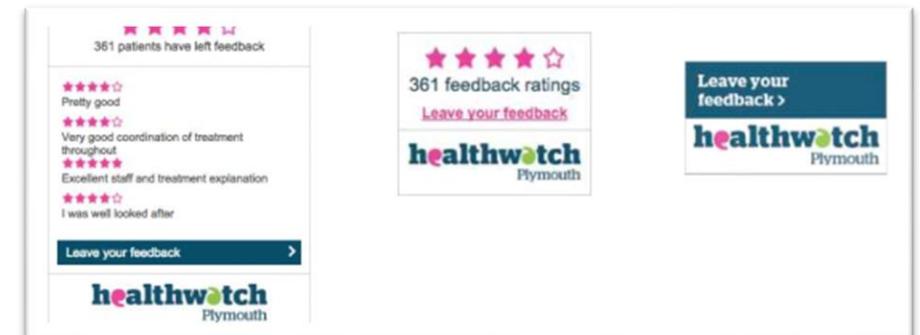
# Improving GP access

- Most people contact their GP by phone. We are supporting GP practices to:
  - Upgrade their telephone systems, to enable improved call waiting/queuing arrangements
  - Review voicemail messages, to keep these succinct and relevant to their patients
  - Train reception staff in customer service and customer management
- GP surgeries are open. We are supporting GP practices to:
  - Publicise to patients that their doors are open, whilst maintaining 'Covid-safe' measures
  - Encourage patients to attend face-to-face appointments where clinically necessary
  - Offer additional face-to-face appointments, including 'catch up' clinics, overflow hub appointments and, as part of winter plans, extra 'hot hub' clinics
- Demand for all parts of the health system remain very high. We are supporting GP practices to:
  - Hold appointment slots for 111 to directly book in patients to their practice GP
  - Directly refer self care/pharmacy appropriate queries to a local pharmacy of choice
  - Bolster workforce gaps with a Bromley Locum Bank of experienced, qualified clinicians



# Modernising primary care

- Remote monitoring technology is being expanded:
  - Oximetry@home, to monitor oxygen saturation levels in the blood and ensure a timely escalation of care if required
  - BP@home, to monitor blood pressure for patients with diagnosed hypertension to ensure controls are maintained
  - ‘Arc’ technology in care homes, improving rapid, reliable and regular clinical assessments for care home residents
- Increasingly, patients are using online services. We are supporting GP practices to:
  - Continue to upgrade and modernise their websites, reviewed by independent Healthwatch audits
  - Gather timely feedback from their patients through a Healthwatch ‘widget’ tool
  - Work with the Clinical System provider to improve patient experience of e-Consults, the online consultation system



# Next steps

- **Promote public messages** as part of a wider winter campaign: GP practices are open, but the pandemic is not over; highlight positive stories that recognise the contribution of general practice; explain the different ways to access general practice services
- **Improving through patient feedback:** targeting support to GP practices to use insights from national and local feedback to inform improvements, and maintain regular feedback mechanisms through ongoing engagement, including with those who may be digitally excluded
- **Reducing the gap:** determining current capacity (data analysis and audits), alongside demand within general practice, and where additional capacity can be further added into the local primary care system, processes streamlined or back office improvements made to increase efficiency

