

Manx Care's Patient Access Policy for Elective Care

Short Version

This document is a shorter version of Manx Care's Patient Access Policy for Elective Care, intended to be easier to read.

You can find the full version of the policy on our website, at: <https://www.gov.im/about-the-government/statutory-boards/manx-care/>

If you have any questions or concerns about this policy, you can contact the Manx Care Advice & Liaison Service (MCALS):

<https://www.gov.im/about-the-government/statutory-boards/manx-care/manx-care-advice-and-liaison-service-mcals/>

Telephone: 01624 642642

Email: mcals@gov.im

If you would like a copy of this document in any other format, such as large print or audio, please contact MCALS.

Contents

Introduction	3
Responsibilities	3
Manx Care	3
Referrers	3
Patients	3
Outline of a Patient’s Referral Journey	4
Off-Island Treatment	4
Outpatient Services	4
Offering Appointment Date to Patients	4
Appointment Cancellation by Patient	5
Non-Attendance	5
Was not brought	5
Patients Unavailable Long Term	5
Inpatient and Day Case Patients	6
Patients Who Are Unfit for Surgery	6
Other Conditions	6
On the Day Cancellations - Inpatient and Day Case Patients	6
Pre-Assessment Clinic	6
Further Information	6
Overseas Visitors	6
Temporary Residents	7
Patients Moving Between Manx Care & Private Medical Care Providers	7
Non-Funded Procedures	7
Children and Vulnerable Adults	7
Communication	7

Introduction

This document explains how patients are referred to elective care services and is for patients (or those acting their behalf) and Manx Care staff.

Elective care is care that is planned in advance. It usually involves seeing a clinical specialist, such as a surgeon, a dietician, or a psychiatrist. Most elective care appointments in the Isle of Man take place at Noble's Hospital or Ramsey District and Cottage Hospital.

Patients can also be seen off-island for specialist treatment, e.g. genetic testing, complex abdominal surgery, prolapse surgery, etc.

When patients are referred to an elective care service, they join a waiting list, and are offered an appointment once they reach the top of the list. Patient's place on the waiting list will be determined by the priority given by their referrer, eg GP and then confirmed by a clinician within Manx Care. This determines when patients are treated.

The referral process for people with suspected cancer is different from other elective care referrals, and you can find out more about it in Cancer Service's Patient Access Policy.

Manx Care is committed to providing elective care services which are fair and meet people's needs. We do not discriminate against patients, visitors, or staff.

Responsibilities

These are the responsibilities expected from everyone involved in a patient's referral.

Manx Care

All staff involved in elective care services are responsible for making sure that:

- The patient's elective care journey is as simple as possible
- Patients' records are accurate and kept up to date, in line with General Data Protection Regulations (GDPR)
- Waiting lists are managed in a timely manner
- They communicate appropriately with everyone involved

Referrers

Referrals for elective care can come from many different professionals, including GPs, dentists, community nurses, and health visitors. Anyone referring a patient for elective care must make sure the referral:

- Is sent to an appropriate service
- Provides up to date and accurate information about the patient's condition
- Is communicated to the patient (or the person who cares for them/acts on their behalf)

Patients

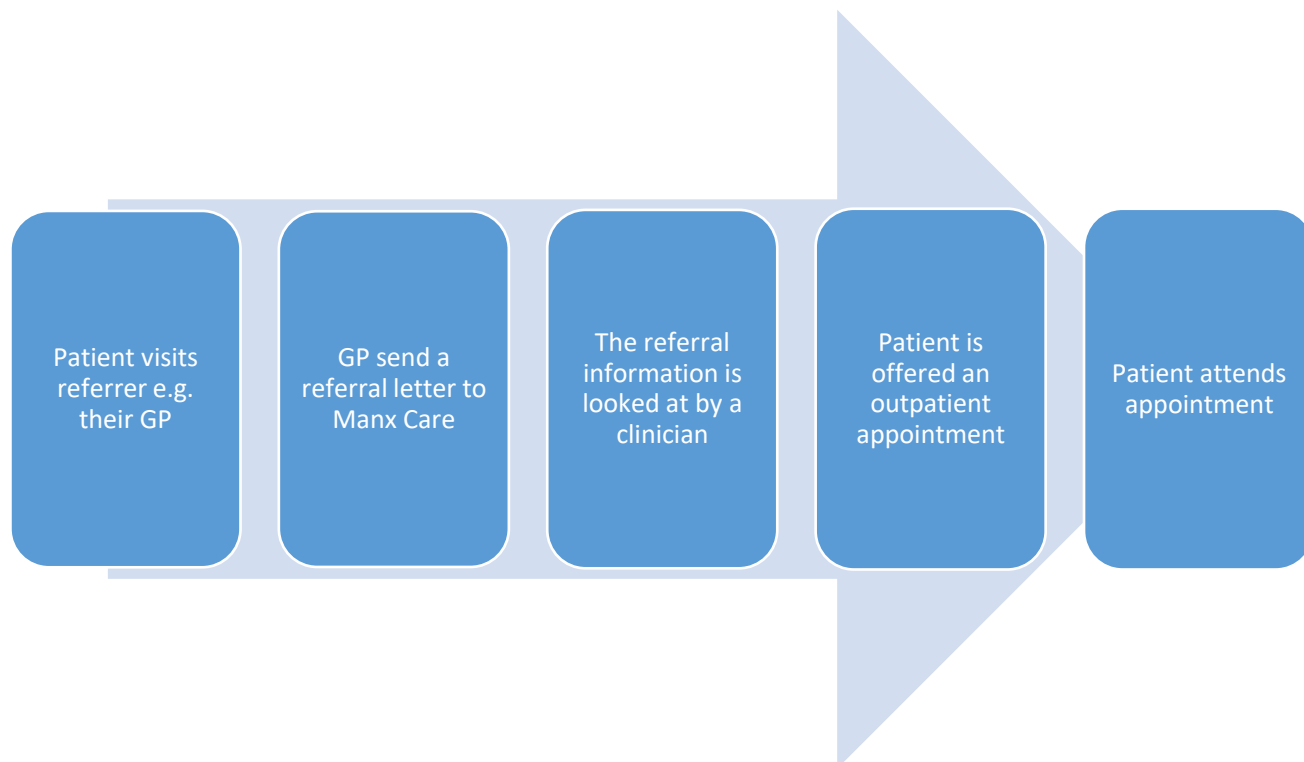
Patients must make sure they:

- Take care of their own, and their families, health and wellbeing
- Are registered with a GP, so they can access elective services
- Provide accurate information about their health and condition
- Keep appointments, or cancel within a reasonable timeframe
- Update their personal information, such as contact details, to keep them accurate

Outline of a Patient's Referral Journey

Below represents a simple patient journey, when they are referred into Manx Care's elective care services, without needing any intervention or referring elsewhere.

Most referrals will be from GPs, Nurses, Opticians and Dentists.



Sometimes referrals are made from one Manx Care clinician to another Manx Care clinician (internally), or to a specialist centre off-island.

Off-Island Treatment

Where specialist treatment is offered to patient's (who are Manx residents) off-island, there will be:

- discussion between the patient and Manx Care clinician
- communication, including appointment information, between Manx Care, the specialist centre and patient
- practical support and advice offered in respect of travel and accommodation, via the Patient Transfer Service.

Details for the Patient Transfer Service can be found on their [webpage](#), by emailing the team at patient.transfers@gov.im, or calling them on 01624 642673.

Outpatient Services

Offering Appointment Date to Patients

Patients will be offered an appointment:

- according to their priority
- as much as possible, within a reasonable timescale (of three weeks, or more)
 - o if patient's turn down an appointment shorter than three weeks' notice, this will not affect their place on the "waiting list"

Patients will be sent confirmation of their appointment, detailing the date, time and location, eg Nobles, Ramsey Hospital etc, along with any instructions to the patient for their appointment.

This does not apply to patients referred with suspected cancer, who are managed separately.

Appointment Cancellation by Patient

Patients should make every effort to attend their appointment. If they cannot, the patient (or proxy) should notify Manx Care as soon as possible, so that they can try and fill the appointment.

If the patient contacts Manx Care before their appointment and gives notice that they cannot attend, even if this is on the day of clinic, this will be recorded as a cancellation and not a Did Not Attend (DNA) - see below - and a new appointment made.

To cancel an Outpatient appointment, patients (or the person who cares for them) should contact Manx Care by telephoning 01624 650103 and select Option 1.

This line is manned Monday to Friday, 9.00 am to 5.00 pm. Patients can leave a message outside those times, or at busy times.

For appointments with other departments eg radiology, audiology, etc, patients (or the person who cares for them) should contact the number given on their appointment letter.

Non-Attendance

A patient may be considered a Did Not Attend (DNA) when:

- they do not let Manx Care know in advance that they will not be attending their appointment, as detailed above.
- Manx Care can show that appointment/admission details were sent to the patient within reasonable timescales (three weeks or more)

DNAs will be recorded in Manx Care's hospital system to ensure records are accurate.

If a patient DNA's their appointment twice, a clinician will review their circumstances and they will either be:

- given a new appointment, if it would be detrimental to the patient (particularly with regard to vulnerable patients such as children); or
- returned back to their referrer eg GP, explaining the reason why they are not being offered another appointment

Was not brought

If children, adults with health and support needs, or patients referred as urgent or to suspected cancer services are not brought to their appointment, they will be managed separately in accordance the Manx Care safeguarding processes.

Patients Unavailable Long Term

If a patient is unable to take up the offer of an appointment or admission for a long period, they will be reviewed by a clinician to ensure the delay does not cause patient harm, and will be managed appropriately, eg directed back to their referrer.

Any period over three months, is considered long term. One example of being unavailable is, being off-island for an extended period.

Inpatient and Day Case Patients

Treatment for patients who need to stay in hospital is called inpatient or day case.

Patients will be offered an admission date for their treatment by the hospital with reasonable notice. Any cancellations, non-attendance, etc are managed in the same way as outpatient appointments, as detailed above.

Patients Who Are Unfit for Surgery

If a patient is unfit for a procedure, a clinician will review their circumstances, as this may impact on their elective pathway, as follows:

- short-term illnesses: if the condition is considered short term e.g. a cold, the patient should be rebooked 2 to 3 weeks later, or at the earliest available date.
- longer term illnesses: if a patient is not fit for treatment within the foreseeable future (i.e. longer than 3 months) then a clinician will decide on the next steps of either:
 - o patient will be discharged back to the patient's referrer
 - o patient will be discharged back to the patients referrer with a decision not to treat
 - o patient is placed on active monitoring by a clinician in Manx Care

Other Conditions

Patients who are unfit for surgery for other reasons, eg weight loss or mental health reasons, and the condition means the patient is unlikely to be fit for treatment within the foreseeable future (i.e. longer than 3 months), the patient will be treated as detailed in the Patient Unavailable Long Term section above.

On the Day Cancellations - Inpatient and Day Case Patients

If Manx Care cancel a patient on the day of admission, or day of surgery, they will be given a new appointment within 28 days of the original admission date. The patient must be given reasonable notice of the rearranged date and may choose not to accept a date within 28 days, if they cannot make that date.

Pre-Assessment Clinic

Patients who need a local, regional, or a general anaesthetic, will need to attend a pre-assessment clinic. Patients should receive an appointment to attend a pre assessment clinic up to two weeks before their procedure.

Patients who do not attend (DNA) their appointment will be contacted and a further appointment agreed. If patients DNA again, the patient will be contacted to understand why and a clinician will review their circumstances before deciding on the next step.

Further Information

Overseas Visitors

UK residents visiting the Isle of Man for a period of up to 3 months, are entitled to emergency care, free of charge, under a healthcare arrangement between the Isle of Man and the UK.

Emergency care and treatment for certain infectious diseases are available to non-UK residents visiting the Isle of Man. However non-UK residents may be asked to pay for other treatments by Manx Care.

Temporary Residents

In addition to the healthcare agreement between the UK and Isle of Man, patients from the UK who are a temporarily resident, e.g. on holiday or working for a period of less than 3 months, can register with an Isle of Man GP as a temporary resident. This should be at the doctor's surgery nearest to where they are staying.

Health insurance cards, ie the European Health Insurance Card (EHIC) nor the UK Global Health Insurance Card (UK GHIC), cannot be used in the Isle of Man.

Therefore, overseas visitors are encouraged to take out healthcare insurance before travelling to the Isle of Man.

Patients Moving Between Manx Care & Private Medical Care Providers

Patients may choose to use private medical care providers eg Spire and will need to pay for their treatment eg themselves, by an insurance company, etc.

Patients can move between Manx Care and a private care provider at any point of their treatment, without prejudice.

Patients leaving Manx Care will be taken off their waiting list but may return, if they choose to come back to Manx Care for treatment.

Non-Funded Procedures

Where a patient is referred for a procedure or treatment that are not currently funded by the Department of Health and Social Care (DHSC), the patient's clinician will contact them to let them know the reason why and the next steps forward.

An example of such procedures or treatments is breast reduction, for non-medical reasons.

Children and Vulnerable Adults

Manx Care is committed to making sure that children (or parent/guardian/carer acting on behalf of), nor vulnerable adult, are disadvantaged in accessing Manx Care's on-island or off-island services.

Communication

Any communication should be:

- informative, clear and to the point
- kept in the patient's medical records, or stored electronically, in line with GDPR standards
- in an appropriate format to suit patients' requirements

Referrers eg GPs must be:

- kept up to date of their patient's progress
- informed when a patient is being sent back into their care

After reading this document, if you have any questions or concerns about this policy, you can contact the Manx Care Advice & Liaison Service (MCALS):

<https://www.gov.im/about-the-government/statutory-boards/manx-care/manx-care-advice-and-liaison-service-mcals/>

Telephone: 01624 642642

Email: mcals@gov.im