



The future of health and care delivery

Teresa Cope – Chief Executive

21 September 2023



What I will cover today...

- The future model of health and care delivery on the Island
- Integration: the case for change
- Overview of the individual projects that will enable the change
- Q&A



Who you'll hear from today...



Will Bellamy

Head – Isle of Ambulance Service



David Hamilton

Interim Executive Director – Social Care, Mental Health and Safeguarding



Annmarie Cubbon

General Manager – Integrated Primary and Community Care



Oliver Radford

Executive Director – Health Services



Michelle Breed

Head of Service – Intermediate Care



Our Vision and strategic priorities...

Vision: To become the best small-Island health and care system in the world

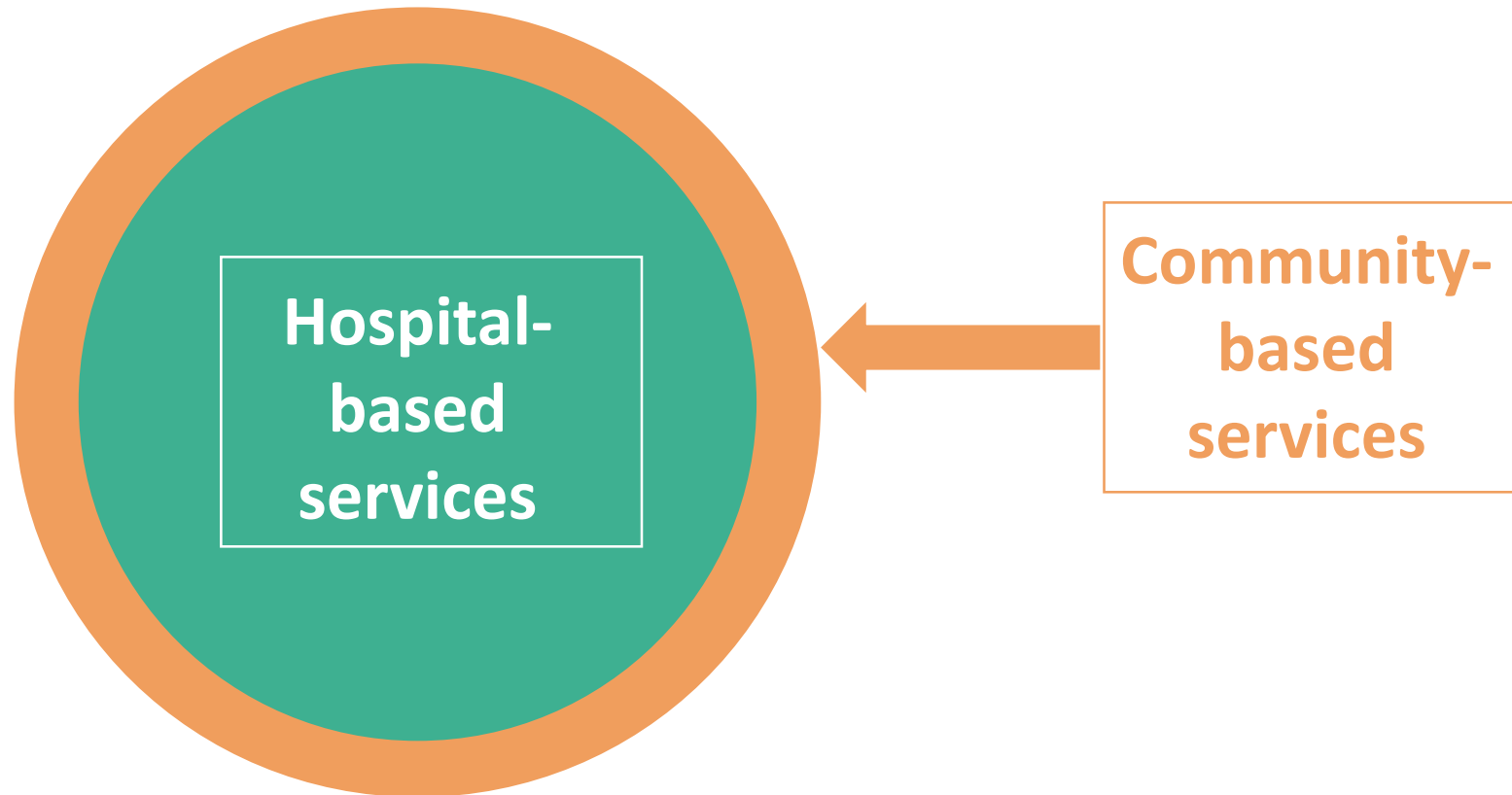


Strategic priorities:

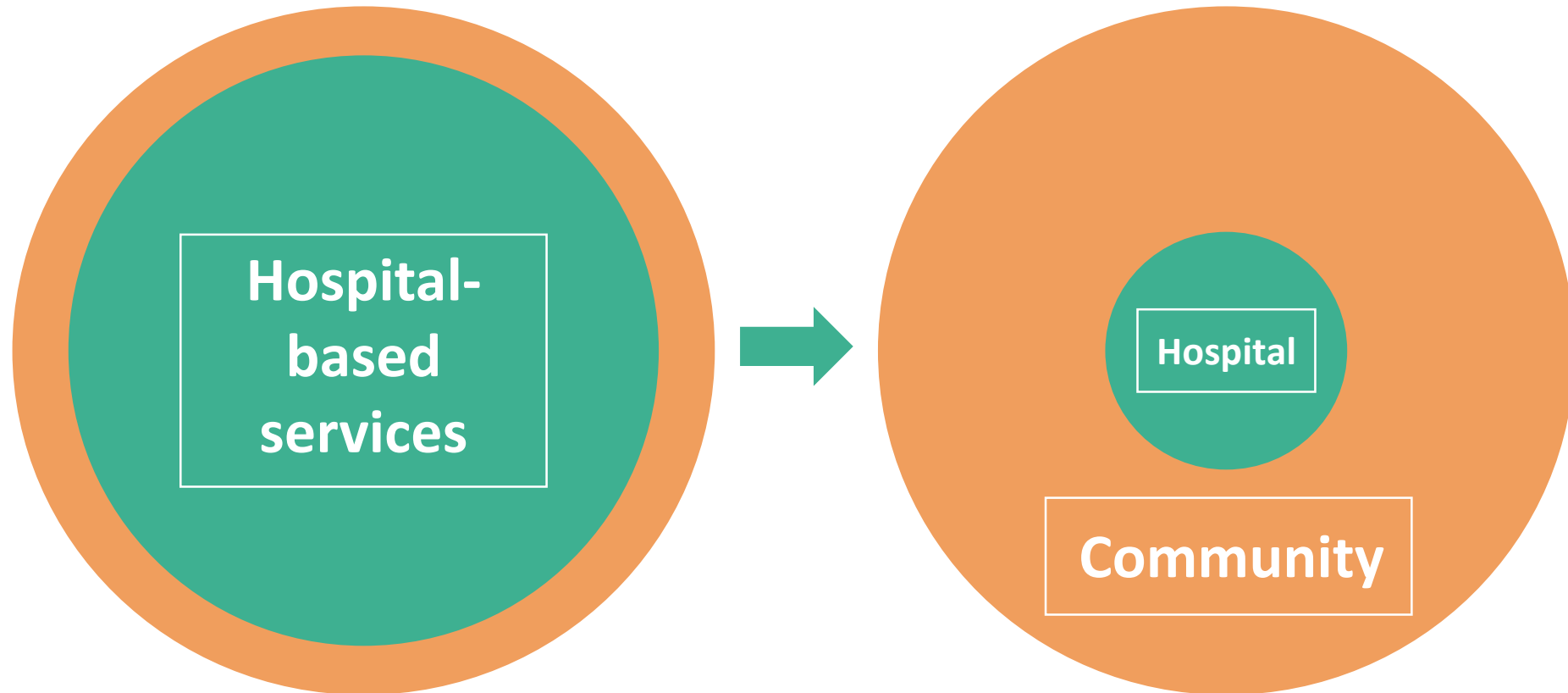
- Improving patient safety and quality
- Establishing a positive working culture
- Improving financial health
 - *Improving productivity and efficiency*
- Promoting integration of services across both health and Social Care
 - *Strengthening strategic partnerships – Tertiary and Third Sector*



Current v future: Current

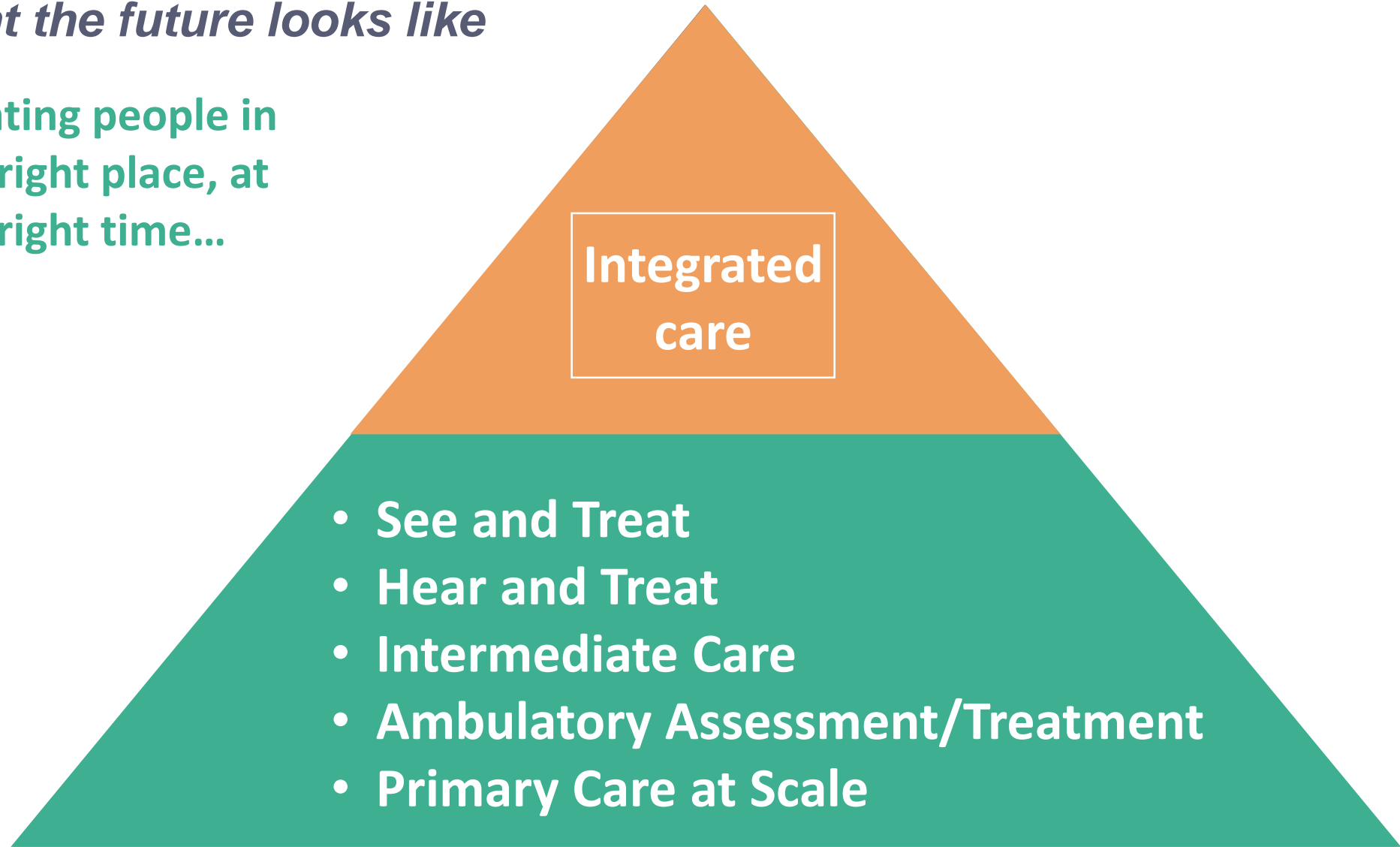


Current v future: Future



What the future looks like

Treating people in
the right place, at
the right time...



The case for change: Why do we need to?



Hear and Treat (Isle of Man Ambulance Service)



What?

Clinical Navigation function within the Emergency Services Joint Control Room

Why?

Managing our call demand better – improved triage, better signposting, patients accessing the right care first time

When?

Already happening from 07:00 – 19:00 (aim to deliver this 24/7 from mid-2024 onwards)



See and Treat (Isle of Man Ambulance Service)



What?

Clinical assessment carried out in a patient's home by a Specialist Practitioner with an advanced clinical skillset, overseen by a Consultant Paramedic:

- Immediate assessment, diagnosis and treatment – patient remains at home
- OR patient is referred to an appropriate health/care facility

Why?

Enables patients to stay at home or receive care closer to home – enables faster recovery at home

When? Early 2024 (TBC)



Ambulatory Assessment and Treatment Unit (AATU)



What?

Clinic where adult patients will be seen, diagnosed, treated and discharged home on the same day – patients will be booked into available appointments slots

Why?

Provides same-day ambulatory care, avoiding inpatient admission for treatment that can be given in a clinic environment

When?

Early 2024 (TBC)



Intermediate Care



What?

Support for patients to remain at home and receive ongoing treatment and support there

Why?

Reduces avoidable attendance at the Emergency Department and subsequent admission to hospital; supports people maintaining their independence in their own home

When?

Early 2024 (TBC)



Primary Care at Scale



INTEGRATED PRIMARY
AND COMMUNITY
CARE, AND THERAPIES

What?

Establishment of Primary Care Homes in the North, South, East and West which are a combination of GP Practices working together with community-based services within a Wellbeing Partnership

Why?

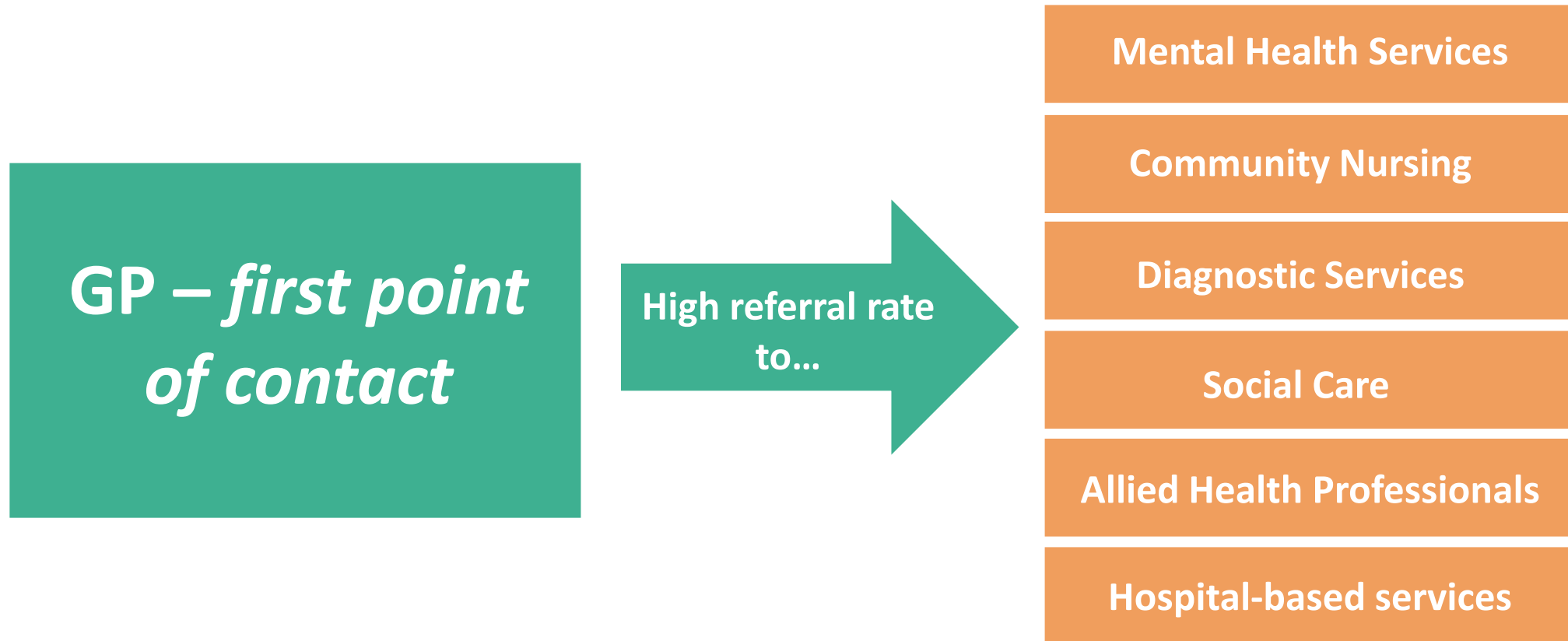
Ensures integration of care closer to a person's home, and means they see the right Practitioner first time – they don't always need to see a Doctor

When?

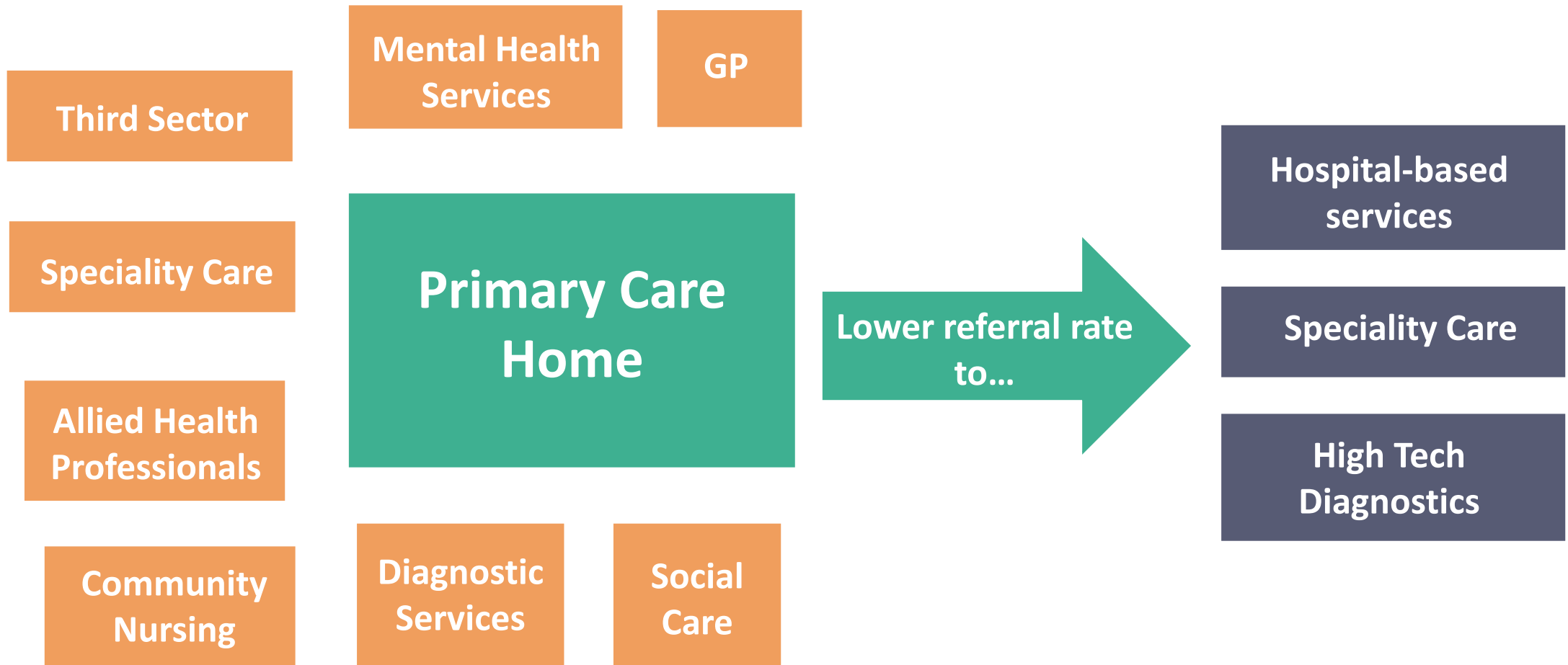
By 2027



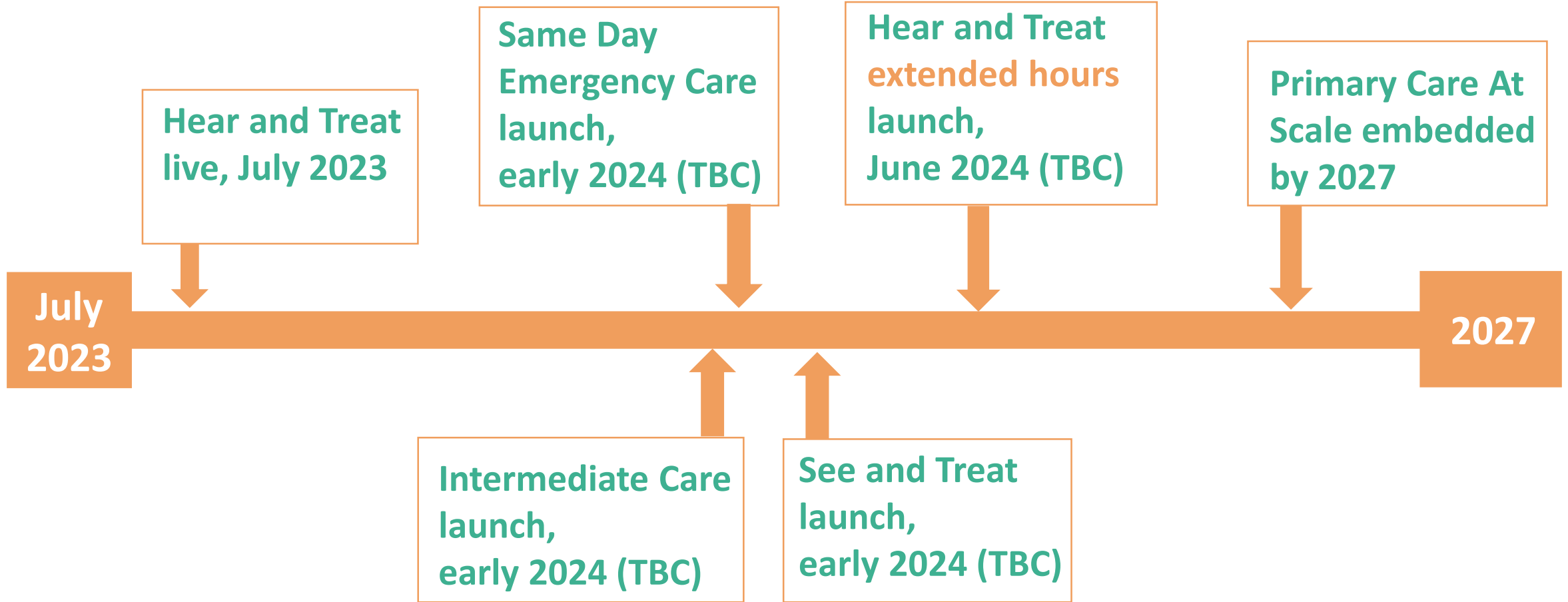
Primary Care – what this currently looks like



Primary Care – what the future looks like



Timeline





do you have any
questions for us?

Our panel...



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Oliver Radford

Executive Director – Health Services



Michelle Breed

Head of Service – Intermediate Care





manx care

Kiarail Vannin

we care...

