

# Health and Care Transformation Programme

Hello – and welcome to the February edition of the Health and Care Transformation Programme bulletin where you can find out key updates and activities from the team. For questions or suggestions, please contact the team at [HealthandCareTransformation@gov.im](mailto:HealthandCareTransformation@gov.im).

This month:

- 1 Teresa Cope shares stories from the Island's health and care staff
- 2 Find out how patients and service users will have a greater role in the future health and care system
- 3 We share the latest updates from the New Funding Arrangements, Pathfinders and Primary Care at Scale teams



## A few words from Robin and Clair...

"As we reach the end of the second month of Manx Care in shadow form and with just over one month until 'go live', our team continues to work towards delivering the recommendations of Sir Jonathan Michael's Final Report.

Whilst we look ahead to a key milestone of the establishment of Manx Care and the redesigned DHSC, we also look to the longer-term as we seek to deliver transformational change across the Island's health and care system. We're reaching the end of the beginning, but there is much more to do and we look forward to working with individuals across the new health and care system to drive further changes to fruition.

As we look ahead to the medium to longer-term, we share key updates on next steps for our work on service transformation, developing Primary Care at Scale and working towards making the Island's health and care costs more financially sustainable.

As always, we want to hear from you. Should you have any comments or suggestions get in touch at [HealthandCareTransformation@gov.im](mailto:HealthandCareTransformation@gov.im).

Thank you for your support in making this a success."

*Robin O'Connor and Clair Barks, co-leads, Health and Care Transformation Programme*



# Our work on Primary Care at Scale is progressing well

## Co-design of the new Model of Care

Since the summer of 2020, the Primary Care at Scale team have been working with staff, patients and service users to design the vision for how we will support and care for people across Primary Care services (GPs, dentists, community pharmacies and opticians) via workshops, interviews, reports, clinical meetings, one-to-one discussions with staff and public surveys. These important contributions have supported the development of the first draft of the future vision and model for Primary Care, which we will continue to develop over the next few months. The model of care is a systematic framework that will guide services to deliver on the vision and outcomes of Primary Care at Scale. Its purpose is to describe how different people will be supported by the Primary Care system in a way that best meets their needs, including how they interact with it and the services and staff that will support them at different stages of their journey. If you'd like to get involved in upcoming focus groups, please contact [HealthandCareTransformation@gov.im](mailto:HealthandCareTransformation@gov.im) for more details.

## Developing a strategy for Primary Care at Scale

As this work progresses, the team are also developing the strategy for Primary Care at Scale, which will provide the roadmap outlining how it will be delivered. This includes how Primary Care organisations will work collaboratively with Manx Care to provide integrated joined-up care for its patients. It will support the delivery of the overall Primary Care vision: to help people manage their health needs to live healthy, happy lives and deliver care at the right time, in the right place and in the most appropriate way. Several development sessions have been run to support this and a first draft of this strategy will be completed by April 2021.

## Implementing changes to Primary Care

Finally, as the transformation of the Primary Care system will require several years to deliver, the team are also working on delivering improvements that will make a difference to patients in the shorter-term. For example, the introduction of First Contact Physiotherapists into General Practice means patients with musculoskeletal problems can have their problem assessed, start treatment and have any follow-on care needed organised for them in the same appointment, rather than having an appointment with their GP to be referred to a physiotherapy service, which can often take time. As well as these changes, the team are also looking at introducing additional mental health support, pharmacy support and new specialist services into Primary Care such as Dermatology and Minor Eye Surgery as part of the first phase of changes.

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## We continue preparations for 'go live' on 1 April

We continue to support Manx Care and the DHSC in the development of several key strategic and operational documents and other preparations. The development of the Mandate – a high-level strategic document that outlines the DHSC's requirements of Manx Care, as the provider of health and care services for the people of the Isle of Man – is in its final stages. Several supporting documents are also progressing well, including the Overview Document that provides Manx Care's response to the Mandate.

## A final logo has been selected for Manx Care!

In February, our teams have sought views from staff across the health and care system on five draft logos. The team received over 700 votes in just one week and have selected the logo that was most popular amongst staff. The logo will be submitted to the Council of Ministers for approval on 11 March. The final logo will be revealed shortly after this date.

## The latest update on building the Executive Teams of Manx Care and the redesigned DHSC

It was announced this month that Dr Sreeman (Sree) Andole will be joining the Manx Care Board as Interim Medical Director. Sree will commence his induction to Manx Care and start a handover with Dr Ranson from March, before moving to the Island in time for 'go live' on 1 April. Following the announcement of the departure of the Chief Operating Officer, the team have also started an internal recruitment process for a replacement. Recruitment for other positions including the Director of Social Care, Director of Nursing and the Director of Business Intelligence are progressing well. Recruitment also continues at pace to fill the new roles required to ensure that the DHSC can fulfil its redesigned remit.

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## Opportunities for patients and service users\*

With the establishment of Manx Care and the redesigned DHSC from April, there are greater opportunities for patients and service users to be involved and represented. This month [the adverts went live](#) for two patient and service user representatives for the DHSC. Furthermore, upon the creation of Manx Care, the public will also have the opportunity to attend an annual public meeting held by the Manx Care Board and half of its formal monthly meetings. These meetings will take place every other month starting from May 2021.

## The Transfer Public Health project has officially closed

Last April, the Public Health Directorate moved from the DHSC into the Cabinet Office and has since reported directly into the Chief Secretary. This new position enables Public Health to work more closely with other Government Departments on the policies and processes that will help to ensure all Departments are accountable for maintaining the health and wellbeing of the Island's residents – for example, from children's health education to air and water quality. In the second phase of the project from April to December 2020 the project has completed all outstanding actions in order to ensure the transfer work was completed fully and Public Health is able to continue to develop and evolve its role across all policy areas. Thank you to everyone who has been involved in this important work.

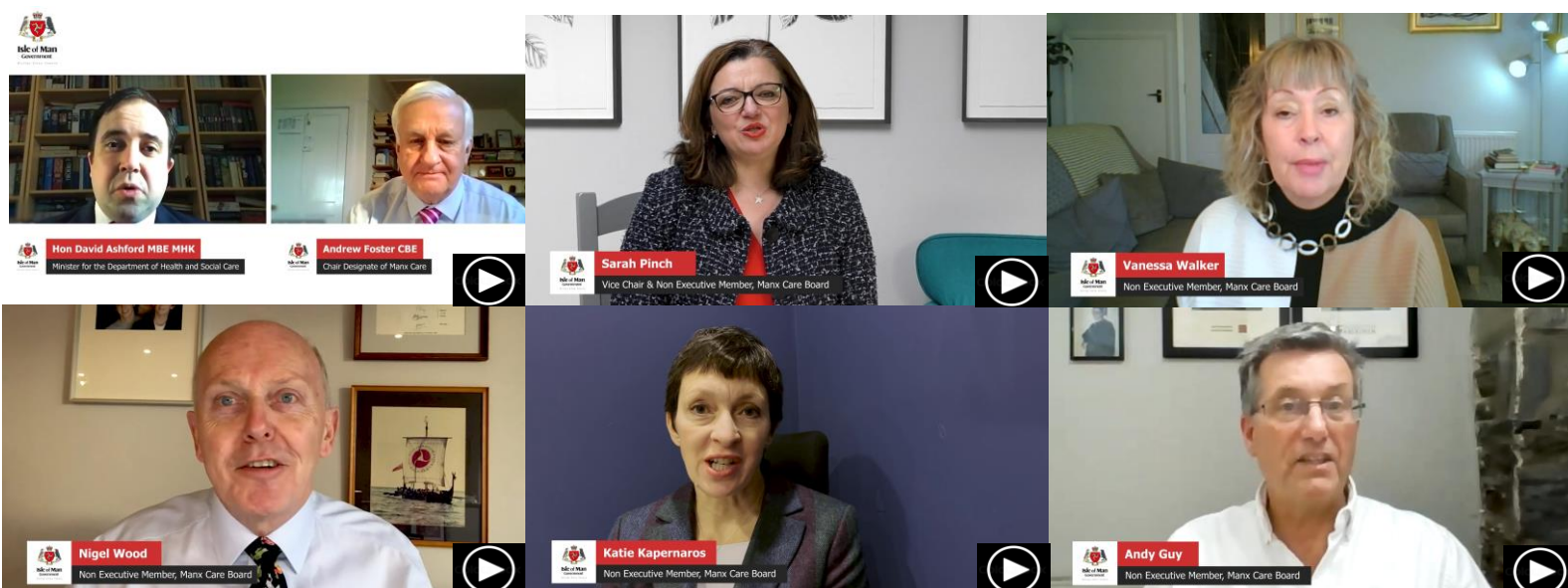
## Making health and care costs on the Island more sustainable

An eight-year profile that sets out future efficiency targets to get Isle of Man health and care spend to where it 'should' be, has been agreed by Manx Care and the DHSC. The efficiency profile, which includes a 1% efficiency target for 2021/22, comes as analysis of data available revealed estimates that the Island spends 28% more per person on health and social care than in England. In seeking to achieve these targets, Manx Care and the DHSC can decide where to focus on funding efficiencies and are not bound to achieve the targets in any particular area. The efficiency profile is an important step in delivering Recommendation 17 of Sir Jonathan Michael's report, which stated that "increased funding should be linked to the achievement of annual efficiency targets".

## Pathfinders Update

The first tranche of pathfinders are moving to implementation as the team looks to its next set of focus areas. The first seven pathfinders have been presented to the DHSC Senior Management Team who have agreed to the Transition plan priorities. The team are now working with DHSC and Manx Care as well as relevant clinical and professional colleagues to finalise the transition plans and move towards implementation. As the pathfinder approach has been proven, the team will also continue to build momentum on service reviews and care pathway designs and is now working with DHSC/Manx Care to determine its next set of focus areas. You can stay informed of the latest updates on all seven pathfinders via the monthly Pathfinders update. [Read the latest one here.](#)

## Watch the Meet the Manx Care Board series!



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\*Please note this section was corrected on 11 March 2021. The previous version wrongly stated that patient and service user representatives went live for *both* Manx Care and the DHSC.

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## Reflections from Teresa Cope, Manx Care CEO Designate



*Teresa Cope shares stories from staff across the Island's health and care services and her reflections on Island life as Manx Care reaches the end of its second month in shadow form and looks ahead to one month until 'go live'*

On 4 January, Manx Care entered shadow form: the three-month period when it starts to function as an organisation. Since this date, Andrew Foster, Manx Care Chair Designate, and I have been focussed on listening to our staff and acting on what we hear.

Throughout this year so far, we have both heard brilliant examples from colleagues across the health and care system going the extra extra mile for patients and service users and sharing what they are proud of in their services. **I'm delighted to share some examples of these here.**

### Dr William Van Der Merwe, Consultant General Paediatrician

I am proud of... the developments teams have made in recent years across paediatric services. For example, in the last few months my team together with pharmacy and nursing leads and in collaboration with colleagues at Alder Hey have repatriated all biological treatment for children with inflammatory bowel disease. My team have continually gone the extra mile and it's rewarding to receive regular, positive feedback from families for the care we have delivered to their children.

### Karen Hawkins, Radiology Information System (RIS) and Picture Archive and Communication System (PACS) manager

I am proud of... my team in general radiography who work hard to provide the best care to our patients, especially during lockdowns, and looking out for each other. I'm also proud of the radiology department as a whole for all the work done to get the new CT & MRI scanners up & running. I've worked in the Department for over 16 years now and we've come so far, we've made positive changes from improved informatics to electronic requesting to gold standard protocols. Although we still have a long way to go, we're moving away from a "well, we've always done it this way" culture.

### Di Watts, Community Mental Health Professional

I am proud of... how the community mental health team for adults flexed to meet the needs of our service users in lockdown. Communication and making a connection with the individual is an integral part of our work, and this has been restricted. The resilience the team have shown in continuing to meet needs over a prolonged period has been inspiring.

Following the lifting of circuit-breaker restrictions over the past month, I have had a greater opportunity to get out to visit colleagues across the Island's health and care services and witness the brilliant work taking place. I look forward to continuing to do so in the months ahead.

This month, I've also finally had the opportunity to get out and see what the Island and its community have to offer after the period of self-isolation on arrival to Douglas and subsequently lockdown. My son, Archie, started at Onchan Primary School this month and has loved his first fortnight at school having made lots of new friends, which is a relief! We were also able to celebrate his 11th birthday on the 6 February with some shopping and a meal out, which felt like such a novelty having not been able to do that in England for such a long time! We're also enjoying exploring the Island – a friend bought us a 40 walks across the Isle of Man book for Christmas and as a family we have set ourselves the challenge of doing all 40 in the next 12 months. All in all, we have all settled in really well and are loving being part of the Island's community.

