



**Isle of Man  
Government**  
*Reillys Ellen Vannin*

**1 April 2021 is an important point on the journey to transform health and care on the Isle of Man. Find out more in this 'go live' edition!**

# Health and Care Transformation Programme

Hello – and welcome to the 'go live' March 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 We look to an historic milestone for health and care on the Isle of Man and what it means for you
- 2 We reflect on the transformation journey so far
- 3 We look ahead to the Programme beyond April



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

"This month we reach an historic milestone with the creation of Manx Care and the redesigned DHSC on 1 April now that the Manx Care Act 2021 has been enacted. It is also an important moment for many teams across Government in the DHSC, Treasury and Cabinet Office including Public Health – as well as, more recently, the Manx Care Board - who have been working collaboratively towards this goal. All have shown flexibility and resilience in bringing systemic transformation in the face of unprecedented challenge resulting from the global pandemic.

As we approach this milestone, we want to reiterate how grateful we are to everyone who has contributed to the Programme so far. Your support and input is essential, so thank you.

Looking beyond 1 April, there is much more to do! We remain focused on delivering the recommendations set out in [Sir Jonathan Michael's Final Report](#) to bring further long-term and systemic transformation to the Island's health and care system.

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*

**March 2021**

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# 1 April 2021 is an important point on the journey to transform health and care on the Isle of Man

The 'go live' of Manx Care and the DHSC marks the start of a new era for health and care on the Island. It's an exciting time, but what does it mean for you? Here we answer some key questions around 'go live' of Manx Care and redesigned DHSC! You can also find out more about Manx Care's leadership team by clicking on the images.



## What is Manx Care?

Manx Care (a new public service organisation) will work at arm's length from the DHSC, the rest of Government and from Tynwald and, from 1 April 2021 (otherwise known as its 'go live' date), will be responsible for the delivery of health and care services for our Island.



## Why has Manx Care been established?

The establishment of Manx Care forms part of the delivery of the recommendations set out in [Sir Jonathan Michael's Final Report in 2019](#). It delivers on '*Recommendation Two*', to separate the operational delivery of services currently provided by the DHSC, from the strategic direction setting, policy development and support for Ministers and Members that it also provides. The new structure of the health and care system will enable real, tangible improvements to care quality and service user outcomes by providing clarity on who is responsible and accountable for the provision of care, and facilitating a greater focus from leaders on service developments, strategic and operational planning in Manx Care, and policy and strategy in the DHSC.



## Will 'go live' of Manx Care impact the provision of services, including the delivery of the vaccination programme?

No, wherever you work in the health and care system, you should continue your role as usual. Service delivery will not be affected, including the response to COVID. Whilst 'go live' is an exciting development for health and care on the Island, there will be few immediate changes. However, as the Transformation Programme, Manx Care and the rest of the health and care system work collaboratively to identify and embed improvements the results of the transformation will become more evident..



## What does 'go live' mean...if I'm a patient or service user?

'Go live' will not change the way you interact with services. They will operate as usual so your health and care arrangements, including the people who provide your care, will not change as a result of 'go live'. That being said, 'go live' is exciting! It illustrates that we are making real progress towards the goal of becoming a fully integrated health and care system that puts patients and service users at the centre, as envisaged in Sir Jonathan Michael's report.



## What does 'go live' mean...if I'm a commissioned or contracted provider of health and care services?

On 1 April, your contract as a third party provider for the delivery of health and care services will novate to Manx Care from DHSC with no changes to the terms and conditions as allowed in legislation. Your point of contact in the service will also remain the same, although they will work for Manx Care rather than DHSC. You should have received a letter outlining this change. If you have not received a letter please contact [Tammy.Hewitt@gov.im](mailto:Tammy.Hewitt@gov.im) otherwise you do not need to do anything and you should continue your role as usual.



## Reflections on the Transformation Programme's journey...

The creation of Manx Care and the redesigned DHSC is an important step on our journey to transform health and care on the Island. We and our stakeholders across government have been working collaboratively and tirelessly to deliver the new strategic, legislative, funding and governance arrangements required for these new organisations. These new arrangements will help to drive greater accountability and enable improvements. The work we have completed together includes but is not limited to:



Delivering the primary legislation needed to legally establish Manx Care - known as the Manx Care Act



Redefining the governance and reporting structures for the new health and care system including roles and responsibilities of all parties



Developing the arrangements to make health and care on the Island more financially sustainable



Managing the recruitment to key positions in Manx Care and the redesigned DHSC



Working with the DHSC and Manx Care to develop and establish the strategic and operational arrangements for the new health and care system, including the Mandate and Manx Care's response (Overview Document)



Working with the DHSC and Manx Care to keep colleagues informed of the transfer to these new organisations and manage the arrangements

**In 2021 and beyond** we remain focused on working with colleagues across health and care services, throughout Government and with the public to look to deliver medium to longer-term transformation within the system, including:



Implementing the new service models for the first seven pathfinders, and continuing to review and redesign services and care pathways to work for the Isle of Man



Continuing to support parties across the system to make health and care on the Island more financially sustainable



Delivering the five-year plan to facilitate improvements to the workforce and culture in health and care services, including the development of new workforce models, adapted ways of working and stronger internal communications



In collaboration with Public Health, implementing a comprehensive programme of needs assessment of our population to inform future policies and decision-making, including in relation to health and care services



Ensuring an improved and coordinated approach to the use of datasets across the health and care system to improve the quality of information available to support service delivery and better patient outcomes



Delivering Primary Care at Scale to enable care to be delivered at the right time, in the right place and in the most sustainable way both financially and clinically



Setting up a rolling programme of external, independent inspections to aid transparency for the public and help inform plans for improvements



Enhancing the Island's emergency air transport services with a Helicopter Emergency Medical Service

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