

Health and Care Transformation Programme

Hello – and welcome to the May 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.

Highlights this month:

- 1 A small insight into what's next for the Programme, following the 'go live' of Manx Care on 1 April
- 2 Updates on some important work being carried out by the Workforce and Culture team
- 3 News from the Primary Care at Scale team, with a look at some new services due to launch, as well as recent public consultation results



A few words from Robin and Clair...

"It's been a busy month since our last bulletin - [Manx Care](#) has now been live for almost a month, as has the DHSC in its new form and focus. The Programme will continue to support this transition and as we move into the next phase of the Programme, focussing increasingly on service transformation following the system wide changes introduced in April.

Culture is a key aspect throughout the transformation process and the Workforce and Culture Team are working hard with staff to learn where opportunities for change are, and, of course, learn what is already working well. The importance of communicating and engaging with staff at all levels of the organisation, and exploring how we can embed a positive culture, was highlighted in [Sir Jonathan Michael's final report](#) and remains an important area of focus for the Programme, Manx Care and the redesigned DHSC.

Although the lockdown on the Island has meant that some activities have had to be rescheduled, we are pleased to share updates on the Primary Care at Scale project, who have been involved in the launch of new services, including first contact Physiotherapists and a new Dermatology service. The Programme continues to drive forward progress across all projects moving towards the true transformational change you want to see, and work is really accelerating now.

Your feedback remains really valuable to our Programme. Should you have any comments, please contact the team at 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

Commitment to Culture

Duty of Candour is now in place for Manx Care and those it commissions to provide health and care services

Now that the Manx Care Act 2021 is in force, a new statutory **Duty of Candour** has been introduced requiring organisations that provide health and care services (i.e. Manx Care and those commissioned by Manx Care) to be open and honest. This means that in the deeply unfortunate event that an incident occurs which has caused - or is likely to cause - harm to an individual, that Manx Care has a legal duty to make you aware.

This duty underpins Manx Care's commitment to putting the safety and needs of all patients and service users above everything else. It will also ensure that staff working for Manx Care can learn from mistakes, and improve health and social care services. All staff working for Manx Care are required to carry out training on this really important duty to ensure that everybody understands it and knows exactly what it involves, so it can make a difference to individuals' care.

Workforce and Culture Team – Engaging and Listening to Staff

The Workforce and Culture team within the Programme have been working hard over the past few months to work with staff to improve their experiences in the workplace, and listening to their ideas for how to improve health and care on the Island.

To help achieve this, the team have set up several listening sessions where they have worked closely with Manx Care staff to learn more about their experiences in the workplace and identify any areas that require development. Listening to staff, acting on what they say and then making improvements, as appropriate, aligns with Manx Care's Required Outcomes Framework – [this document](#) highlights how committed Manx Care is to creating a positive working culture. In turn, it is hoped that this will help staff to deliver a great experience to patients and service users.



Our work on Primary Care at Scale is moving forward!

In our February Bulletin, we explained that while the full transformation of the Primary Care system will require several years to deliver, the team are working on delivering immediate improvements that will make a difference to patients now. The aim of the project is to help people manage their health needs, to live healthy, happy lives, and to deliver care at the right time, in the right place and in the most appropriate way. This means the project is looking at moving some services out of the hospital (Secondary Care) into the community through General Practices (GPs), Dentists, Community Pharmacists and Community Opticians (Primary Care).

New services about to launch!

New Physiotherapy and Dermatology services are due to go live initially in a small number of GP surgeries over the coming weeks. The surgeries firstly offering these services will share details with their patients on how to access these in due course (noting that all practices will prioritise resuming usual services, following COVID-19 restrictions lifting).

As with any new service, we are expecting to see these initiatives mature and develop as feedback is gathered. Services will expand to cover the whole Island over the following 6 – 12 months, taking into account relevant feedback from the initial surgeries' experiences and feedback from those who have already accessed the services.

What's next: the team are also looking at introducing additional Mental Health support and Pharmacy support.

We asked, you answered – What now?

In December and January, we launched a public consultation on Primary Care Services, asking what is most important to you in the services you wish to receive. The results are now available [here](#). We received 722 responses, which clearly indicates that staff working together for - and with - you, is very important. This means safe and better information-sharing between services, but also providing you with information and advice and supporting independent living. Additionally, it means providing services that are closer to home, with the most appropriate professional, including sensitive approach to more remote consultations. In fact, 89% of respondents felt it was important or very important for the right person in a Primary Care Services team to be attending to their care, relevant to their need, so the demand for the new services about to launch is clear.

The team then organised virtual focus groups, attended by 26 members of the public who had responded to the survey. The results were shared and suggestions to implement the feedback were provided. The reports are available [here](#) and [here](#). In the focus groups, practical steps were suggested for improving Primary Care Services, such as creating a local directory of services specific to the Isle of Man or use of Community Pharmacists services.

In developing the future Model of Care for at Scale Primary Care, the project team has also consulted with third sector organisations and staff (including 10 co-design events and a staff survey). **The Vision and Model of Care** are now being finalised in consultation with stakeholders who will ultimately apply the model.

Thank you to everyone who got involved - your feedback is truly valuable and we've taken it all on board.

Find out more!

- Visit our [Website](#)
- Listen back to our [Professional Development Seminars](#)
- [Contact the Team](#) here at Health and Care Transformation with any comments, questions or suggestions