

Health and Care Transformation Programme

Hello – and welcome to the June 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.

This month:

- 1 We provide an update on External Quality Inspections
- 2 We share more on new services planned to Primary Care
- 3 We reveal updates on the Air Bridge project



A few words from Robin and Clair...

"Last month we talked a lot about some of the key areas of focus, such as culture and the exciting development of [two new services that are to be developed within Primary Care settings](#). Dermatology has now been launched in one GP surgery, the Physiotherapy services are still planned to become available but there is some further preparatory work to complete to make sure this service is ready to go.

This month we have a further update to share about changes to the eye care provision. The changes that are being made stem from **listening to patients and service users and learning what's important to them**. This approach is reflective of many recommendations outlined in [Sir Jonathan Michael's final report](#) and the emphasised importance of "right care provided in the right place by the right person".

We are also pleased to share updates from the Air Bridge project, as well as news from the External Quality Regulation project; work by the latter has paved the way for moving forwards with appointing an external quality inspector. The work carried out by both projects will bring about positive change to the services delivered on the Island and you can learn more in this month's newsletter.

Whether you have followed [our journey](#) from the beginning or have recently been more involved, we hope to be able to provide key updates every month as we look to the longer-term and seek to deliver transformational change across the Island's health and care system.

As always, we want to hear from you. Should you have any comments or suggestions, please get in touch 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

Implementing an emergency Air Bridge

The main objective of the Air Bridge project is to ensure Island residents have access to a 24/7 emergency service by building upon the current fixed wing provision to ensure patients are stabilised locally and moved quickly and safely to contracted specialist centres. Our aim is to achieve this through a Helicopter Emergency Medical Service, which will not only create another option and speed up transfer time to UK hospitals, but also better enable specialist care to be given during the journey.

The team are on track to have this new service up and running within the next year. A Prior Information Notice inviting expressions of interest from potential providers has been issued.

The team have requested a service that brings the highest quality of care for patients with swift response times and the capability to come to the aid of casualties in locations with suitable landing points where required. We are looking to trial the service and, if it proves to be successful, we will look to embed and expand the capabilities to bring the best benefit to the Island.

Minor Eye Conditions Service

Two of our projects (**Primary Care at Scale** and **Care Pathways & Service Delivery**) have been working together alongside Manx Care to launch a pilot scheme of a Minor Eye Conditions Service for a period of three months (Mid-May-August 2021). This service will be operated by Specsavers Opticians in Douglas on behalf of Manx Care. Specsavers have two specially qualified opticians who will operate the service.

This means that if you have a minor eye condition, such as sudden blurred vision or dry/watery eyes, your GP receptionist will refer you to Specsavers (free of charge) rather than to a GP. If you call with something more severe, like sudden loss of vision, your GP would urgently refer you to A&E.

This forms part of the [Eye Care Strategy 2020-2023](#) and the Programme is providing support to implement the pilot.

Next Month:

We plan to give you an update on the work our **Care Pathways & Service Delivery Transformation** and **New Funding** projects are undertaking for the future model of care and funding model for home, residential and nursing care.

Transformation Project progress update: Implement External Quality Regulation – what does that mean for me?

One of the projects in the Health and Care Transformation Programme is tasked with implementing external quality inspections in response to Recommendation 3 of [Sir Jonathan Michael's Review](#), but what does that mean? In practice, this means that services provided directly or indirectly by Manx Care (this includes contractors and other third party providers of services) will be inspected regularly by independent, external quality inspectors. The aim is to inspect each service at least once every five years, but this may be more frequent depending on the needs of each service.

Why do services need to be regularly inspected?

The primary purpose of inspecting health and care services is to ensure that these services are meeting the required standards of care and are best placed to provide people with safe, effective, compassionate and high-quality care, at the same time as encouraging a continuous improvement culture. It can also serve to acknowledge the good work happening already in each of the services, and ensure good practice is adhered to by every person involved in the system. It is an essential element of a modern health and care system.

Indeed, in practice, experiences show that improved quality of services and a continuous improvement culture helps wellbeing at work as well as better outcomes for service users. Manx Care has set improving patient safety as their number one priority in their [Required Outcomes Framework](#), and the introduction of this consistent inspection regime will be a key part in supporting this outcome for the betterment of services we receive on the Isle of Man.

What is happening now?

This project builds on previous work when options were considered on how best to carry out inspections in the specific context of the Isle of Man. The project is now finalising talks with the Care Quality Commission (CQC) and the intention is that they will start working with services very soon to complete preparatory work, including helping those being inspected to prepare, before data gathering and inspections commence. As there are some services that CQC will not be able to inspect, the project will continue to look for alternative options in some areas.

Want to find out more about the Transformation Programme?

- Attend our **drop-in sessions** on Thursday 17th June 17:00-19:00 & Saturday 19th June 10:00-12:00 at the Henry Bloom Noble Library in Douglas. Put your questions to our team and hear the latest plans and updates. Everybody welcome!
- Visit our **Website**
- Listen back to our **Professional Development Seminars**

If you would like to be involved and/or would like more information, contact us at HealthandCareTransformation@gov.im