

Health and Care Transformation Programme

Hello – and welcome to the October edition of the Health and Care Transformation Programme newsletter where you can find out key updates and activities from the team.



A few words from Robin and Clair...

“During the last month, we were pleased to get out and about across the Island and host some drop in sessions. We've held sessions in Douglas, Peel, Ramsey and Port Erin, where we've met members of the public who have offered useful feedback or asked queries, which has been taken on board or progressed or signposted to others where appropriate.

If you didn't manage to get along to any of the sessions, please do get in touch with us by emailing: HealthandCareTransformation@gov.im if we can assist you with your query or listen to your views.

Thank you for your continued support and interest.”

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

This month:

- 1 A reminder on the opportunity to **shape reforms to health and care complaints process** with the live consultation
- 2 A look at the vital role of the Programme's **Clinical/Professional Transformation Panel**
- 3 Learn more about the **Population Needs Assessment Programme**

Complaints Consultation

If you haven't yet done so, we would be grateful if you would consider completing the Public Consultation which is now live as we work to update the legal Regulations that determine how complaints are managed in relation to health and care services. We, along with our colleagues in the Department of Health and Social Care, want to capture as many views as possible - your views really will help shape our plans. We are all patients or service users at some time in our lives, so your feedback on issues such as how complaints should be handled, is a big consideration for us throughout the consultation process.



The consultation will close on Monday 18 October.

Find out more about the Transformation Programme

- Visit our **Website**
- Listen back to our **Professional Development Seminars**
- Contact us at: **HealthandCareTransformation@gov.im**
- Look back at our previous newsletters **here**

Coming up in our November newsletter: A more detailed look at the Clinical/Professional Transformation Panel and their members – we'll be introducing different members each month.

Background to the Clinical/ Professional Transformation Panel:

For the Transformation Programme to be successful, it is essential that we work with and have the input of clinicians and professionals across the health and social care system. Our **Clinical/Professional Transformation Panel** provides advice, shares subject matter expertise and gives clinical/professional input where required on Transformation Programme project outputs and their implementation. They also act as champions for the Programme, fostering engagement around the Programme with colleagues delivering health and care services on the Island. Below is the list of our **current members** and their roles, and you can also find further information about the Panel by following [this link](#) to our website.

| | |
|---------------------------|----------------------------|
| Professor James Kingsland | Chair |
| Dr Ishaku Pam | Hospital Doctor |
| Amaia Lyon | Social Worker |
| Ann Sharvin | Private Care Sector |
| Caroline Swayne | Community Nurse |
| Karen Beirne | Community Nurse |
| Claire Parsons | Hospital Nurse |
| Gillian Horsey | Hospital Nurse |
| Clare Kelly | Mental Health Clinician |
| Edwin Kinrade | Pharmacist |
| Emma Cleator | Hospital Nurse |
| George Provatakis | Dentist |
| Jackie Betteridge | Third Sector |
| Joff Whitten | Third Sector |
| Lesley Cherriman | Allied Health Professional |
| Dr Martin Rankin | General Practitioner (GP) |
| Dr May Shiu Chan | GP |
| Steven Herron | Ambulance |
| Adrian Higgins | Optometrist |

Over the next few months, we will introduce different members, share their thoughts and learn about their role and area of expertise, inviting any feedback or useful input.

The Population Needs Assessment Programme explained

In the summer we talked about how our Undertake Needs Assessment project was creating a new team to deliver a Population Needs Assessment Programme. We are delighted to say that the creation of that team is now well underway, with the appointment of Madeleine Sayle (pictured) as **Head of Health Intelligence** and Laura Garcia-Fierro as **Programme Manager**; two roles which are integral to the programme for needs assessment.



Madeleine Sayle, Head of Health Intelligence

Read on to learn more about the Population Needs Assessment Programme...

What is a population needs assessment?

The Population Needs Assessment Programme will systematically review topics that impact the physical and mental health and wellbeing needs of the population on the Isle of Man, with a view to find opportunities for prevention, improvement and to reduce any inequalities that may exist today. The topics reviewed by the Programme will be wide ranging, anything from alcohol consumption, to housing or even sleep. They will be prioritised based on what the Isle of Man needs and the output of the reviews will inform policy and strategy decisions across Government.

How will the population needs assessment be carried out?

The population needs assessment will be carried out in three stages:

1. assess the level of need for a variety of health and social care services
2. describe the current pattern and level of supply in respect of these services
3. identify the extent of the gap between need and supply – so how many people need a service but cannot get access to it

What influences our health?

Many factors influence our health. The diagram demonstrates how 'Health care services' is only one factor affecting it; there are many more conditions which play a part in our overall health and wellbeing. The team



will be building an evidence-based understanding of the current and future health and care needs on the Island, enabling the health and care system to plan services that best meet the needs of people in the future.

How long will the population needs assessment take?

It is not realistic to review all areas of health and wellbeing needs of a population (by either life stage e.g. older people; service setting e.g. mental health; or condition, e.g. cardiovascular disease) in one go. Hence, a joint strategic needs assessment cannot be a one-off exercise but a rolling process. Therefore, a programme of needs assessment is to be carried out, which covers several years and will require a dedicated, skilled team to undertake it successfully. We are very pleased to have Madeleine and Laura working on this and they'll be joined by two new team members as they progress with this vitally important work.

What are the intended benefits?

The intention is the process will reflect the changing need in how health and care services are to be delivered in the future and how people across government and the community can work together to, where possible, consider how we can stop people becoming unwell in the first place. The approach also looks at the bigger picture and the many factors which can play a part in the health of communities. The approach should be population-focussed and with the aim of 'Health in All Policies' becoming the 'norm' across all Isle of Man Government Departments. This means that government departments should consider the health implications in their decision-making. The team will be working across government, building relationships with all departments and stakeholders, working towards this aim.