

# Health and Care Transformation Programme

Hello – and welcome to the November edition of the Health and Care Transformation Programme newsletter 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 provide an update on the reorganisation of our work in relation to Information and Digital
- 2 We hear from four members of the Clinical and Professional Transformation Panel, learning about their motivation for being on the Panel



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

"As we connect more widely with the public, it has become clear that there are still some questions around health and care on the Island and who does what, as well as questions around the Programme's specific role and next steps. Therefore, we wanted to share a recently produced [leaflet](#) providing an overview around what the Department of Health and Social Care (DHSC), Manx Care and the Programme now do, as well as a look at our projects.

As a Programme we have been reflecting on what we have achieved so far and what we need to do more of, or do better, going forward. We have refocussed many of our projects to ensure they are progressing in the best way possible to meet the recommendations of Sir Jonathan Michael's report, which is our sole aim. You will hear more about these projects through these continuing newsletters.

This includes the Care Pathways and Service Delivery Transformation project, which has refocussed its work in line with Manx Care's priorities and attempting to identify a speedier and better way of meeting some of Sir Jonathan Michael's recommendations about what services should be delivered where, to help inform pathway redesign more broadly. This is not to lose any of the work undertaken so far, but to build on what we have done already and improve our approach where we can.

Our External Quality Regulation project, tasked with supporting the introduction of systematic independent inspections of Manx Care services, has made headway with the Care Quality Commission (CQC) recently completing an initial validation phase, to establish the end-to-end process and baseline for inspections.

Please don't hesitate to get in touch with us at: [HealthandCareTransformation@gov.im](mailto:HealthandCareTransformation@gov.im) for any information or anything specific you would like to be covered in these newsletters. Thank you for your continued support and interest."

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



## Information and Digital Project Update

### **Splitting into three: Data/Business Intelligence, Manx Care Record and Information Governance**

Our Information and Digital project has separated into three projects with the aim of improving our collective ability to deliver the huge amount of work needed in this area.

**Data/Business Intelligence** will develop the systematic and accurate capture of information in a core data set. This will hold all data held by Manx Care to aid efficiency, automation, reporting and, by extension, informed decision making. The project will start work imminently with a new partner bringing a strategic solution to acute clinical coding – this is where information collected about patients during hospital appointments, time on the wards and surgical procedures is translated into a widely recognised coding system.

The **Manx Care Record** Project seeks to implement a single, overarching and integrated digital care record that provides relevant staff across health and care with access to key data to facilitate the efficient delivery of care and enable the provision of higher quality services. An options appraisal is underway and next steps include considering the resulting recommendations, followed by determining the requirements, undertaking procurement and then implementation.

The **Information Governance** project aims to achieve GDPR compliance for Manx Care, the DHSC and the Public Health Directorate to secure the foundations for a sustainable information governance framework. The Project aims to assess current compliance, determine what the future Information Governance model should look like and implement it.

## The Clinical and Professional Transformation Panel

As we introduced last month, the Panel is made up of a wide variety of clinicians and professionals who regularly meet with the Transformation Programme to provide subject matter input and ensure that what the Programme is planning and delivering is suitable for the Isle of Man. They are also kept up to date with the Programme so that they can share news with colleagues that they represent, and are very much championing our Programme. For the full list of Panel members, [visit our website](#).

### **As we start our series of updates on the Panel this month, we hear from four members to find out why they joined the Panel.**

"After reading and hearing about Sir Jonathan Michael's report, I was excited to be part of the Transformation of our current health and care services into a first class integrated model of health and care. I wanted to act as our Liaison between staff in Primary Care and the Transformation Board. I was - and I still am - enthusiastic about what we can achieve on our little Island and most definitely wanted to be part of it, but also encourage staff to be proactive in the Transformation of OUR health and care service."

#### **Caroline Swayne, Community Nurse Representative**



"The reason I joined the Panel was to help and support the development of an integrated care model that brings together providers by commissioning health and social care services through the use of different organisations and settings that enable hospital and community based care settings to become integrated in general."

#### **Ann Sharvin, Private Care Sector Representative**



"To understand and be part of the journey to change the face of Health & Social Care here on our Island. To see them both better understood and treated equally, not just in the delivery of care but also the true understanding of the cost of care. To see a true integrated Health & Care system that understands the need of the service user, delivering the appropriate care at the right time and in the right place."

#### **Jackie Betteridge, Third Sector Representative**

"I applied to join the Panel to 'shout up' for the paramedic profession and wider ambulance service which has historically been somewhat underrepresented. We have dedicated and passionate pre-hospital care colleagues on the Isle of Man and there is a yearning for integrated care to benefit our patients and the wider health service. With my background of multi-disciplinary working around Cheshire and Merseyside, I felt I could offer a useful perspective of the pre-hospital arena to encourage the development of not only our profession, but also raise awareness of the scope of practice paramedics now hold. I believe the paramedic profession deserves to be better represented, indeed better used across Manx Care."

#### **Rev. Steven Herron, Ambulance Service Representative**

## Find out more about the Transformation Programme

- Visit our [Website](#)
- Listen back to our [Professional Development Seminars](#)
- Contact us at [HealthandCareTransformation@gov.im](mailto:HealthandCareTransformation@gov.im)
- Look back at our previous newsletters [here](#)

**Coming up in our December newsletter:** An update on projects which have undergone some realignment with regards to timelines and milestones.