

Health and Care Transformation Programme



Hello – and welcome to the December 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...



"As the year draws to a close, it's always a good time to reflect on what the Programme has achieved in 2021 and before that. To this end, Sir Jonathan Michael conducted an assessment of the progress made against his **Final Report** to ensure his recommendations are being progressed in the way he had hoped, and highlights where we need to work harder or differently to ensure the vision he set out for the Island's health and care system remains on track to deliver. Sir Jonathan delivered the progress report to the Chief Secretary, who is responsible for the delivery of the Programme, and briefed the Council of Ministers and Tynwald on it in November. The progress report will be laid before Tynwald in January ([GD 2021/0087](#)).

Sir Jonathan recognised the good work undertaken to date in terms of legislation, separation of Manx Care and DHSC, the move of Public Health to the Cabinet Office and the imminent go-live of the helicopter service to transfer some patients to specialist centres in the UK for treatment. He also saw the need for further development of DHSC and Manx Care, and challenged our work in Primary Care at Scale and Care Pathways to deliver more. He recognised the previous challenges in delivery of the complex world of Digital and Data and the steps taken to address them. Overall, we recognise both elements to his report and are keen to push forward with even more determination. Sir Jonathan remains an adviser to the Chief Secretary and the Transformation Political Board and has regular engagement with senior stakeholders across the health and care system, and we are regularly kept on our toes by his direct interactions with the Programme.

We want to thank everyone who has worked with us, supported us and provided us with invaluable input over the past year – we look forward to continuing this in 2022! With the theme of looking ahead, this newsletter shines a spotlight on four of our projects that have recently been refreshed. We share updates from these projects, talking about what they plan to achieve in 2022 and beyond.

Wishing you all a Merry Christmas and a Happy New Year."

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

This month:

- 1 We share the publication of Sir Jonathan Michael's progress report
- 2 We hear from four members of the Clinical and Professional Transformation Panel, learning about their motivation for being on the Panel
- 3 We share updates from four Transformation Projects as they prepare for a busy 2022

The Clinical and Professional Transformation Panel

The Panel is made up of a wide variety of clinicians and professionals who provide advice to the Transformation Programme and share our news with colleagues. Continuing with our series on the Panel, we hear from four members to find out their motivation for joining.

"In order to address the health and care challenges facing the Isle of Man, we need to adapt. I was keen to join the Panel and build relationships with other health and care representatives to improve outcomes across all health and care sectors and support the Transformation Programme. I wanted to represent the optometry sector, to ensure that optometrists' skills continue to be recognised and used appropriately in designing eye care services."



Adrian Higgins, Optometrist Representative

"I joined the panel because I believe in this transformation; it offers an excellent blueprint for the future of health and care services and I feel it is really important that those of us 'on the shop floor' share our experience, knowledge and understanding. I can see a great future for our health and care services providing we are innovative, daring and work alongside those receiving and delivering the services."

Gillian Horsey, Hospital Nurse Representative





The Clinical and Professional Transformation Panel Continued...

"I am a paediatric Speech and Language Therapist and I joined the panel because I wanted to make sure that Children's Services and Allied Health professionals are represented. I believe that more integrated working and more integrated systems result in real quality improvement, enabling the population of the Isle of Man to access health and care services, delivered by the right people, at the right time for each individual child, young person or adult. I want people to feel listened to and supported during all of their health and care journey and to be enabled to live their best lives as a result of the excellent care that they receive."

Lesley Cherriman, Allied Health Professional Representative



"I joined the transformation panel to ensure that the role of pharmacy is well recognised by the Transformation Board and to ensure that pharmacy is integrated into the modern health and care system that is emerging. It is of paramount importance that we work collaboratively with our colleagues in primary care, and develop a robust system of communication across the whole health and care platform. It has been professionally frustrating for both myself and my colleagues that our skills have not been totally recognised, and I hope that the transformation will address this."

Edwin Kinrade, Pharmacist Representative

Thank you to the Panel members who have contributed so far – we'll be continuing our feature and hearing from more Panel members in 2022!



Find out more about the Transformation Programme

- Visit our [Website](#)
- Listen back to our [Professional Development Seminars](#) – due to restart in the New Year!
- Contact us at: HealthandCareTransformation@gov.im
- Look back at our previous newsletters [here](#)

Refreshed Project Updates

New Funding Arrangements

Aimed at achieving a health and care system that is affordable and financially sustainable, this project has been considering the current and potential future funding model(s) for nursing and residential care and developing the dynamic funding model, including a closer look at the costs over the next five years. Covering the entirety of the health and care system, this model will determine the financial baseline of health and care today and be maintained and used going forwards to capture change as a result of Transformation change (or other initiatives).

The project will also develop activity-based costing, information management and funding strategies to aid decisions and help manage the unpredictable nature of health and care costs.

Care Pathways and Service Delivery Transformation

The project had initially anticipated working on seven pathways of care through 2021-22, however will now focus on the Manx Care determined priority of Cancer, Urgent and Emergency Integrated Care and Eye Care.

In addition, this project is also tasked at looking at which services can be safely delivered to service users on Island by Manx Care or others on their behalf, and those which would be more appropriately delivered off Island, in accordance with Sir Jonathan Michael's recommendation for a service-by-service review. This strand of work is now benefitting from the input and expertise of extensive clinical experience within the team as well as colleagues across the system. This is just a very small look at what this far-reaching project is working on; we will provide a more comprehensive update in our **January newsletter**.

Nursing and Residential Care

As a work strand sitting between the above projects, this piece considers the service and funding models for nursing and residential care to ensure that the provision of this care is sustainable for the future. The team is looking at examples of successful practice to help improve models of care, keep people independent for longer and make care more affordable in the long term. Building on previous work, the team is exploring funding options to ensure nursing and residential care is adequately funded, financially sustainable and satisfies future demand alongside any changes to service provision.

Primary Care at Scale (PCAS)

This project seeks to ensure equity of access and services across the Island for patients by GPs, community pharmacists, optometrists and dentists through new and enhanced models of service. PCAS has been working on two key elements: the future Model of Care (so **how patients will be supported differently** in Primary Care) and the future Primary Care at Scale Operating Model (which describes **how the system will operate differently** within and between Manx Care and Primary Care organisations) to deliver this new model of care. The full transformation of the Primary Care system will require several years to deliver but the team have been and will continue to work towards delivering immediate improvements for service users, such as planned prototypes (allowing Dermatology and Physiotherapy services to be provided within GP surgeries) which have, unfortunately, been delayed or reduced due to information governance and recruitment issues but are en route to a solution, bringing us closer to patients benefitting from improvements.

The PCAS team are also keen to re-engage with the public to review the next iteration of the Primary Care at Scale strategy and will be holding engagement sessions next year. Details will follow, however please contact healthandcaretransformation@gov.im if you would like further information now.