

# Health and Care Transformation Programme

Hello – and welcome to the January 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)



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

Welcome to our first newsletter of 2022! We hope the new year is treating you well so far. As promised last month, our main feature in this month's newsletter is around the work of the **Care Pathways and Service Delivery Transformation Project** as they press on with their prioritised areas of work. This is one of our biggest projects across the Programme and we'll be sure to keep you updated as the project progresses.

We'd also like to share a couple of updates from across two of our other projects, starting with the **Manx Care Record** project. This project's work is aligned with Recommendation 22 of Sir Jonathan's report –

"Recommendation 22 in particular can be facilitated by the creation of a "Manx Care Record", a single overarching digital care record that provides appropriate staff from all parts of health and care with access to key data from each relevant system used in the delivery of care in its entirety."

An options appraisal has been undertaken by the Programme's consultancy partner, KPMG. This is based on evidence and lived experience by other organisations of the introduction of similar system wide records (though none have been as broad as is planned for the Isle of Man), of the best way forward to deliver an integrated and shared electronic health and care record, helping to improve patient and service user experience. The outcome of that appraisal, developed by independent experts working for the Transformation Programme but in close liaison with a number of people in Manx Care and DHSC, has delivered its recommendations for consideration. As a result, the two favoured options will now be examined in more detail in parallel with the development of more detailed requirements, with critical input from Manx Care colleagues in particular, and related procurement and commercial strategies, together with business case preparation, ahead of the final decision on the way forward and the launch of the procurement itself.

We would like to give an update on the **Airbridge** project too, recognising it has been some time since we published our [special feature](#) on this project's work, seeking to deliver an enhanced 24/7 emergency air bridge. There have been some challenges around charity registration of the provider, Great North Air Ambulance Service (GNAAS), which is required prior to the Helicopter Emergency Medical Service (known as HEMS) going live. The contract with GNAAS has been finalised, however, and work is well underway to register the charity on the Island. As well as this, operational preparations are being finalised to allow the service to begin as soon and as seamlessly as possible.

If you have any feedback on our newsletter or comments or questions on the Programme, please get in touch at: [HealthandCareTransformation@gov.im](mailto:HealthandCareTransformation@gov.im).

Thank you for your support in making this a success."

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

## This month:

- 1 We share news from the **Manx Care Record** and **Airbridge** projects
- 2 We provide an update on the **Care Pathways and Service Delivery Transformation Project**
- 3 We introduce another Clinical and Professional Transformation **Panel** member



## Care Pathways and Service Delivery Transformation Project Update

The focus of the Care Pathways and Service Delivery Transformation (CPSDT) project is to identify **how we can improve the way services are delivered, now and in the future**. We are pleased to let you know that the project has now started its next phase of work after a pause in the activity around the pathways work, whilst the team was being fully resourced and working on other workstreams. Linked to this, those of you who read our [December newsletter](#) may remember we updated that the project was to focus on the Manx Care determined priorities of **Cancer**, and **Urgent and Emergency Integrated Care**, felt to be the most urgent to address in terms of safety and quality. The project is also pressing on with **Eye Care**, which has progressed to pilot stage, as well as looking at the **sustainability of services** across the healthcare system, starting by looking at all surgical work. This will involve analysing the demand for certain surgical procedures on the Island, and considering whether this demand can be met by the services available on the Island, and if so, is it in a workable way. Some of you may remember, or have taken part in, previous questionnaires organised by the project, seeking the public's views about a number of service areas, including cancer services. The findings of this survey can be found on our [website](#), and all findings have been very valuable in shaping the project's next steps.

We also recognise that many of you will have given your time to some of the other pathways that the project had initially been progressing, whether this was through workshop attendance or completion of questionnaires, for which the project is very grateful. The need to reduce the focus of the project's work does not mean any of the previous work, effort and energy you have invested in the first phase will go to waste, and it will be built on when other areas are revisited. Furthermore, Manx Care is keen to emphasise that whilst waiting for support from the project team for the wider, ideal pathway implementation in these areas, work to improve services should not stop, and teams are being asked to look at what positive change that can move us closer to the agreed ideal pathways can be progressed.

The decision to focus on the reduced number of pathways will allow teams within Manx Care to continue their business as usual as well as being involved in the CPSDT work. It will also allow the project team to focus on completing pathways work, including design and implementation, in a systematic way. Indeed, with the project targeting a smaller number of pathways at a time for full implementation, we are confident that the quality of the overall transformation to our service will be even greater.

### Get involved!

The team will be reaching out to all stakeholders from the relevant areas who have been involved to date to explore next steps and agree regular check-ins where appropriate. We would encourage as many of you as possible to reach out to the project team – it's never too late to become involved or share your views! Given the huge volume of work associated with this project, it's not possible to cover off everything they're tackling in one side of this month's edition - we'll update in future newsletters around the other work being carried out, alongside the project's main current focuses.

Should you have any queries regarding this phase of work, or any other feedback or suggestions regarding the project, please contact the CPSDT Project Manager, Francesca DeHaven, at: [PathwaysTransformationTeam@gov.im](mailto:PathwaysTransformationTeam@gov.im).

### 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 Bernie Smith to find out her motivation for joining.

"I joined the Panel to represent the nursing homes who have the largest number of vulnerable people in care settings. I am part of the Matrons' Forum (the body that is overseeing, amongst other things, privately and publicly funded care homes), which gives us a voice on the Panel and ensures our residents' needs are included in the transformational work that is being undertaken. I am also on the Panel to improve the interaction and communication between our services and Manx Care."

**Bernie Smith, Care Home Sector 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 February newsletter:** A progress update on the work being undertaken by our External Quality Regulations project.