

Health and Care Transformation Programme

Hello – and welcome to the May 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

Newsletter – May 2022

This month:

- 1 We link the recent **Complaints Consultation** results
- 2 We give information about the **Transformational Change Leadership Course**, now open for a second cohort
- 3 We fill you in on the agreed **topics for the Joint Strategic Needs Assessment Programme**

A few words from Robin and Clair...



Hello, and welcome to this month's newsletter.

Whilst much has been achieved since the Programme began, we have many more milestones coming up in the next year or so, which we're pleased to share with you. The **Nursing and Residential Care** workstream, for example, will look to ensure that the social care available satisfies the Island's future requirements, and is also financially sustainable. This workstream is working hard to ensure this important topic is thoroughly progressed and a sound and sustainable approach is found. This will be done by working with the public, senior Government stakeholders, politicians, third sector and external specialists. The **Workforce and Culture** project will also build on their work carried out last year, focusing on workforce planning in terms of demand, current capacity and delivery plans for service areas in Manx Care.

Crucially, we will also enable the respective parts of the health and care system to address the challenges which currently exist around **Information Governance (IG)**. Across the health and care system, IG is all about how information is gathered, used and shared. The work around IG is crucial in order to protect service users' data, particularly given the personal and sensitive nature of health and care data. Data must also be appropriately shared in order to provide suitable care and comply with the legal duty upon Manx Care, DHSC and Public Health to do so. Much of the delivery of care, setting of policy and strategy and work of the Programme relies on reliable, accessible, accurate and timely information, which must adhere to the laws around IG. The IG project has supported the health and care system to agree a plan to create a roadmap to both compliance and sustainable management of IG compliance. This is not a small piece of work, but we will continue to work with the health and care system to progress this important aspect of care and governance.

Thank you for your interest and support in making this a success; we will keep you updated and involved on our journey.

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

Complaints Consultation Results & Update

In the autumn, members of the public were invited to have their say on proposals to update and improve the way complaints about health and social care services are handled in the Isle of Man.



The responses have now been reviewed and a consultation report on Interim Complaints Regulations has been issued, which can be found [here](#).

As some readers may be aware, it is the Programme's 'Improve Legislative Framework' project that has been supporting the DHSC to update the Complaints Regulations. The intention is for a standardised Manx Care complaints process to be set in law and a new review body to be created. Tynwald will be asked to approve eight sets* of regulations (subject to a new law being passed - Manx Care (Amendment) Bill 2022), in order to introduce these improvements.

We, and our colleagues in the DHSC, would like to thank those of you who completed the consultation and shared your views; all of which have been carefully considered.

*Now published on the [Register of Business for Tynwald](#).



➤ Updates from across the Programme

New intake for the Transformational Change Leadership Course (TCLC)

The TCLC is a bespoke course designed to support clinicians and professionals, of all disciplines in health and care services, to develop an understanding of their role in contributing to the management and leadership in the continuing transformation of health and care services on the Island. It is hoped that developing new ways of working will, in time, improve outcomes for patients and service users, in line with the aims of the Programme.

The course, led by the Independent Clinical/Professional Adviser to the Programme, commenced last autumn and the first cohort is due to complete in June 2022. This course has been very well received by the participants, with lots of positive testimonials received, which you can read [here](#).

Due to the success of this course, we are pleased to say that we are now looking for new participants to take part in the next course due to start this autumn. It is anticipated that there will be the opportunity for twenty new participants to join the cohort, which will start at the end of September. Please click [here](#) to view details about this latest intake for the TCLC.

Applying for the TCLC:

If you are interested in the course or have any further questions, please do get in touch with us by contacting:

HealthandCareTransformation@gov.im by **Sunday 19th June**.

We kindly ask that you please do explain how you meet the inclusion criteria when expressing your interest in the course.

Primary Care at Scale Update

Change to Primary Care at Scale (PCAS) has taken another step forward with the support for the Primary Care Network (PCN) (of GPs). PCAS' main aim is to help people manage their health needs, to live healthy, happy lives, and to deliver care at the right time, in the right place and in the most appropriate way. All parts of Primary Care (General Practitioners, Community Opticians, Community Pharmacist and Community Dentists) have crucial roles in the delivery of services at scale. The PCN has an essential role to play in enabling us to deliver at scale care, in line with the manner intended in Sir Jonathan's Final Report. It is therefore important that we continue to work with the PCN, and other areas of Primary Care, to ensure that there is alignment within and between those organisations and Manx Care.

In terms of the recent progress with the PCN, the PCN have considered and started addressing some key challenges around providing general practice at scale, which is important to move this agenda forward. In addition, the PCN has been integrated into Manx Care's internal governance structure at every level. This progress is an important step in our Island's journey towards increased, standardised and sustainable community services.

Topics agreed for the Needs Assessment Programme

In [October](#), we reported on how the Undertake Needs Assessment team was growing in preparation for the launch of the Joint Strategic Needs Assessment Programme (JSNA) (previously referred to as a Population Needs Assessment Programme). In our Newsletter, we explained what a JSNA is, what the team aims to achieve and the next steps.

We're pleased to follow up on this topic with good news. The prioritisation of topics has been completed and agreed with the Chief Executive Officers across the Isle of Man Government who sit on the JSNA Board. The two main topics chosen are **Starting Well/Developing Well** and **Ageing Well**.

The two priority areas, topping and tailing the life's course, were chosen due to the impact these experiences can have across the population, which in turn influence many areas across society. This will be the focus of the project team for the next two years and will see them exploring topics such as –

Starting/ Developing Well

- Adverse Childhood Experiences (ACEs)
- Breastfeeding
- Childhood healthy weight
- Smoking in pregnancy
- Infant mortality
- Unintentional childhood injuries

Ageing Well

- Staying healthy for longer
- Maintaining independence
- Being part of a community
- Other additional challenges

An official launch of the annual programme of work will take place in the months ahead; **we'll keep you updated as work progresses.**

Find out more about the Transformation Programme....

- Visit our [Website](#)
- Listen back to our [Professional Development Webinars & read our previous Newsletters](#)
- Contact us: HealthandCareTransformation@gov.im