

Health and Care Transformation Programme

Hello – and welcome to the January edition of the Health and Care Transformation Programme bulletin where you can find out key updates and activities from the team. For questions or suggestions, please contact the team at HealthandCareTransformation@gov.im.

This month:

- 1 Hear from Teresa Cope and Kathryn Magson as they look to the future of Manx Care and the DHSC
- 2 Find out the latest updates as we prepare for 'go live' of Manx Care and the redesigned DHSC
- 3 We share activities from the Legislation and Primary Care at Scale Teams



A few words from Robin and Clair...

"Monday 4 January 2021 marked the start of Shadow Form and it's full speed ahead as we look towards 'go live' from April 2021.

The start of Shadow Form also means the first sittings of the Manx Care Board and the Board-to-Board, which brings the DHSC and Manx Care Board together. As these teams come together and plans for their first year develop, there are greater opportunities for patients and service users to get involved. Kathryn and Teresa cover this in more detail in their interview with the team in this edition.

We also continue our work on service transformation alongside other longer-term projects including Information and Digital and Primary Care at Scale. For the latter, there's still time to share your views on primary care services with the survey remaining open until 29 January.

As always, we want to hear from you. Should you have any comments or suggestions get in touch at HealthandCareTransformation@gov.im.

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

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

The Manx Care Bill was passed by Tynwald!

On 18 December the Manx Care Bill was passed by Tynwald and it has now been submitted for Royal Assent ahead of 'go live'. The Bill is a key milestone for the Transformation Programme and an important



piece of primary legislation required to establish Manx Care and implement some of the high-level recommendations of Sir Jonathan Michael's Final Report. The Bill focuses on how Manx Care will be set up and includes the requirement for the DHSC to mandate Manx Care to deliver services, the duties and requirements of each organisation and the obligation for external independent inspections to be carried out on the services provided.

Building the Executive Teams of Manx Care and the redesigned DHSC

It was announced this month that two new Directors have joined the DHSC: **Julie King, Director of Quality, Safety and Engagement** and **Kate Schroder, Director of Strategy and Commissioning**. Both Julie and Kate bring with them a wealth of knowledge and experience, joining the Department at an exciting time for health and care on the Island. It has also been confirmed that Karen Malone and Dr Rosalind Ranson will remain with the DHSC for a further year as Deputy CEO and Medical Director respectively.

This month the Manx Care Board also welcomed new members: **Jackie Lawless as Director of Finance** and **Richard Wild on secondment as Chief Information Officer**. It has also been confirmed that Angela Murray and Barbara Scott will transfer to Manx Care and join the Manx Care Board as Chief Operating Officer and Director of Infrastructure respectively.

Continue to share your views on Primary Care Services!

The survey, which [can be found here](#), is open until 29 January and seeks to understand what changes are most important to you as patients and service users. The findings will inform the ongoing shape and design of the future model of care for Primary Care services under development by the Primary Care at Scale team. If you have any questions or suggestions you can contact the team via Pamela.Crye@gov.im.

Thank you for your responses to the Duty of Candour consultation

We've had a good response to the consultation, which sought views on the proposed content of the Duty of Candour Regulations that are intended to come into operation at the same time as the establishment of Manx Care. The Regulations provide the detail on how the "duty of candour", mentioned in the Manx Care Bill should operate in practice. This duty is a new legal duty of health and social care services to be open and transparent with patients and service users. If you have any questions or suggestions on the regulations please contact the team via Nicola.Igoea2@gov.im.

Find out more!

- [Watch Minister Ashford's interview with Andrew Foster, Chair designate of Manx](#) where Andrew shared his vision for Manx Care and how he and his team will turn that vision into reality.
- **Check out the Meet the Manx Care Board series**. The series kicked off this month with short videos from [Andy Guy](#) and [Katie Kapernaros](#).



Interview with Kathryn Magson, DHSC Interim CEO and Teresa Cope, Manx Care CEO

As we look towards 'go live' for Manx Care and the redesigned DHSC, the Transformation Programme caught up with Kathryn and Teresa to hear more about what excites them, their plans and the path ahead to 'go live' on 1 April.

What do the next three months look like? What are your key areas of focus?

Kathryn: It's a really exciting time as we welcome new Directors to the Department – Julie and Kate – and build the future of the redesigned DHSC. Over the next three months there'll be a gradual shift of focus to legislation, policy and strategy development, and public engagement plans. With this shift of focus, Teresa will start to take the helm for the operational delivery of health and care services as Manx Care becomes operational from the first of April. Whilst this important work takes place, we have a large role to play around COVID. There remains a clear and fundamental focus in continuing to keep the Island safe and ensure we deliver the vaccination programme.

Teresa: Yes, COVID will continue to be a key focus. For Manx Care, we also continue to build the team and prepare in all areas for 'go live' to ensure we are operational on the first of April. For Manx Care, the focus of the next three months is really on understanding our current baseline position and from there what we will seek to deliver in Manx Care's first year. Key areas within this are: understanding our current financial position as part of the wider aim to create sustainable health and care services, having good quality data to get the right management information to inform and guide decisions and finally, taking the time to meet with staff and listen to their views.

What excites you about the creation of Manx Care and redesigned DHSC?

Kathryn: I think the most exciting thing is that these changes will really start to make a difference to patients and service users. Whilst there's still a long way to go to see the benefits and the outcomes, we're grasping the opportunity to create meaningful improvements across the health and care system. And in this new system there are many more opportunities for patients and service users to be involved and represented.

Teresa: Absolutely, the voices of patients and service users will be stronger through groups like the Patient and Service User Engagement Committee and their stories being heard at Board level so that we are continually learning. There's also a huge opportunity to accelerate integration of health and care services, meaning patients and service users really will be at the centre of everything we do.

How are you two as well as the two organisations working together?

Teresa: As Kathryn and I continue to work together over the coming months, so will our teams as Manx Care members shadow the work of the DHSC, its Board and Committees in preparation for the first of April when Manx Care goes live.

Kathryn: There are also key meetings taking place from now until 'go live' such as the Board-to-Board, which brings the DHSC and Manx Care Boards together. From the first of April the sittings of the Health and Care Partnership Board will also take place, which will also bring together representatives from across government.



Where do you get your inspiration and learnings from?

Kathryn: It's important to reflect in order to learn. I'm a big reflector, which I usually do when I'm running or on my commute. I obviously don't get the latter at the moment! I also still see career coach once every six weeks and on a day-to-day basis I'm always seeking wise counsel. I think you shouldn't be afraid to seek those different perspectives.

Teresa: Wise counsel is important as you really do need to find a shared and safe space with a group of people who you trust and who can act as a sounding board. It needs to be somewhere you can be vulnerable and where you can bounce off ideas. It's important to have this space and I feel it's my responsibility to create these, which I'm already working on.

What three key principles do you abide by in your working life?

Kathryn: Being honest and transparent first and foremost is paramount. Building trust is critical when you have to make difficult decisions. And alongside this, I think it's important for people to see your human side, to know you don't always have all the answers and that you're balancing work with other things. Sometimes my children were dropped off after school in the office, but now in UK lockdown, I have my youngest working next to me as he logs on to school every day!

Teresa: A key principle for me is operating with integrity. I'll always do what I say I'm going to do and strive to remain connected with our staff and our patients and service users. And to echo Kathryn's point, honesty and transparency really is so important. I'm very open, and always want people to feel they can always come to me. I've always made it a priority in my career to be accessible and I definitely take a firm and fair approach as a leader: I'm supportive but I'll also hold people to account.

As we enter 2021, we also look back at the past 12 months. What would you say are the professional highlights for you and your staff?

Kathryn: I'm sure everyone will agree that the way the Island has come together throughout COVID has been phenomenal. I'm incredibly proud of the COVID response and the contribution of every person working in health and care on the Isle of Man to get to this point. COVID has really challenged and changed us all. And amongst these challenges to also be in a position for Manx Care and the redesigned DHSC to 'go live' from April this year is a great achievement.

Teresa: 2020 has undoubtedly been one of the toughest years for anyone working in health and care. Hull had one of the first cases of COVID in the UK last year and was impacted severely in the second wave. Whilst it was an incredibly tough year, it was also a huge privilege to lead staff through that and to support them to deliver and respond to COVID. As a senior leader it's a key part of what you are there to do – to support and lead teams through the most challenging of times – and ensure they know they are appreciated.

And finally, it's January, do either of you have any new year's resolutions?

Kathryn: Well, I'm on 28 day without a G&T! I'll challenge myself to see if I can keep going to 'go live', but not sure I'll make it! Dry January aside, for me from a personal perspective it's about trying to get out of the study and find that separation between work and home life. I know many who do work from home experience similar challenges, it can be difficult to switch off. Then from a professional perspective I feel a great sense of personal responsibility to keep everyone safe and through to the other side of the pandemic.

Teresa: That work-life balance that Kathryn has mentioned is important for me too. Moving to the Island is a great opportunity for me to press the reboot button from both a professional and family perspective. With my family, I'm looking forward to creating a different lifestyle and finding a better balance between work and family. Saving two hours on the daily commute is certainly helping! Once COVID allows, I can't wait to get out and see everything the Island and its community has to offer.