



**Isle of Man
Government**

Reilrys Ellan Vannin

The future of GP, dentistry, pharmacy and opticians services

| Summary of online event 23rd Feb 2021

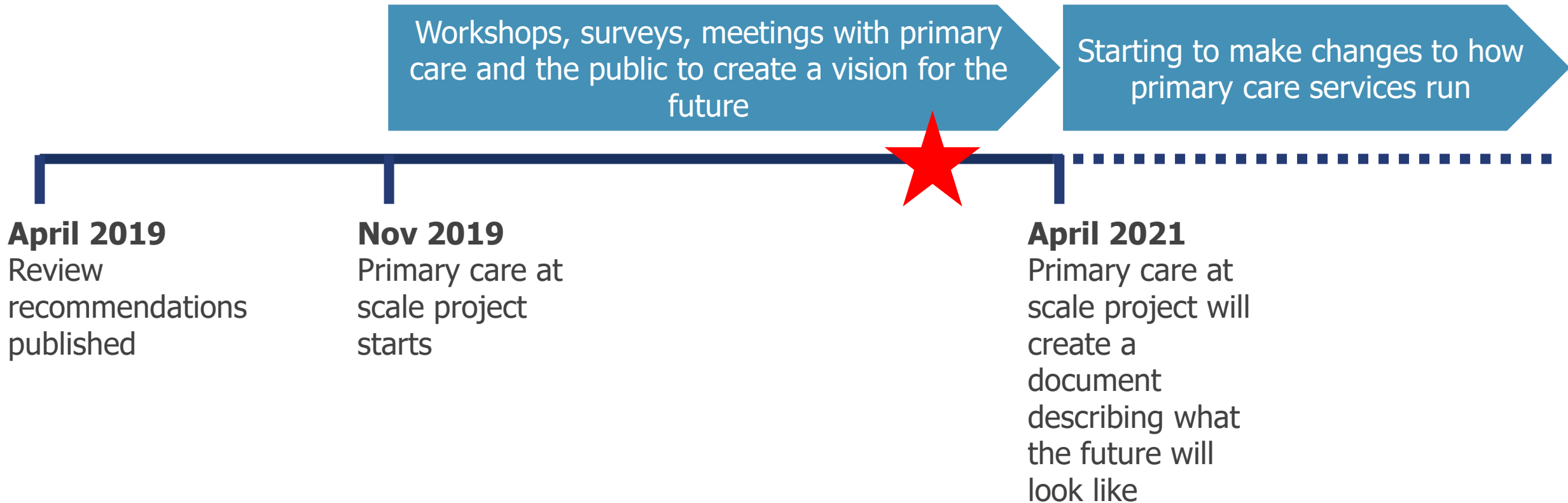


This is our Island, our health and care system; and our once-in-a-lifetime opportunity to truly deliver the 26 recommendations outlined in Sir Jonathan Michael's Report and create high-quality, integrated health and care services that are person-centred and sustainable.

“The Isle of Man should establish a model for delivering Primary Care at scale, since further and deeper collaboration within Primary Care is necessary to deliver current services and provide additional local services.”

What has the Primary Care at Scale project done so far?

We have been working with primary care services to describe what a better future would look like.



Staff working together with each other and with patients

Survey responses indicated that staff working with each other and with patients was very important to the public.

The focus group discussion covered the following key points related to this theme:

- Working together is critical to good primary care
- Many patients currently fall between the cracks, particularly those with long-term complex care needs. Care is not joined up and can be inconsistent, which negatively impacts quality of life.
- There is some joined-up working going on already, but it requires improvement, particularly between different areas of the NHS and between the NHS and the private and voluntary sectors
- Having a shared central directory for signposting to other services available would be useful for both patients and staff working within the health and care system
- Appropriate and safe data-sharing to help join up care would be a positive improvement, as currently over-caution around GDPR can get in the way of providing care
- Improving waiting times and ensuring care is always provided following the latest clinical guidance would help to ensure patient-centred care

Information and advice

Survey responses indicated that it was important for primary care to provide information and advice to help people manage their own health, but this was felt to be slightly less important than staff working together.

The focus group discussion covered the following key points related to this theme:

- The phrasing of the questions in the survey may have skewed answers as some questions mention specific points around preferred types of communication – people tend to have strong preferences for digital or paper communication. Information should be available through multiple channels.
- Health visitors were useful in the past for providing information and advice to support self-management; there also used to be a health education bus that is no longer in use.
- Health and nutrition education in schools would be a good avenue to deliver information and advice more effectively.
- Peer support groups (e.g. for conditions such as diabetes) can be excellent sources of information and advice; and allow people to discuss their concerns without the time constraints of an appointment.
- Regular health check-ups and screenings should be made available but ultimately it is people's individual responsibility to take these up. There was also a question about how primary care would find capacity to provide annual check-ups alongside the current workload.
- Nurses should also be used to provide more information, advice and health education.

Where should services be provided?

Survey responses indicated that most people felt more services should be provided out of hospital. The comments section revealed a variety of strongly held and differing opinions, however.

The focus group discussion covered the following key points related to this theme:

- Where services are provided cannot be 'one size fits all' – needs to be appropriate to the patient and their needs.
- Hospital is not necessarily the best place to provide care. Unfamiliar surroundings can cause stress, it can be difficult to travel there, and there is a risk of hospital-transmitted infection especially for older people.
- The facilities at Jurby are excellent and could be better used.
- Community Occupational Therapy and Physiotherapy are in high demand. It would be good to be able to access these more readily and more locally.
- Choice for online or in-person consultations should be available for all. Online consultations work well for some patients as they are convenient and save time, particularly when receiving care from off-island specialists. Online consultations should remain available after the pandemic and not be rolled back.
- Community Pharmacists services could be used more effectively to support people's health.
- There should be one island-wide administrative IT system for health and care.

Other key points covered

The following key concerns were raised across the discussion:

- Change has been discussed and new strategies put forward many times before in the health and care system. How will we ensure change actually happens this time?
- Leaders will need to remain in place for long enough to follow these ideas and plans through.
- Buy-in will be needed from all parties to work together to deliver change.

In response to this concern, we discuss how the Sir Jonathan Michael Report recommendations have been mandated by Tynwald. The Transformation Programme reports into a Political Board which includes the Health & Care and Treasury Ministers. This programme therefore has a real foundation and mandate to deliver changes, some of which have been discussed in the past but not implemented.

Wrap up & what happens next

This event is part of a process involving the public, staff and Third sector organisations working to develop the **Model of Care** for at Scale Primary Care.

We will create a finalised version of the **Vision** and **Model of Care**

This will describe what we are trying to achieve for our patients and staff and how we will configure health and care services to do this.

A finalised version will be created and shared in April 2021.

The focus of the project will then move into delivering changes to services, including the initial changes from April.



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To get in touch with the Transformation Programme Management Office (TPMO) contact us at HealthandCareTransformation@gov.im

For up to date information about the programme, please visit our website by clicking [here](#).

Thank you
for your support in making this a success