



**Isle of Man  
Government**

*Reilrys Ellan Vannin*

# The future of GP, dentistry, pharmacy and opticians services

| Summary of online event 25<sup>th</sup> Feb 2021

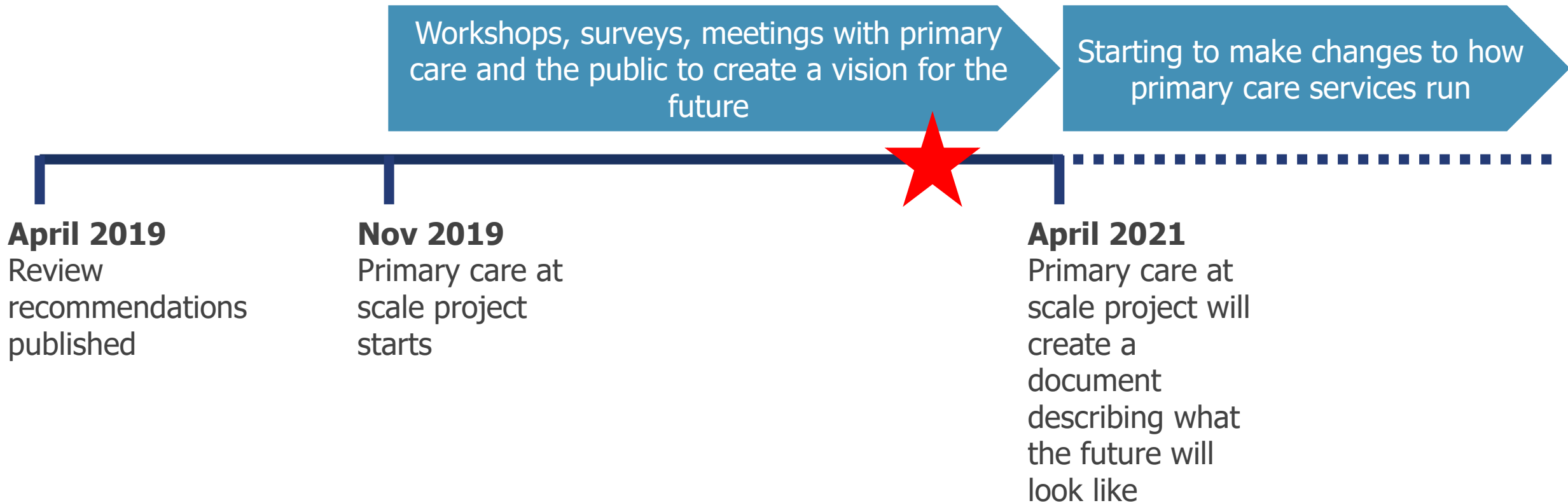
A scenic view of a beach at low tide. The water is shallow and reflects the sky. Two people are walking on the sand in the distance. The background features rolling green hills and a small town. The sky is a clear, pale blue.

**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:

- Staff also need to work with carers as carers are a critical part of the health and care system. Currently staff are not always aware of carers and they are not flagged in records.
- Working together is especially important for patients with chronic illnesses but it matters for all patients as many conditions have multiple impacts e.g., both mental health and physical health implications.
- There is a need for social prescribing and wellbeing support like social clubs, passes for gyms etc.
- IT systems and processes will need to be joined up to enable joint working; currently the fragmentation hinders collaboration and communication and causes delays for patients.
- A fundamentally new structure for primary care will be needed for the 21<sup>st</sup> century.
- Waiting lists are currently long and this limits early intervention. It would be good to make use of other primary care roles like advance nurse practitioners to address this issue and provide extended services. A skills audit in primary care would be useful to understand what skills are already available.
- Information should be shared between services to improve patient care, especially for people with long-term conditions.

## 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:

- There is a need for a local directory of services specific to the Isle of Man, which will help both patients and staff understand how the health and care system works and fits together and where they should go for the help they need.
- People from different backgrounds and of different ages will have different preferences for how they receive communication and information about their health. Options must be available e.g., face to face, online, in print.
- The third sector has a huge amount to offer in terms of information, advice and helping people manage their own conditions (e.g., drug and alcohol support services, support for carers). The public sector could make much better use of this as a resource.
- Community pharmacists are also well-placed to provide advice, and this could be used more, especially as GP appointments are relatively short.



## 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:

- The hospital is not always the ideal place to provide care. It's not easily accessible for everyone (particularly for people with limited mobility) and there is a risk of hospital-transmitted infection.
- Walk-in centres could be used to bring more primary care services together into one place.
- Phlebotomy (blood tests) available in primary care would be very helpful.
- Access to in-person GP appointments needs to be improved but online appointments also should remain available after the COVID-19 pandemic.
- All regions of the Isle of Man should have equal access to services and data should be used to drive decisions about provision (example given of ambulance cover in the West, which was previously below the cover other areas had and leading to worse outcomes, but this has now been remedied).
- There is no domiciliary midwife service in the Isle of Man, which currently limits home births.
- More could be done to innovate with IT and robotics (e.g., remote monitoring for blood sugar).

## Other key points covered

### **The following key concerns were raised across the discussion:**

- Not everyone in the Isle of Man who would like to can access an NHS dentist.
- Waiting times for NHS dentists are very long, which compels some people to seek out private care.
- Are dental services underfunded? Is there a shortage of dentists?

The Primary Care at Scale project is aware of the long waiting lists for NHS dental services and ongoing discussions around dentist funding. We are discussing options with DHSC, Manx Care and dental services to help address these challenges.

## 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](mailto: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