

Health and Care Transformation Programme

Hello – and welcome to the July 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.

This month:

- 1 We provide updates from the Undertake Needs Assessment project
- 2 We share more on the Primary Care at Scale Strategy
- 3 We talk about progress towards a future model of care and funding model for home, residential and nursing care



A few words from Robin and Clair...

"Another productive and busy month has flown by here in the Transformation Programme and it has been particularly valuable for our team to spend some time with members of the public who attended our drop-in sessions. It was a brilliant opportunity to be able to provide people with more information about the Programme, as well as giving us food for thought with some useful suggestions and feedback received. Thank you to those of you who attended; we look forward to holding more sessions again in future and across different parts of the Island.

A major milestone for the Programme which saw Manx Care established on 1 April, was supported by one of our project teams, Establish Manx Care, and this project formally closed in June – a big thank you to everybody who worked on and supported this project.

As we press on with transformational change across service areas, this month, amongst some general updates, we also share some news on the future model of care and funding model for home, residential and nursing care, as promised last month, as well as considering more about the Primary Care at Scale strategy and what this really means for patients and service users.

There is a lot to cover each month as the Programme's impact is becoming felt more widely, so if there is something that you would particularly like us to feature, please do let us know. More generally, should you have any comments or suggestions, please 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

Project Updates:

Undertake Needs Assessment

After an enforced pause in the Undertake Needs Assessment project due to COVID-19, it's full steam ahead now and they are creating a new team to deliver a Population Needs Assessment Programme. As required by Recommendation 10 of [Sir Jonathan Michael's report](#), this will include **assessing the health and care needs of the Island's population to inform strategic priorities, planning of services**, and therefore **focussing resources to better meet the needs of the population** and address the wider determinants of health. This is intended to support across all Government departments. More to follow on this as the team grows!

Future model of care and funding model for home, residential and nursing care

The Programme has started its work into establishing what the future funding and service model for nursing and residential care will look like. This work is linked to Recommendation 16 of Sir Jonathan Michael's report, and builds on a previous review that was completed in 2018.

A review of international best practice to identify if there are any proven additions or improvements to the services that could be provided to better meet the needs of the Island, will take place. The new funding arrangements project will consider the cost implications of the existing service arrangements in the future as demand grows, the financial impact of any suggested changes to the service and how additional costs could be met.

It is vitally important that the projects work together and closely alongside the providers of care and the public, to find the best possible options for the Island. This is no small task and one that the Programme intends to complete comprehensively, understanding how fundamental this topic is.

Coming up: Complaints Consultation

A **public consultation on revised legislation for complaints** is due to be held over the summer. This comes following a call in Tynwald for the Department of Health and Social Care (DHSC) to update the Complaints Regulations to ensure an effective complaints process for both the DHSC and Manx Care, and to restructure the Independent Review Bodies for complaints. **We'll provide more details about how to take part in the consultation soon.**

Primary Care at Scale Baseline Strategy – what is Primary Care and why do we need a Strategy?

Primary Care is the term used to reference the care received out of the hospital (hospital care being Secondary Care). The main outcome for the Primary Care at Scale project is to develop a Primary Care system that **delivers more effectively** to its service users by being **responsive, flexible, affordable and sustainable** with a standardised approach in the services it offers. The 'at Scale' element refers to people receiving the right care, at the right time and in the right place.

Why do we need a Strategy?

To enable primary care to respond at scale to the ever-changing needs of the Island's population, it is critical to connect all elements of this system to enable joint delivery across General Practices, Community Pharmacy, Dentistry and Optometry. This is why we have worked with health and care professionals and patients and service users to create a Primary Care Strategy. This strategy describes the current provision of services and what can be achieved in future whilst listening and responding to people's needs.

We first mentioned the Primary Care at Scale Strategy in our [February Newsletter](#) and are pleased to announce the Baseline Strategy is now complete. While this gives us a great basis to continue to implement the work towards delivering this strategy, this does not mean that the strategy is fixed, and it will continue to be developed and refined as required throughout 2021-2022.

What does the Strategy contain right now and how will this affect me?

The [strategy](#) is the result of discussions with professionals across the system and with the public, achieved through workshops, online consultations and focus groups. This enabled us to understand what professionals could deliver in response to what is important to patients and service users. The Model of Care referred to in the strategy sets out aims around creating a shared digital patient record, with the patient as the owner of their data. Patients will be able to consent or decline data sharing between professionals. The strategy also focusses on supporting independent living, providing support and personalised information to make our own choices, and encouraging us to make use of local services which provide a more consistent care.

The strategy sets out a five year plan with key priorities for the next 12 – 18 months, aiming to create fundamental building blocks to enable the system to co-produce the long-term transformation. In April we entered Phase 1 which aims to tackle known issues or pressures to provide real, high impact improvements, with work currently focused on developing enhanced Dermatology, Physiotherapy, Mental Health and Pharmacy services as announced in [May](#).



Find out more about the Transformation Programme

- Visit our [Website](#)
- Listen back to our [Professional Development Seminars](#)
- Contact us at HealthandCareTransformation@gov.im
- Look back at our previous newsletters [here](#)
- **Coming up in our August newsletter:** a look at the Programme's Annual Report, providing an overview of the Programme's delivery in the past year, and challenges still to be met.