

 manx care Kiarail Vannin	SUMMARY REPORT	Meeting Date:	27 July 2021
		Enclosure Number:	5

Meeting:	Manx Care Board		
Report Title:	CEO Report		
Authors:	Teresa Cope, Chief Executive Officer		
Accountable Director:	Teresa Cope, Chief Executive Officer		
Other meetings presented to or previously agreed at:	Committee	Date Reviewed	Key Points/ Recommendation from that Committee

Summary of key points in report

During July, there has been an increase in the number of Covid positive cases recorded on the Island and therefore Manx Care has implemented a number of additional measures to mitigate the risk of spread in health and care settings via its command structures.

Manx Cares Business Case for additional funding to respond to the current waiting list challenges has been approved by Treasury. Manx Care will link with 18 week Support, who work extensively with NHS Trusts in the UK to provide additional capacity and reduce waiting times.

As at the 14th July, over 119,000 vaccines have been delivered with over 55,000 residents have both vaccinations. A further 8,000 appointments are also booked. Manx Care has submitted an options papers to the Department of Health and Social Care for the delivery of the Covid Booster Programme from September and await a final decision on the preferred delivery model.

The Manx Care Advice and Liaison Service will be set up as a confidential telephone and email service, which is accessible to Manx Care service users, patients, carers, families, our partners and stakeholders from 2nd August 2021.

The Inaugural Meeting of the Palliative Care and End of Life Oversight Group meeting took place on the 16th July and will take forward the recommendations from the external review of End Of Life Care which was completed in February 2021. The Oversight Group will be co-chaired by the Manx Care CEO and Isle of Man Hospice CEO and will meet monthly initially.

Manx Care celebrated its first 100 days of operation on 11 July with a sole focus on the internal celebration of our achievements in that time. This was an important benchmark in terms of colleague engagement, and provided a good opportunity for open dialogue with myself and the Chairman on our key achievements and challenges

Recommendation for the Committee to consider:

Consider for Action Approval Assurance Information

It is recommended that the Board note the context of the report.

Is this report relevant to compliance with any key standards? YES OR NO **State specific standard**

IG Governance Toolkit	No	
Others (pls specify)		

Impacts and Implications?	YES or NO	If yes, what impact or implication
Patient Safety and Experience	No	
Financial (revenue & capital)	No	
OD/Workforce including H&S	No	
Equality, Diversity & Inclusion	No	
Legal	No	

Section 1: Purpose and Introduction

Background

- 1.1 This report updates the Manx Care Board on activities undertaken by the Chief Executive Officer and draws the Board's attention to any issues of significance or interest.

The report is accompanied by the CEO Horizon Scan which provide a summary of key activities in each of the Manx Care Operational Care Groups, Corporate Departments, the Department and Health and Social Care (DHSC), wider Isle of Man Government and UK Health and Care Services. The Horizon Scan will be prepared monthly led by the CEO and forms part of the communication cascade across the organisation.

Section 2: Operational Updates

2.1 Covid-19 Update

During July, there has been an increase in the number of Covid positive cases recorded on the Island. There is confirmed community transmission of SARS-CoV-2 and therefore Manx Care has implemented a number of additional measures to mitigate the risk of spread in health and care settings. This has included reverting to visitor restrictions in Nobles Hospital and use of face masks in all settings with effect from Monday 19th July 2021. The Bronze Command arrangements have also been stood back up to ensure close monitoring of the situation. A further verbal update on this matter will be provided to the Board.

2.2 Waiting List Reduction Programme

Manx Cares Business Case for additional funding to respond to the current waiting list challenges has been approved by Treasury. Manx Care will link with 18 week Support, who work extensively with NHS Trusts in the UK to provide additional capacity and reduce waiting times. The programme will be managed through the Performance and Delivery subgroup of EMC, with the Director of Operations as the Senior Responsible Officer. An experienced senior manager with extensive planned care and waiting list management experience will join Manx Care from August 2021 for the remainder of the year to oversee the programme.

A regular update on the programme will be provided to the Manx Care Board from August as part of the Integrated Performance Report.

2.3 Theatre Improvement Programme

The Theatre Improvement Programme continue to progress and the team from Development Consulting have been present on Island throughout July with weekly meeting scheduled with the senior leadership team to monitor programme .

Work continues to prepare for the Association for Perioperative Practice (AFPP) accreditation audit which has been scheduled for 20th September. A data dashboard is under development and the overall programme is rated amber due to some slippage in the overall programme as a result of the team not being able to be physically on Island during May 2021.

2.4 Executive Management Committee

The Executive Management Committee (EMC) held on the 30th June 2021 approved the Cost Improvement Programme (CIP) report for Manx Care produced in conjunction with Mersey Internal Audit; approved the Full Capacity Protocol and OPEL Escalation Framework for Nobles Hospital and approved progress against the Required Outcomes Framework as at the end of quarter 1.

There were no items for formal escalation to the Board.

2.5 Vaccination Programme

As at the 14th July, over 119,000 vaccines have been delivered with over 55,000 residents have both vaccinations. A further 8,000 appointments are also booked.

Manx Care has submitted an options papers to the Department of Health and Social Care for the delivery of the Covid Booster Programme from September and await a final decision on the preferred delivery model. Manx Care has recommended a preferred option of the Primary Care Network leading on the delivery of the booster programme.

2.8 Manx Care Advice and Liaison Service

The Manx Care Advice and Liaison Service will initially be set up as a confidential telephone and email service, which is accessible to Manx Care service users, patients, carers, families, our partners and stakeholders.

The service will be available from Monday to Friday, 10 am – 3 pm and will provide advice, support and sign posting service for all health and social care related matters and services. The team will aim to help resolve users' concerns quickly and efficiently and signpost to other services, including the Manx Care Complaint's Process where appropriate.

The service will commence on the 2nd August 2021 and will be subject to a formal evaluation of the first 6 months.

Section 3: Communication and Engagement

3.1 Proactive external communication increased significantly across July, with the release of a number of news stories designed to highlight some of the positive work that Manx Care is delivering across its Care Groups and in line with the Required Outcomes Framework. This has been a combination of strategic and operational activity, with much of the content driven from the Women, Children's and Families Care Group. This has attracted widespread attention and endorsement from members of the public through reporting in the local media and across social media, for example the launch of the Rainbow Care service for pregnant women who have previously endured the loss of a baby. Further planned external communication in July is expected to attract attention from both the media and the public, including Manx Care's plans to reduce waiting lists across nine clinical specialities and its breast service, and the launch of the Manx Care Advice and Liaison Service (MCALS).

3.2 Internally, the established communications operating rhythm continues to work well; the amount of feedback being generated from operational and strategic, Executive-led communication highlights the impact this is having on colleagues.

Manx Care celebrated its first 100 days of operation on 11 July with a sole focus on the internal celebration of our achievements in that time. This was an important benchmark in terms of colleague engagement, and provided a good opportunity for open dialogue with myself and the Chairman on our key achievements and challenges. Challenges were addressed with transparency in order to promote the open and honest culture being driven across Manx Care.

3.3 Communication resourcing remains an issue; however, a Business Case to resource an in-house department has been given formal approval at Business Case Review Group and Executive Team level. If this is granted formal approval at the Executive Management Meeting on 30 July, recruitment will begin in early August. Cabinet Office continues to provide support to Manx Care where possible, particularly around media enquiry management, social media management and graphic/digital design.

Section 4: Service Visits and Partnership Working

4.1 Service and Partnership Visits

During July I have visited the School Nursing Team meeting a number of the team including 3 of the trainee School Nurses who are due to qualify at the end of July.

I have also met the Trustee of Henry Bloom Noble Healthcare Trust, Manx Blind Welfare Society and met with the CEO and Strategy lead for Mind Matters and Isle Listen Mental Health Charity to look at opportunities to build on the exist joint working that is already in place. On 22nd July a workshop is planned across Manx Care, Department of Education and the voluntary and community sector to consider how we can improve the provision of mental health support to schools and develop a clear pathway for the Child and Adolescence Mental Health Service (CAMHS).

4.2 Inaugural Meeting of the Palliative Care and End of Life Oversight Group

The meeting took place on the 16th July and will take forward the recommendations from the external review of End Of Life Care which was completed in February 2021. The Oversight Group will be co-chaired by the Manx Care CEO and Isle of Man Hospice CEO and will meet monthly initially.

The oversight group has 4 agreed subgroups

- a. Pathways and Advanced Care Planning
- b. Data, Digital, Performance and Activity
- c. Compassionate Communities
- d. People and Skills

The Oversight Group will report into Executive Management Committee for Manx Care.

Section 5: Key Appointments

5.1 Executive Director of Nursing

I am delighted to welcome Paul Moore, who joined Manx Care as the Executive Director of Nursing, Allied Health Professional and Clinical Governance from 1st July 2021.

5.2 Head of Strategic Partnership and Head of Commissioning and Contracting

Tammy Hewitt has been confirmed as the Head of Strategic Partnerships and Lisa Hall has been appointed as the Head of Commissioning and Contracting

**Teresa Cope,
Chief Executive
21st July 2021**