

Health and Care Transformation Programme

Hello – and welcome to the September edition of the Health and Care Transformation Programme newsletter where you can find out key updates and activities from the team.



A few words from Robin and Clair...

"This newsletter concentrates on the HEMS Operational Simulation and the work of the Air Bridge project. Readers may know that the Programme has been working hard to fulfil recommendation 13 of Sir Jonathan Michael's Independent Review of the Isle of Man Health and Social Care System, which sets out that: "Manx Care should deliver an enhanced 24/7 emergency air bridge, allowing for patients to be stabilised locally and moved quickly and safely to contracted specialist centres", and more on this is included in the newsletter. In addition, we have some other updates.

In June, we described how the External Quality Regulation project's aim was to ensure that there is a consistent, independent and systematic approach to the inspection of all health and care services delivered or commissioned by Manx Care. The Care Quality Commission (CQC) contract has now been agreed and work is underway to prepare with the services for the inspections through a number of phases. The project is also focusing on finalising a complementary service to deliver the remaining inspections required, but which are not covered by CQC.

We, together with our colleagues in DHSC, would love to hear your views as we work to update the legal Regulations that determine how complaints are managed in relation to health and care services. Do please complete the Public Consultation via this link and you can read more about this work here. The consultation will close on Monday 18 October.

Our team will be available to provide paper copies of the Consultation, as well as answer any of your questions about the Programme, during upcoming drop-in sessions in September across the Island. Between 5pm and 7pm, we'll be at the following locations:

- 14 September – Port Erin Library
- 15 September – Ramsey Town Hall
- 22 September – Corrin Hall, Peel
- 30 September – Henry Bloom Noble Library, Douglas

Please do come and see us - we would love to hear your views.

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

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

This month, we have a **special HEMS (Helicopter Emergency Medical Service) edition** of our newsletter, to mark the joint emergency services 'Operational Simulation' which recently took place ahead of the service commencing its trial!

Read on to learn more about the **background** to this, **what the service will offer** & the anticipated **benefits** for the Island.



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 October newsletter: A closer look at the Undertake Needs Assessment Project, its aims, its progress to date and what to expect in the next 12 months.

Implementing an Enhanced Emergency Air Bridge for the Island

Those of you who read our [June newsletter](#) or followed the Programme from the beginning may remember that our Air Bridge project has been tasked with setting up an enhanced emergency air bridge to be achieved through a Helicopter Emergency Medical Service (known as HEMS) supplementing the current fixed wing service. We are delighted to say that we are partnering with Great North Air Ambulance Service (GNAAS) to deliver a trial of the HEMS service this year. To mark that occasion, the GNAAS has completed an operational simulation of the service this week, working with colleagues from Manx Care, the Police, Coastguards and Ambulance Service. **Read on to learn background information about the HEMS and for more on the Operational Simulation.**

What is the HEMS - Helicopter Emergency Medical Service?

HEMS is a helicopter that has been specially equipped with an extensive range of critical, advanced medical equipment and is staffed with highly skilled medical professionals. The service is able to provide sophisticated and critical medical care immediately on the ground to patients and in flight on the way to a treatment centre on the Island or in England. GNAAS has three helicopters, that have a top speed of up to 190mph, making them one of the biggest and fastest air ambulance providers in the UK. Manx Care staff will determine the need to use the HEMS service, depending on the patient needs.

What are the benefits?

Having a HEMS in place means that it may take as little as 25 minutes for the helicopter to reach a specialist hospital in the UK from the Island with the patient on board, which previously may have taken an average of two hours overall using the fixed wing provision and road ambulance. Providing a service whereby casualties go straight from the scene of an incident to a treatment centre or if they need urgent transfer to specialist centres in the UK whilst receiving treatment on board the helicopter, is proven to improve patient care and outcomes. Although we hope the Island won't have significant numbers of people requiring assistance, GNAAS respond to around 1,300 of the most critically injured and ill patients across the North of England every year, so are highly experienced in their field and we and they are very pleased to be working together to improve patient care.

Key stakeholder views on the Helicopter Emergency Medical Service

Sir Jonathan Michael, Report Author

"I am heartened to see my recommendations continuing to be delivered on the Island. The Manx Care Act 2021 receiving Royal Assent in February, the go-live of Manx Care in April, a signed agreement with the Care Quality Commission (CQC) in August for independent inspections and the provision of a Helicopter Emergency Medical Service (HEMS) in September shows the dedication of the teams across the health and care system and across Government to make continued progress under the most difficult circumstances.

The new HEMS partnership with the Great North Air Ambulance provides yet another opportunity for the transformation of both trauma care and to an increasing range of conditions to people on the Island and the addition of a highly trained, medical team who can provide life-saving treatments in-flight is an important addition to the Island's existing service. I am encouraged by the work taking place to maximise the opportunities to deliver better care with the new service and I hope this service will continue to develop further over time so that it can make a significant difference to the outcomes of an increasing number of those in need on the Island."

Gareth Davies, Clinical Director of the Medicine, Urgent Care & Ambulance Group, Manx Care

"The addition of a Helicopter Emergency Medical Service will be a great complement to existing emergency services and the fixed wing air ambulance provision. Having access to a HEMS based 25-30 minutes away in Cumbria means emergency services will be able to reach patients fast and intervene as quickly as possible after serious injury or illness, and fly patients direct to definitive specialised care, which will give patients the best chance of survival and longer term outcomes."

Andy Mawson, Paramedic and Director of Operations at GNAAS

"It was a proud day for us. We can't wait to get started and to get to know the beautiful Isle of Man and its people. We carry expert doctor and paramedic teams on all our missions. They essentially bring the hospital's emergency department to the scene with surgical techniques, anaesthetics and blood products available to give every patient the best chance of survival and recovery."

What about the current fixed wing transfer service?

There is currently a fixed wing transfer service in operation on the Island and the aim is that the HEMS and the fixed wing transfer service can complement one another. There will be instances when one is clearly more appropriate than the other. For example, if speed is required, the HEMS may better-suit as they can go direct to the scene with a clinician and paramedic on board with all the kit needed for in-flight care. On other occasions, the fixed wing transfer service may be more appropriate to meet the patient need.

HEMS operational simulation and next steps

The HEMS operational simulation took place on 1 September when we welcomed GNAAS to the Island, who demonstrated the steps that would be taken, with our existing emergency services for a mock incident, showing us what to expect from their service. Although every situation is different, there is a very clear set of processes to follow at the time of incident, and it was great to see GNAAS in action, giving us a valuable insight into how a situation may be handled with all parties working together to ensure the patient receives the best care possible.

The HEMS will initially be used on a six month trial, during which time careful consideration will be given to how the service is working, to determine how successful the service is. Subject to that success, we intend to seek approval to extend the contract, whilst carefully working to develop in a way that best meets the range of patient needs. We encourage all providers of services to consider how they could make use of the HEMS in any of their pathways of care.