

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 November, the number of Covid positive cases within the community and within Nobles Hospital has been gradually declining and as at 15th November there were 347 reported cases of which 3 individuals were in hospital. The 14 day rolling average of number of new positive cases each day was 40. Nobles Hospital continues to operate a dedicated Covid Ward (ward 12) and the situation continues to be managed by the weekly Bronze Command meetings.

The Covid Escalation and Business Continuity Plan for Nobles Hospital is being refreshed to reflect the plans for Winter 2021/22 and will be signed by the Executive Management Committee at the end of November. Manx Care will also be contributing to a government wide Winter Planning Scenario exercise on the 2nd December which will consider Manx Care's plans within the wider system context.

2.2 MCALS Update

Manx Care Advice and Liaison Service was established as a 6-month pilot project, from August 2021. During the period 2nd August – 15th November MCALS had a total of 1048 contacts and from the 1st November the service has introduced ARC software to record phone calls

Response time

MCALS always acknowledges queries and concerns on the same day that service users are in contact with the service. If the contact is made at the weekend via email/ answer machine; MCALS will acknowledge it in the first instance on the Monday. Provides prompt feedback and accurate, up-to-date information, MCALS has been proactive in addressing the needs of those service users who have struggled previously with communication.

Time to resolution

MCALS has resolved contacts within the same working day 93% of the time. All cases are resolved within 7 days, with the exception of some more complex cases which require the input of colleagues across Manx Care and Government in order that the necessary information is gathered.

De-escalation of concerns

Identifying areas of client dissatisfaction, MCALS has deescalated situations, providing a resolution before service users decide to make a complaint

Future Service Delivery Model from February 2022

A business case for the future service model from February 2022 when the pilot ends has been developed and is being considered by the Business Case Review Group. If approved this would be ratified by the Executive Management Committee. The service model proposed includes service leadership of a Band 7 supported by two Executive Officers (EOs).

Feedback

MCALS has received positive feedback from patients, service users, and their families and friends. MCALS has had great appreciation from the Minister's and MHK's, Private sector User's (e.g.: Sight Matters), and Voluntary Agencies

2.3 Feedback and Escalations from Executive Management Committee (EMC)

The EMC was held on the 29th October 2021. The committee considered in detail the financial position for Manx Care and the significant movement in the forecast deficit to circa 10-12m. Further work to achieve a granular understanding of the position was initiated and the Performance and Accountability Review meeting on the 2nd November would focus on finance.

It was noted that there had been a lot of annual leave taken over the recent months which had required high amounts of bank and agency to be booked to ensure the hospital had continued to run safely. As identified in the Director of Nursing report to the September Board, many wards and key front line service areas do not have 'headroom' built into the budgeted establishments to cover annual leave and essential training and hence covering. This, combined with the level of vacancies that exist often result in bank and agency having to be booked to ensure safe staffing levels. It was also noted that costs of locums and agency workers has increased significantly as demand for workforce has increased as UK organisation focus on restoration and recovery of activity.

EMC received the draft Access Policy for consideration which has been circulated widely for comment. The policy will be brought back to EMC at the end of November and will be shared with DHSC.

EMC approved the business case for Lillie which is the Clinical system used by the Sexual Health Service. As part of the upgrade to the Electronic Patient Record the system will be rolled to the Family Planning Service and the Termination Service.

EMC noted continued concerns from operational teams regarding non funding of NICE TA. Whilst this is anticipated to be partially addressed in the future, there is evidence that some Consultants are now referring patients to the UK for treatment

2.4 Vaccination Update

The Covid-19 vaccination team has continued to deliver the various elements of the vaccination programme during October and November, including the booster and third dose programme, through the Chester St hub, some GP practices, in care homes and in the community. The team has also delivered sessions to vaccinate 12-15 year olds which has been locality based, in conjunction with the Health Visitor and School Nursing Service. In addition to this, we continue to give first and second doses of the primary dose schedule to those who have elected to receive the Covid-19 vaccination.

The booster programme is now well embedded across the various points of delivery, with the latest development being the arrangement of two clinics for learning disabled service users which will take place in the Tall Trees complex later in November, supported by the Learning Disabilities Team.

The recent announcement that boosters should be given to those 40-49 will mean a significant increase in demand particularly over late December/early January when most within this age range reach their 6 month dose interval however the planning for this is being worked on at the moment.

The logistics of the third dose programme for immunocompromised patients has proved challenging as we are heavily reliant on hospital consultants to identify those patients who are eligible for a third dose, and the timing of any vaccine may involve a temporary treatment break (if the immunocompromised is caused by medication) which is time consuming based on the volumes involved (~800 patients). Our GP based in the Vaccine Hub is acting as a liaison between the specialists in the hospital and off island and the booking team to ensure that people eligible for a third dose are booked in ASAP. Currently we have administered 304 third doses with a further two vaccination sessions dedicated to third doses earmarked in early December.

2.5 Clinical Director Appointments

I am pleased to announce the Dr Marina Hudson has been appointed as Clinical Director for Integrated Mental Health Services Care Group and Dr Pradip Thakker has been appointed as Clinical Director for Integrated Womens, Childrens and Family Services Care Group.

During November we have appointed 3 Consultants in Respiratory Medicine, a Consultant Radiologists and a Consultant Anaesthetist.

Section 3: Communication and Engagement

3.1 Given the ongoing resource pressure in Communications, activity has been focused in three key areas over the last month:

- Provision of support at Executive level for the management of ongoing operational demand and media enquiries
- Recruitment activity, including off-Island targeted activity and on-Island Nurse training
- Maintaining the BAU operating rhythm around internal communication and colleague engagement

Three colleagues joined the Manx Care Communications Team in November, with one more role to recruit into. Recruiting to this position is key, and means that a number of important projects will remain in the pipeline until the post has been filled.

Public scrutiny of the Island's health and social care system continues with pace, with a number of media enquiries supporting this notion. The Chief Minister and Health and Social Care Minister recently visited Noble's Hospital to meet a number of staff members, with positive feedback from teams following their visit. Plans are in place for a visit by the Island's new Lieutenant Governor to the Isle of Man Ambulance Service later in the month.

A particular communication highlight in November has been the launch of the new Defibs.im website – an interactive map of the Island which highlights the location of defibrillators that are accessible for members of the public to use in an emergency. The development of this has been led by the Isle of Man Ambulance Service over a four-year period, in collaboration with a number of Manx charities and MannGIS, the Government's online mapping service. Within 24 hours of the map having gone live, a significant number of new device locations had been registered, with registrations continuing.

Section 4: Service Visits and Partnership Working

4.1 Service and Partnership Visits

On 5th November, Manx Care hosted a visit from the Global Training and Education Centre (GTEC) from Wrightington, Wigan and Leigh NHS Foundation Trust who Manx Care are working in partnership with on an overseas recruitment programme for Medical and Nursing staff. We hope to appoint 60 registered nurses via this route over the course of the next few months with the first nurses starting with Manx Care in December 2021.

On the 10th November the Chairman and I, along with James Kingsland met with the CEO and senior leadership team of Crossroads. This was an opportunity to understand the full range of services provided by Crossroad and explore opportunities for developing the partnership arrangements that are already in place with Crossroads. Opportunities for closer working on the carers agenda was one such opportunity

On the 18th November the Isle of Man Newspaper awards for excellence will be held. Manx Care / DHSC is shortlisted for the 'Public Sector Achievement of the Year' Award and the event will be attended by approx. 70 Manx Care staff.

Teresa Cope,
Chief Executive
17th November 2021