

Health and Care Transformation Programme

Hello – and welcome to the March 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



A few words from Robin and Clair...

Hello, and welcome to this month's newsletter! We have several pieces of news and updates we'd like to share from across the Programme, starting with a really significant milestone for the **Air Bridge project**.

On this note, we are very pleased to announce that a six-month trial of the Isle of Man's enhanced 24/7 emergency Air Bridge has now been launched – this game changing enabling service represents many months of work between the Transformation team, the Great North Air Ambulance Service, colleagues in Manx Care and provider organisations across, and you can read much more on this overleaf.

The **Care Pathways and Service Delivery Transformation** team has made another step forward in outlining planned work for the Urgent and Emergency Integrated Care (UEIC) and the Eye Care pathways, and are working closely with Cancer services to progress plans across 12 Cancer tumour sites. For each pathway that we have been asked to review, we look at the current service, what change could be made to improve it (in line with international best practice but recognising the Manx context), what the costs and practical implications of the proposed changes will be for review and initial approval, before moving into more detailed design and implementation planning. It is inevitable that the introduction of such changes won't always be quick or at no cost, but it will help ensure that the services provided are both clinically and financially sustainable. The Pathways Team are also keen to hear from service users and carers who would like to share their experiences and ideas on current and ideal services for Cancer, Autism, and Children and Young People with Continuing Care Needs, so please get in touch with the team by contacting PathwaysTransformationTeam@gov.im if you would like to contribute. Consultation and engagement regarding options for the sustainability of Nursing & Residential Care and keeping people well at home will also be taking place over the summer.

We've also made headway with our **Workforce and Culture** project; the project which aims to ensure that the health and care workforce can deliver the care required to the people of the Isle of Man, and gets the most out of the potential skills available, whilst ensuring we can hire and keep high quality professionals. As the first year of the project comes to an end and the team has a greater understanding of the current workforce and culture situation across Manx Care and its opportunity for even further developments, the work planned to take place in the second year of the project has been agreed. Workforce planning will be the focus for the project team who will be looking to ensure Manx Care has the right staffing levels for now and the future, as well as ensuring they are attracting and keeping the best people for the jobs.

With lots of milestones coming up in the months ahead, we will be bringing you many more updates from across the Programme, and thank you for your interest and support in making this a success."

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

This month:

- 1 We feature news from several projects, including an exciting update on the **Air Bridge project!**
- 2 We provide an update on the **Professional Development Forum Webinars**
- 3 We introduce another **Clinical and Professional Transformation Panel member**



Air Bridge: Helicopter Emergency Transfer Service Trial Goes Live!

Regular readers of our newsletter may recall the objectives of the Air Bridge project, tasked with delivering Recommendation 13 of Sir Jonathan Michael's Independent Review of the Isle of Man Health and Social Care System. This Recommendation describes the delivery of an 'enhanced 24/7 emergency air bridge, allowing for patients to be stabilised locally and moved quickly and safely to contracted specialist centres'.

We have previously shared the news that the Great North Air Ambulance Service (GNAAS) had entered into an agreement with Manx Care to deliver a trial of the Helicopter Emergency Transfer Service (HEMS). The HEMS aims to not only take patients who are seriously unwell or who have suffered a major trauma to the UK for emergency medical treatment, but also bring the Emergency Department to the scene of the incident, enabling specialist care to be provided sooner.

We are delighted to update you that a six-month trial of the Isle of Man's enhanced 24/7 emergency Air Bridge has now been launched following the collective efforts of the Transformation Programme, Manx Care and GNAAS. The run-up to the trial's go-live date has seen GNAAS formally register as a charity on the Island, operating frameworks and procedures finalised, simulation and trial flights completed and updates to aircrafts, to achieve the highest levels of safety.

The HEMS will enable critically ill patients to benefit from flexible and reactive transfer times to trauma or other specialist centres in the North West of England, in addition to the expert skills and knowledge of the GNAAS specialist doctor and paramedic teams who are highly experienced in the delivery of pre-hospital trauma care. Should it be required, HEMS will be able to provide surgical expertise and ultrasound equipment for improved diagnoses, for example, so that the patient receives the best care as soon as possible.

Will Bellamy, Head of Ambulance Services on the Isle of Man, had this to say about the HEMS:

"It has been a pleasure working with GNAAS and Transformation to deliver this fantastic addition to emergency services on the Isle of Man. This is only the beginning, and through the process of the trial we are confident that the service will have an immediate impact on patient outcomes. Working in collaboration with colleagues, we hope to establish a long standing partnership with GNAAS who will be able to further assist our journey of health and care transformation."



The Guardian of the North II helicopter at the demo day held at Noble's hospital

It is important to note that **the HEMS will complement Manx Care's existing fixed-wing service** in order to secure a more reliable, faster and more comprehensive aviation service for all patients requiring emergency and specialist care. Whilst it is hoped that the number of critically-ill patients who might benefit from HEMS will remain low, the availability of such a service will increase the chances of patients surviving after sustaining catastrophic injuries, with improved longer-term outcomes.

The trial will observe HEMS in action and determine ways to utilise the service for the benefit of patients before a longer-term provision is implemented. **We will keep you updated every step of the way.**



The Clinical and Professional Transformation Panel

The Panel is made up of a wide variety of clinicians and professionals who provide advice to the Transformation Programme and share our news with colleagues.

Continuing with our series on the Panel, we hear from **Joff Whitten**, a third sector representative, to find out his motivation for joining.



“My name is Joff Whitten and I am the head of the Children’s Centre. We are a charity that provides support for children, young people and families who miss out on other provision. Our work is connected to care, to social work and to education. We do most of our work at a farm just outside of Douglas. It’s a wonderful place and I really hope someday you get to visit us and see first-hand the work we do,” comments Joff.

“So why did I apply to join the Health and Transformation Panel as a representative of the third sector? Honestly and sincerely due to good intentions, I think the transformation of care on Island could have such a radical impact on all our lives and I would love to be able to help. My place of work isn’t perhaps an obvious third sector choice as there are some other charities on Island delivering care directly to families – and they do a tremendous job. I see my presence on the panel as connecting care to other aspects of children, families and young people’s lives. We don’t live life in straight lines – so sometimes thinking obliquely is a good way of getting us past a challenge.”

How do you want to hear about the Transformation Programme?

We are exploring the best way to reach out to you and would love to hear your views on this and what your preferred way to hear about the Programme is; whether that be further public engagement ‘drop-in’ sessions, webinars, more coverage on our website or specific topics you’d like to learn more about to feature in our newsletter.

We are also reviewing the frequency of our newsletters and considering moving to a newsletter every other month, rather than monthly, to make sure the updates we give are constructive, informative and high quality. If you have any feedback on this or anything relating to how we communicate with you, please do get in touch; it’s all listened to and valued highly:
HealthandCareTransformation@gov.im.

Professional Development Forum Webinars

Some of you may have listened to our Professional Development Forum webinars in the past, and we’re pleased to let you know that, after a pause, they are now back! The webinars are designed as informative one-hour-long presentations or interviews with leading speakers from around the world as well as on the Island, to learn of their experiences of health and care transformation.

To start 2022, we were very pleased to welcome Sally Shaw who provided an inspiring session as the Executive Director of Social Care discussing her experience of Social Care in other jurisdictions and how this applies to the transformation of Social Care on the Isle of Man. You can watch Sally’s presentation [here](#). Other presentations have taken place since – look out for these on our [website](#).

Recording of past webinars can be accessed [here](#). Alternatively, please contact the Transformation Team at: HealthandCareTransformation@gov.im for more information.



Find out more about the Transformation Programme....

- Visit our [Website](#)
- Listen back to our [Professional Development Webinars](#)
- Contact us at: HealthandCareTransformation@gov.im
- Look back at our previous newsletters [here](#)

Coming up in our next newsletter: An update on the topics for the Population Needs Assessment Programme.