

MCALS Manx Care Advice & Liaison Service

MONTHLY

TAKE A LOOK
AT HOW WE
SUPPORTED YOU
IN FEBRUARY

HUB HIGHLIGHTS

TRENDS AND
THEMES

OUR FIRST
COLLABORATION
DAY

FRIENDS AND
FAMILY TEST
SURVEY



manx care

Kiarail Vannin

MARCH 2024

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FEBRUARY HUB HIGHLIGHTS

See what areas our service reached last month



FEBRUARY FFT BREAKDOWN

See how we did!



THEMES AND TRENDS

Take a look at what concerns you the most and how we are combatting them



OUR FIRST COLLABORATION DAY

We successfully held our first collaboration day on 16 Feb 2024!



YOU SAID, WE DID

Here are some examples of how we helped service users in the last quarter



FRIENDS AND FAMILY TEST

Now available by text!

LETTER FROM RACHEL DOUGLAS



Welcome to our first issue of **MCALS MONTHLY**, which has been formulated to help capture all that we have achieved across the last month to help patients, service-users, carers and family.

We understand that giving feedback is just half of the story and want to reassure you that what you say does not go unnoticed. The MCALS team are dedicated to improving services across all areas of Manx Care.

In this issue we will show you statistics, tell you about events that have been and share positive changes that are being made across the organisation.

RACHEL DOUGLAS
MCALS SERVICE LEAD



“We are here to listen and support and encourage positive changes throughout the organisation with your voice”

We received a total of

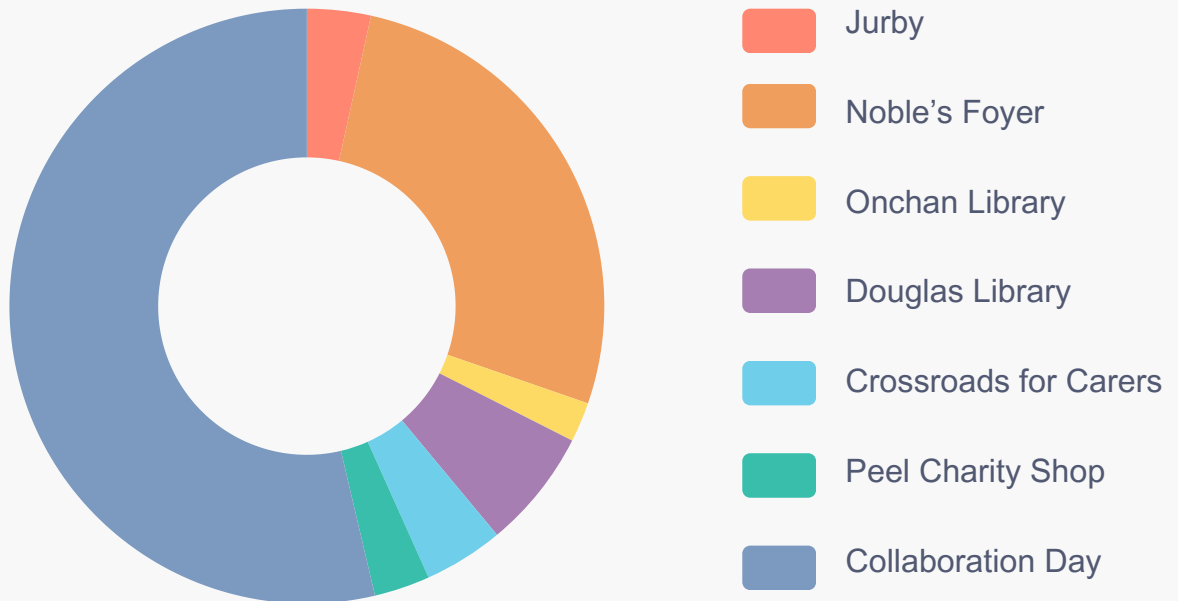
689

ENQUIRIES

93%

were handled on the same day and a response was given in less than 24 hours.

Krystina, our **community MCALS** support assistant, worked right across the island and met a total of 232 people at locations that were more convenient for them.



164

contacts were received by phone.



293

contacts were received by email.

Our Friends and Family Test Survey Stats for February were as follows:

IN FEBRUARY
1,503

SURVEYS WERE COMPLETED IN TOTAL

92% OF SCORES
WERE 'GOOD' OR
'VERY GOOD'

- 3% rated Manx Care Services as “Neither Good nor Poor”
- 5% rated Manx Care Services as “Poor” or “Very Poor”

Caring, efficient and supportive care were the main themes in February captured by the survey:



“**Friendly, polite** staff. Always putting patients at ease.”



“They go the extra **mile.**”



“**Care**, the staff have been great. They **give 100%** effort and are **very kind.**”



“Staff **very caring, kind** and overall supported me in getting well again and doing what was necessary.”

Service users also told us what we can do better:

“Staff are really busy so more staff needed please”

“I think the communication from the doctors can improve...”

“**More** consistency and **communication** amongst departments.”

“More than one Dermatologist.”

“Better and **more efficient administration.**”

FEBRUARY FFT BREAKDOWN

The main themes and trends were **waiting times for appointments** in ophthalmology, cardiology and orthopaedics.

We know Manx Care have been working in partnership with Synaptik to restore and recover Manx Care's waiting list planned procedures since 2022 and have delivered 3,000 procedures.

103

points of contact were made about waiting times for appointments within **ophthalmology**, **cardiology** and **orthopaedics**.

46

people contacted us for help regarding **accessing treatment** within general surgery and dental.

over

200

people were **signposted** into other Manx Care series and third sector partnership for further support.

12

compliments were received about Acute Medical care services – **thank you!**

In response to service user concerns around appointments, Manx Care carried out improvements including:

- provide extra capacity to reduce waiting times.
- manage service user and carer expectations by communicating accurate waiting times.
- informing service users about hospital or clinic delays or problems, when they arrive.



Our service users carers and families tell us we must improve communications and inefficiencies within Manx Care systems

quicker waiting times when contacting GP's on the day for an appointment, access to the Dental waiting list and better ways of communicating in terms of improved technology and systems.

MCALS

have carried out a range of activities to improve communication across Manx Care, including:

- **discussion and review** of how a breakdown in communication arose with all the colleagues involved.
- **improvement in handover communications** (between healthcare professionals) to make key colleagues aware of concerns raised by service users, carers or families.
- **sharing best practice communication** with other colleagues members to avoid future communication breakdowns.
- need to **manage service user and care expectations** through improved communication from an early stage.
- **reinforcing** the need for **effective and professional communication** with family members at all times.
- **test service user's understanding** of communication, and provide written information if appropriate.

MCALS

Manx Care Advice & Liaison Service

collaboration day

✦✦ 16 February 2024 ✦✦

10AM - 3PM • NATIONAL SPORTS CENTRE

Come along and meet services from all across the Island that are here to **support you**.

Autism in Mann • **Alheimers Society** • **Bus Vannin** • **Care in Mann**
Craig's Heartstrong Foundation • **Crossroads for Carers**
Cruse Bereavement Support • **Community Wellbeing Service**
Debt Counselling • **Diabetes Centre** • **Diabetes IOM**
Energy Efficiency Scheme • **Experience and Engagement**
Henry Bloom Noble Library • **Heroes on the Water**
Hospice • **Isle Listen** • **Macmillan** • **Manx Deaf Society**
Roy Castle Lung Cancer Foundation • **Sight Matters**
St John Ambulance • **The Harvey Briggs Library** • **Welcome Centre**
Wellbeing Partnerships • **Victim Support**

plus more!





On **6 February 2024**, Manx Care Advice and Liaison Service (MCALS) hosted their first Collaboration Day at the National Sports Centre in Douglas.

The event ran from 10am until 3pm and was attended by over 40 organisations including Health and Social Care charities, departments from Manx Care and Government sectors that are able to support the community with their health and wellbeing.

The event saw a consistent flow of service users throughout the day, who were able to discuss and learn about what service each of the exhibitors provide. It was also an opportunity for organisations that hadn't crossed paths previously to network and gather awareness of where they can signpost people too.

OUR FIRST COLLABORATION DAY

YOU SAID, WE DID

OCTOBER - DECEMBER 2023



A member of the public contacted us to share their concerns that patient expenses had to be completed on a paper form.



MCALS contacted the Patient Transfers Team and suggested an online form. The Patient Transfers Team were already utilising Technology Services to set this up and an online form is now available.

A Doctor contacted MCALS to advise that he could not attend his appointment due to lack of a suitable parking space.



We contacted Noble's Hospital Services Manager who arranged for a purpose marked disabled car park space for adapted vehicles in the Keyll Darree car park.

During a drop-in session at the Central Community Health Centre, an elderly couple had a fall entering the building. The appointment the couple were attending was late in the afternoon, when it was already dark.



MCALS spoke to the Team who had scheduled the appointment and suggested that people with mobility issues be offered an earlier appointment. This has now been implemented.

FRIENDS AND FAMILY TEST SURVEY

WE WANT TO HEAR FROM YOU!



Please take a few minutes to complete our Friends and Family Test Survey

Help us to make changes to improve our services and the way we provide care.

Feedback is voluntary and anonymous.



Manx Care is inviting those who have 'opted in' to text message reminder services to complete the Manx Care Friends and Family Test Survey by text.

FFT link: bit.ly/FriendsFeedback

A text with the link to the survey will be delivered 48 hours after an outpatient appointment within hospital settings, the community, mental health, social care, GP or any primary care or inpatient setting.

MCALS

Manx Care Advice & Liaison Service

are here to **support** you with **any healthcare queries** you might have, come along and chat to the team.

*We will be
on-hand at the
following locations
throughout April:*



**CROSSROADS FOR CARERS CHARITY SHOP
JURBY HEALTH AND COMMUNITY CENTRE
ONCHAN LIBRARY
PEEL CHARITY SHOP
HENRY BLOOM NOBLE LIBRARY**



MCALS@GOV.IM



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