



The journey to becoming the world's best small island health and care social system?

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The Isle of Man Health and Social Care Review:

- Population of 83,000
- Served by a unique health and care system which had largely failed to keep pace with best practice
- Identified a need to:
 - Define a new operating model
 - Create a data-driven working environment
 - Create protocols for engaging with partners' and patients' safety concerns
 - Enhance integration
 - Understand and meet patient need
 - Achieve financial sustainability



Who were our team?



A social enterprise based in South London, we exist to promote better health, wellbeing and economic outcomes across the UK by working with individuals, communities and the organisations that support them.



Established in 2002, our partner on the engagement, Gemserv is a specialist market design, governance and assurance services consultancy.



We also collaborated with a small but very dedicated team of Isle of Man civil servants who were core to the Review team.

The Review was also supported by PPL advisors. It was led by Sir Jonathan Michael, a medical consultant, former NHS hospital chief executive and expert in NHS transformation.



How did we approach the challenge?



- Engaged **150 stakeholders** through interviews and focus groups
- Held a public consultation survey
- Gathered quantitative data where available
- Reviewed pathways

- Review of international health and care pathway and funding models
- ‘Review of reviews’ collating findings from previous system reviews

- **Report** with 26 key recommendations for creating the world’s best small island health and care system
- **Financial model** forecasting growth in demand, a range of efficiency targets, expected future costs and funding to meet demand



Why did we choose this approach?

- 1** Overcome data shortages
- 2** Providing a dynamic model means it can be useful for longer
- 3** Generate a sense of ownership of the results
- 4** Replicable and scalable approach in other health economies



What did we achieve?

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- Recommendations were unanimously accepted by the Government
- Patient representatives and voluntary sector leaders felt that it addressed their concerns and provided a clear and credible 'roadmap' for the future
- Treasury released an initial tranche of ~£2.5m in transformation funding to support the implementation of the recommendations
- Highlighted the shortcomings of using efficiency targets to raise transformation funding - 'invest to save' model will be critical to success
- Read the review [here](#)



What made this project special?

What were the challenges?

-  Minimal progress since previous reviews
-  Poor data reporting – inaccurate and incomplete
-  Lack of trust and ongoing legal disputes

What do we think made the difference?

-  Created a case for change aiming to deliver excellent outcomes, despite constraints
-  Demonstrate the current system was clinically and financially unsustainable
-  Challenged unhelpful behaviours and kick-started a shift through building rapport
-  Transparency, inclusivity, and clear and regular communication
-  Created a widespread belief that implementing the recommendations could deliver change

What are the key takeaways?



1 Do not underestimate the impact of change

2 Invest time in keeping stakeholders engaged

3 Evaluate challenges and opportunities from a system perspective

4 Take an iterative approach to model development



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