

# Your thoughts on how GP services, dental services, pharmacies and opticians can best support you to be happy and well

## Summary

The Health and Care Transformation Programme's Primary Care at Scale project sought views from the public about primary care services (including GP services, dental services, pharmacies and opticians) to help shape the future of primary care services on the island.

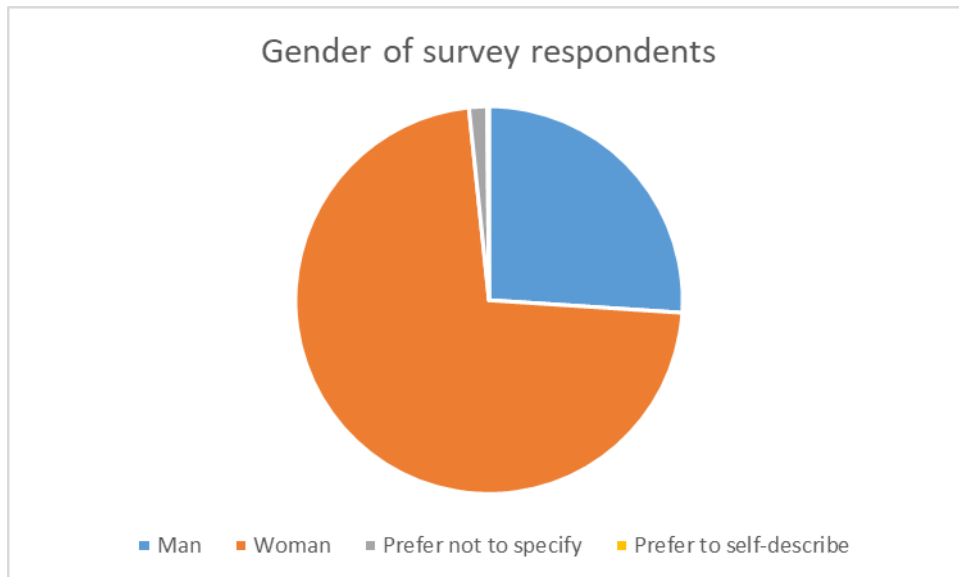
The consultation attracted a total of 722 public responses. The project welcomed all feedback and considered each comment made in response to the survey.

The project team have used the public responses to inform the developing vision and model of care for primary care at scale. Respondents who provided contact details were invited to events to participate in the development of the vision and model of care. 26 people attended two follow-up online focus group events in February, where the key themes that emerged from the survey were discussed. A detailed summary of the consultation responses has been published below.

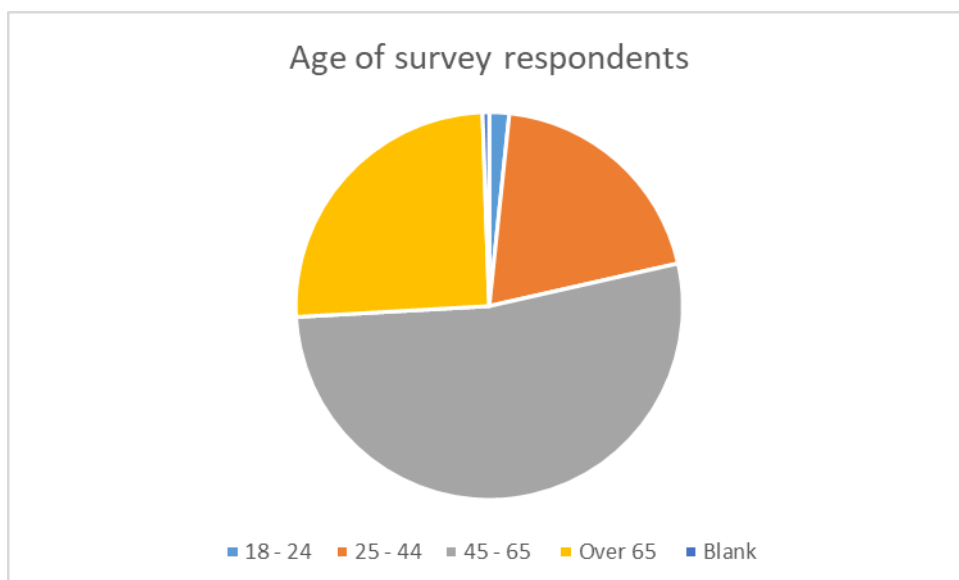
## Demographics of survey respondents

The survey received 722 responses, which equates to 1.08% of the Isle of Man's adult (18+) population.<sup>1</sup>

The survey responses were skewed towards women. 72.3% of survey respondents were women, although women make up only 51.2% of the Isle of Man's adult population.



The survey responses were also skewed towards older adults. 78% of respondents were aged 45+, whereas people aged 45+ account for only 62% of the Isle of Man's adult population.

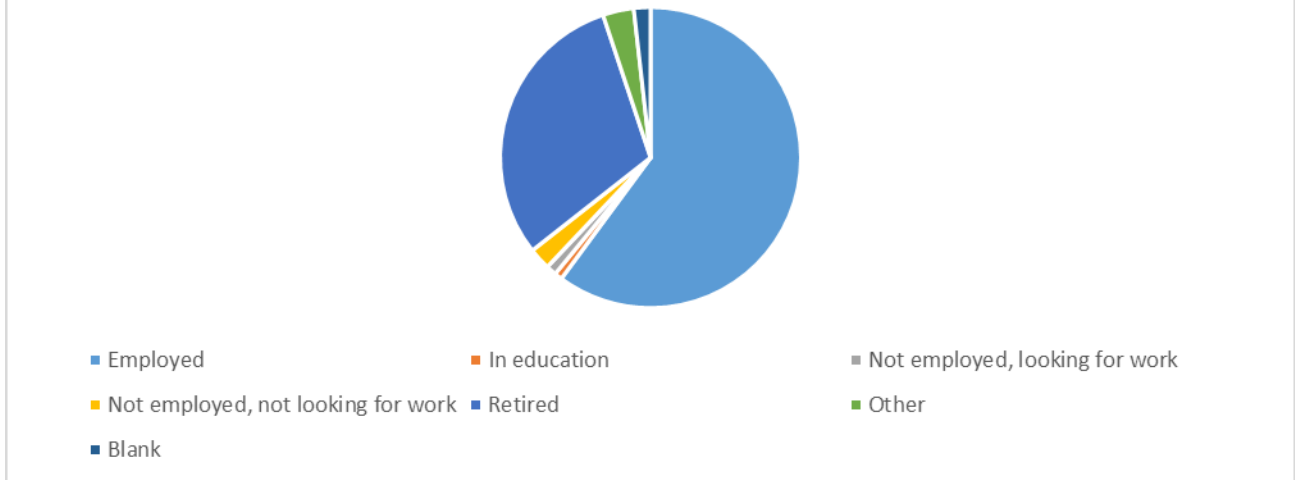


We did however receive a representative split of survey responses across adults of all education/employment statuses, excepting those in education who were under-represented.

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<sup>1</sup> All references to the Isle of Man's population and demographics in this report are taken from the most recent census, source: <https://www.gov.im/media/1355784/2016-isle-of-man-census-report.pdf>.

### Education/employment status of survey respondents



Given the overall high response rate, however, we are confident that we can usefully build on the findings of this survey to inform the ongoing development of the primary care at scale model of care, whilst recognising that the survey respondents do not fully represent or speak for the Isle of Man's population in its entirety.

## Findings

We have summarised the key findings from the survey by theme below. We have included a comment under each theme about how we will take the findings forward into the development of the primary care at scale model of care.

### Working together

Respondents consistently indicated that primary care services working together with each other and with patients matters to them. Between 84% - 88% of respondents to the survey reported that this was either 'important' or 'very important' to them in response to questions on this theme. Many people used the comment box to report specifically that better communication between services and patients would improve their experience of care.

To take forward into the model of care:

- The primary care at scale model of care aims to facilitate further and deeper collaboration both between services and between primary care services and patients and carers. Working together will be a key enabler for achieving the benefits primary care at scale aims to deliver. The survey has validated that this outcome also matters to the public, a finding that will be taken forward into the development of the model of care.

### Information sharing

The survey indicated that a large majority of respondents would welcome appropriate data-sharing between primary care services in order to improve the quality of care provided.

93% of people reported that it was either very important or important to them that the professional they see for their appointment has an understanding of data they have previously shared. This was backed up by comments where many respondents reported their frustrations at having to repeat their stories and personal histories multiple times to different professionals.

A similar pattern of positive responses was seen across all questions relating to this theme. Only 3% of respondents said they would not be happy for primary care services to share relevant data about their care between services to help them deliver the best care possible. This small minority of respondents provided comments indicating they believe strongly data should never be shared in any circumstances.

Other comments added further detail on the expectations those who were comfortable with having their data shared would have around data protection:

- "Only if you have the proper data protection protocols in place."
- "Needs to be proportionate and relevant"
- "As long as only the services I have consented to share with. No access to services not directly involved in my care. I.e., a referral should not be discussed openly with multi professionals without my knowledge of those discussing my care."
- "Yes, to statutory organisations, not necessarily to third sector organisations."

The survey therefore indicated that most respondents would support further data sharing provided proper controls and consent mechanisms were in place, with a minority preferring for no data to be shared.

To take forward into the model of care:

- The primary care at scale project recognises the utmost importance of a patient's personal choice and autonomy over data about their care. Equally, improved data sharing has been highlighted as an essential enabler for improving primary care services by both primary care staff and patients. Therefore, the model of care sets out aims around creating a shared digital patient record with the patient as the owner of their data, and therefore able to consent or decline data sharing between professionals.

## Services available

Responses to questions on this theme indicated support for providing more services out of hospital and closer to home. Between 71% and 81% of respondents thought it was either important or very important to have more specialist health clinics for complex conditions, diagnostics and scans, minor operations, and outpatient clinics and other follow-up appointments available closer to home.

Many comments on this theme suggested that the facilities at Jurby Health Centre could be better used and that faster referral and increased access to specialists would be welcomed.

There were a small number of comments providing alternative views on the benefits of further consolidating services at Noble's, centring on perceived potential improvements in efficiency.

To take forward into the model of care:

- The primary care at scale model of care proposes shifting some activity out of hospital and into community settings where appropriate. Best practice international examples indicate that this can improve quality and experience of care while ensuring the health and care system is sustainable, as hospitals are not the most efficient or effective settings for many services. Overall, survey responses to this theme indicate that this shift would be welcomed by many, but also show that it will be critical to communicate effectively with the public about why changes are being made and the benefits they will bring.

## Access to services, including remote consultations

97% of people said that being able to access an appointment quickly was important to them. Many comments expressed frustration at the current long waiting times across all primary care services. Many comments also specifically highlighted the difficulty of accessing NHS dental services. 89% of respondents also said it was important or very important for them to be able to access an appointment with different members of a primary care service team so that the right person is attending to their care.

69% of respondents said they would be happy to use a telephone appointment and 56% of respondents said they would be happy with a video conference appointment. Comments on

this theme indicated that remote appointments work very well for some people, whilst others did not find them useful or easy to access.

Comments left by respondents who were positive about remote access to primary care indicated that they would be happy to access services through a wide range of digital and remote methods beyond those mentioned in the survey including email, secure online messenger, SMS, apps or a dedicated online portal.

Of the 59% of respondents who have already accessed primary care services remotely, 61% said their experience had been excellent or good.

68% of employed respondents said it was important or very important to them to be able to access an appointment outside regular working hours, compared to 38% of respondents not in employment.

To take forward into the model of care:

- Responses to this theme indicate the importance of providing choice for patients about how they access primary care services. Remote consultations work very well for some and will be part of the new model of care. However, in-person appointments must always be available as well. Overall, the primary care at scale model of care aims to improve access to primary care and the survey responses indicate that this matters to the public in the Isle of Man.

## Supporting independence

Responses to questions on this theme indicated that people felt that it is important for primary care services to support people to manage their own health and stay well and independent. 73% of people thought it was either important or very important for primary care services to signpost patients to other sources of support available in the community. 86% of people thought it was either important or very important for primary care services to provide care services that are focussed on preventing people from getting unwell in the future and helping them manage their own health conditions in the long term. 69% of people thought it was important that primary care services provide information and advice on staying well, not just treatment when they are unwell.

To take forward into the model of care:

- Information and advice, preventative care, early intervention and signposting to other sources of support are important to include in the primary care at scale model of care.

## Other comments

Some responses to the free text questions in the survey included comments relevant to other aspects of the health and care system, beyond primary care. The Primary Care at Scale project has passed these comments onto the relevant projects within the wider Health and Care Transformation Programme to ensure these are taken forward appropriately.

