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# Private Healthcare on the Isle of Man

## Overview

This consultation will be used to inform a new service delivery model for private healthcare on the Isle of Man.

## Why we are consulting

The purpose of this consultation is to seek the views of service users, insurers, and Manx residents on the provision of private healthcare in the Isle of Man. Stakeholder views are important to shape the future delivery and to provide private healthcare services people want. As part of the review of the current private healthcare offering and ahead of refurbishment of the private patient unit and restructure we are seeking feedback, in the form of this public consultation, on the issues around private healthcare in the Isle of Man.

## Your Information

### 1 Are you responding on behalf of an organisation?

*Please select only one item*

Yes  No

If 'yes', please give the name of the organisation below

In which capacity are you responding to this survey?

*Please select only one item*

Private patient/service user  DHSC employee  General public (Manx Resident)  
 General public (Non-Resident)

## 2 May we publish your response?

Please read our [Privacy Policy](#) for more details and your rights.

### More information

- Publish in full – your first name and surname, organisation name, along with full answers **will** be published on the hub (your email will **not** be published)
- Publish anonymously – only your responses **will** be published on the hub (your name, organisation and email will **not** be published)
- Do not publish – **nothing will** be published publically on the hub (your response will only be part of a larger summary response document)

(Required)

Please select only one item

- Yes, you can publish my response in full
- Yes, you may publish my response anonymously
- No, please do not publish my response

## 3 What is your age?

Please select only one item

- Under 18 years    18 – 24 years    25 - 29 years    30 – 39 years
- 40 – 49 years    50 – 59 years    60 - 69 years    70 – 79 years
- Over 80 years

## 4 What is your employment status?

Please select only one item

- Student    Unemployed    Employed    Retired

## 5 What is your current annual income?

Please select only one item

- £1 to £14,999    £15,000 to £29,999    £30,000 to £44,999
- £45,000 to £59,999    £60,000 to £74,999    £75,000+

## 6 Which sector do you work in?

If you answered 'unemployed' or 'student' for Question 4, please skip to Question 7.

*Please select only one item*

- Finance / Insurance    Health / Social Care    Technology    eGaming  
 Manufacturing    Retail    Other

If you selected 'other', please state the sector below.

## Previous Private Healthcare

### 7 Have you chosen to use private healthcare previously?

*Please select only one item*

- Yes    No

If 'yes', please answer the question below.

If 'no', please continue to Question 18.

## 8 What specialities have you previously used privately?

Please select all that apply

- Dental    Orthopaedics (musculoskeletal)    General Medicine  
 General Surgery    Urology    Cardiology    Ophthalmology (eyes)  
 Rheumatology    Endocrine/ Diabetes    Neurology    Psychiatry  
 Dermatology / plastic surgery    Other

If 'other', please give your answer here

## 9 Did you opt to have your private healthcare at Noble's Hospital, via another provider, or both?

Please select only one item

- Noble's Hospital    Other Provider  
 I have been a private patient at both Noble's Hospital and with other providers

**10** If you have experience of private healthcare, what was your impression of the charges if you were aware of them?

	Noble's Hospital	Other Provider	Both Noble's Hospital and with other providers
<p>Excellent value for money <i>Please select only one item</i></p>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<p>Competitive rates to those of other providers <i>Please select only one item</i></p>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<p>Charges were appropriate <i>Please select only one item</i></p>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<p>Charges were slightly high but worth it to have treatment at my chosen provider <i>Please select only one item</i></p>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<p>Charges were too high <i>Please select only one item</i></p>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

What would you have changed to make charges appropriate?

**11** If you have experience of inpatient private healthcare, what did you think of the accommodation (your room, general ward areas)?

	Noble's Hospital	Other Provider	Both Noble's Hospital and with other providers
Excellent service <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Comfortable and functional <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
No strong view <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Basic <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unsuitable <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did not use inpatient facilities <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

What facilities would you like to see in a private room?

**12** If you have experience of inpatient private healthcare, what did you think of the service from medical staff (doctors, nurses, healthcare assistants)?

	Noble's Hospital	Other Provider	Both Noble's Hospital and with other providers
<b>Excellent service</b> <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Adequate service</b> <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>No strong view</b> <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Minimum service</b> <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Poor service</b> <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Did not use inpatient facilities</b> <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please give further comment in the box below

**13** If you have experience of private healthcare, what did you think of the meal options?

	Noble's Hospital	Other Provider	Both Noble's Hospital and with other providers
<b>Excellent</b> <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Adequate</b> <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Poor</b> <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please give further comment in the box below

**14** If you have experience of private healthcare, what did you think of the service from Admin staff (reception, admin, finance)?

	Noble's Hospital	Other Provider	Both Noble's Hospital and with other providers
<b>Excellent service</b> <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Adequate service</b> <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>No strong view</b> <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Minimum service</b> <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Poor service</b> <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please give further comment in the box below

**15** If you have experience of outpatient private healthcare, what did you think of the premises and service?

	Noble's Hospital	Other Provider	Both Noble's Hospital and with other providers
<b>Excellent</b> <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Adequate</b> <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Poor</b> <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**16** If you have experience of private healthcare at Noble's Hospital, what would you change?

Please give your answer here

**17** If you have experience of private healthcare at other providers, what would you like to see replicated at Noble's Hospital?

Please give your answer here

## Priorities of Private Healthcare

**18** Would you consider opting for private healthcare in the future?

*Please select only one item*

Yes  No  Maybe

Please state your reason

**19** Would you prioritise on island healthcare over off island options?

*Please select only one item*

Yes - prefer on island  No - prefer off island

Maybe - other factors would be more important

Please state your reason

**20** With 1 representing 'least important' and 5 representing 'most important', please rate the importance of the following considerations for you when considering private healthcare options.

	1	2	3	4	5
Consultant - selecting the specific Consultant you wish to see, rather than anyone in the speciality <i>Please select only one            item</i>	<input type="radio"/>				
Hospital - which hospital your in- patient care/operation would be delivered in <i>Please select only one            item</i>	<input type="radio"/>				
Practice location - where consultant carries out consultations <i>Please select only one            item</i>	<input type="radio"/>				
Price - estimated overall price for episode of care <i>Please select only one            item</i>	<input type="radio"/>				
Flexibility or choice of dates for any required procedures <i>Please select only one            item</i>	<input type="radio"/>				
Waiting lists - shorter waiting lists to access private facilities and services than NHS equivalent <i>Please select only one            item</i>	<input type="radio"/>				

	1	2	3	4	5
<p>Outcomes - frequency of similar procedures, complications <i>Please select only one item</i></p>	<input type="radio"/>				
<p>Invoicing - receiving all charges relating to my episode of care on one invoice <i>Please select only one item</i></p>	<input type="radio"/>				
<p>Insurer - hospital to communicate directly with my insurer e.g. send invoice directly to them <i>Please select only one item</i></p>	<input type="radio"/>				
<p>Length of stay - predicted length of stay in hospital makes private facilities more attractive <i>Please select only one item</i></p>	<input type="radio"/>				
<p>Links - links to wider network of specialities <i>Please select only one item</i></p>	<input type="radio"/>				
<p>Brand - known/respected brand name <i>Please select only one item</i></p>	<input type="radio"/>				

If 'length of stay' was rated 3 or over, would an expected longer stay or shorter stay make private options more attractive to you? E.g. would you be more likely to opt to go private if you were only expected to be an inpatient for 1 day or if you were expected to be an inpatient for 4-5 days?

If 'consultant' was ranked 3 or above, **answer Question 21**. Otherwise, continue with the consultation.

**21** With 1 representing 'least important' and 5 representing 'most important', please rate the importance of the following considerations for you when selecting a private consultant.

	1	2	3	4	5
Someone my insurer recommends <i>Please select only one item</i>	<input type="radio"/>				
Someone my GP recommends <i>Please select only one item</i>	<input type="radio"/>				
Which hospital they operate in <i>Please select only one item</i>	<input type="radio"/>				
Biography of professional career <i>Please select only one item</i>	<input type="radio"/>				
Waiting time or flexibility of dates for consultation or procedures <i>Please select only one item</i>	<input type="radio"/>				
Price structure / charges <i>Please select only one item</i>	<input type="radio"/>				
If they are available for consultations in the Isle of Man <i>Please select only one item</i>	<input type="radio"/>				
Private activity statistics <i>Please select only one item</i>	<input type="radio"/>				

Please give suggestions of important considerations

**22** How important is it to you to be able to speak to a Consultant's secretary or service administrator during office hours?

*Please select only one item*

- Very important     Preferable     Prefer out of hours availability  
 No preference - as long as I can leave a message and someone will call me back

**Facilities**

**23** With 1 representing 'least important' and 5 representing 'most important', please rate the importance of the following facilities you might like to see in a private outpatient clinic area.

	1	2	3	4	5
Hot drinks machine +/-or water fountain <i>Please select only one item</i>	<input type="radio"/>				
Receptionist always on duty <i>Please select only one item</i>	<input type="radio"/>				
Access to main hospital site <i>Please select only one item</i>	<input type="radio"/>				
Drop-in blood clinic facility <i>Please select only one item</i>	<input type="radio"/>				
TV in waiting area <i>Please select only one item</i>	<input type="radio"/>				
Good parking availability <i>Please select only one item</i>	<input type="radio"/>				

Please give suggestions of other facilities

**24** With 1 representing 'least important' and 5 representing 'most important', please indicate what you consider to be the most important elements of a private inpatient ward/room?

	1	2	3	4	5
Staff to patient ratios <i>Please select only one item</i>	<input type="radio"/>				
Room décor & facilities <i>Please select only one item</i>	<input type="radio"/>				
Menu choices <i>Please select only one item</i>	<input type="radio"/>				
Flexibility & choice of dates <i>Please select only one item</i>	<input type="radio"/>				
Smart TV in room <i>Please select only one item</i>	<input type="radio"/>				
Strong fast-speed WIFI <i>Please select only one item</i>	<input type="radio"/>				
Work space available in rooms <i>Please select only one item</i>	<input type="radio"/>				

Please give suggestions of other elements

## Private Services

**25** Where clinically appropriate, would you be happy to receive private healthcare in an alternative area of the hospital, away from the private ward?

*Please select only one item*

Yes  No  Maybe - depends on the procedure

Please state your reason

**26** Have you ever opted to have private radiology (x-rays/scans)?

*Please select only one item*

Yes  No

If 'yes', please check all options you feel apply to your experience of private radiology?

*Please select all that apply*

- Short waiting time for an appointment  Waiting time for an appointment too long  
 Invoicing was confusing and not as expected  Invoicing was clear and as expected  
 Results received quickly and clearly  Results took too long or weren't clear

Please give further comment in the box below

## 27 Have you ever opted to have private pathology (blood tests/swabs/sample testing)?

Please select only one item

- Yes  No

Please check all options you feel apply to your experience of private pathology?

Please select all that apply

- Short waiting time for an appointment  Waiting time for an appointment too long  
 Invoicing was confusing and not as expected  Invoicing was clear and as expected  
 Results received quickly and clearly  Results took too long or weren't clear

Please give further comment in the box below

## 28 Which services not currently available at Noble's Hospital would you be interested in using privately?

Please select all that apply

- GP  Dentist  Wellness clinic (basic obs, skin review, blood tests)  
 Sleep clinic  Other

Please give further comment in the box below

## Technology

## 29 Please rank the importance of what would you like to see included on a private healthcare website?

	Not important at all	Slightly Important	Important	Very Important
Specialities available <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Consultant biographies <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Travel advice on how to get to the Private Patient Unit <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Photographs of example rooms and meals <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Example menu choices <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Finance information including payment methods <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Key staff biographies <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please give suggestions of other website content

**30** Technology now allows for appointments and pre-admission literature to be sent out electronically. What is your experience of receiving appointments and other information electronically?

*Please select only one item*

- I like getting appointments and information electronically
- I get electronic appointments but I would prefer paper appointments
- I don't mind how I receive appointments and information
- I have never received appointments electronically but would like to start
- I don't have a computer or smartphone I could use

Please give further comment in the box below

## Insurance

**31 Do you currently have Private Health Insurance (PHI)?**

*Please select only one item*

Yes  No

If 'yes', who pays for your Private Health Insurance (PHI)?

If 'no', continue to Question 32.

*Please select all that apply*

- I pay for my PHI  My employer provides PHI
- I have a private policy but my employer also provides some PHI cover
- I am covered by someone else's policy that they pay for
- I am covered by someone else's policy that their employer pays for  Other

If 'other', please give your answer here

If your employer provides PHI or you are covered by someone else's policy that their employer pays for, please answer the questions below.

Otherwise, continue to Question 32.

If the employer withdrew PHI would you consider paying for it yourself?

*Please select only one item*

Yes  No

### 32 Who is your insurer?

Please select only one item

- AXA    AXA PPP    Bupa    Cigna    General & Medical Healthcare  
 Vitality    WPA    Other

If 'other', please give your answer here

### 33 If you have an excess payment clause on your policy, what is the excess amount?

Please select only one item

- £1 to £199    £200 to £399    £400 to £599    £600 to £799  
 £800 to £999    £1000+

### Additional suggestions

### 34 Do you have any additional suggestions you think would improve the private patient offering on the Isle of Man?