

Dear Dr Wollaston

Our demoralised and depersonalised NHS workforce

Thank you for your prompt, interested and engaging email.

I am certainly interested in your committee's inquiry and website.

Yet rather than immediately and procedurally adding to the enormous bulk of this documentation, I would first prefer a live, personal conversation with you and any other members of your committee. I can then quickly and directly show you casework evidence of the themes I have written extensively about, for several years.

My preference for such personal dialogue reflects a wider concern that is seminal to understanding much of the exhausted depersonalisation in our NHS workforce: how ever-increasing documentation and data has overwhelmed the autonomous headspace and heartspace of practitioners.

Certainly our computerisation enables unprecedentedly massive and efficient signalling but it has also – paradoxically – made personal conversations and understandings more and more difficult: we have too much signalling to have time for personal communication. This is one symptom of *technototalitarianism*, an important generator of our healthcare's current and growing malaise.

Such problems have had insidious growth and now have massive momentum – they have become cultural. Culture cannot be easily 'fixed': we must start with fuller recognition, and then mapping.

Showing examples of this to you will be much more clear and efficient than extensive description and analysis.

My surgery is very close to Westminster. I hope we will make the necessary contact.

Thank you for your difficult and demanding work.

With best wishes

Dr David Zigmond (GP)