

## **Our failing GP services need human sense as much as money**

Yesterday (28.2.18) you reported a record patient dissatisfaction with GPs. You quote both a senior GP and a research body attributing this to underfunding. This is true, but only partly so. Quite as important has been the mistrustful industrialised micromanagement of GPs. This has made the job miserable and ungratifying, so the service is now as unpopular with doctors as it is with patients. The result? A dwindling and demoralised workforce often shored-up by expensive locums. This becomes ever more expensive, depersonalised, inefficient and then inaccessible.

More money will help, but we need more human sense too.

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