



Central Midlands
Commissioning Support Unit

Call to Action Clinician Survey Summary of Responses

The negatives

Public (*first 500*)

- Resources feel tight ✓
- Concerns about attracting / retaining staff ✓
- Rising tide of demand (expectations/aging) ✓

- Previous management and political interference and unsatisfactory change ✓

- Poor morale

[Has there been too much or too little change?]

The positives

- Common ground in putting quality to the fore (compassion and safety especially)
- Common ground on importance of delivering accessible services

[Is there sometimes a trade off between quality and accessibility? How can the public be engaged in that debate?]

Public (*first 500*)



Public see accessibility as biggest issue (especially to GPs)

The opportunities

Public (*first 500*)

- | | |
|--|---|
| •Managing demand better | ✓ |
| •New models to deliver | ✓ |
| •More care in the community (and out of hospital) | ✓ |
| •Joint working and better coordination | <i>Reduce waste and duplication</i> |
| •Use technology better | ✓ |
| •Emphasise education for patients and supporting self-care | ✓ |
| •Reorganise services to achieve resilient high quality | - |
| •Clinical leadership to drive clinically sensible change | ✓ |
| | • <i>An inclusive decision making process</i> |