

# A vision for the future culture of the NHS

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21 May 2014



# Survey

- › Looked at leadership, culture and compassionate care in the NHS
- › Over 2000 managers and clinicians responded
- › Consistent discrepancy between executive roles and the rest across a range of issues
- › Views on quality of leadership and priority given to quality of care have improved

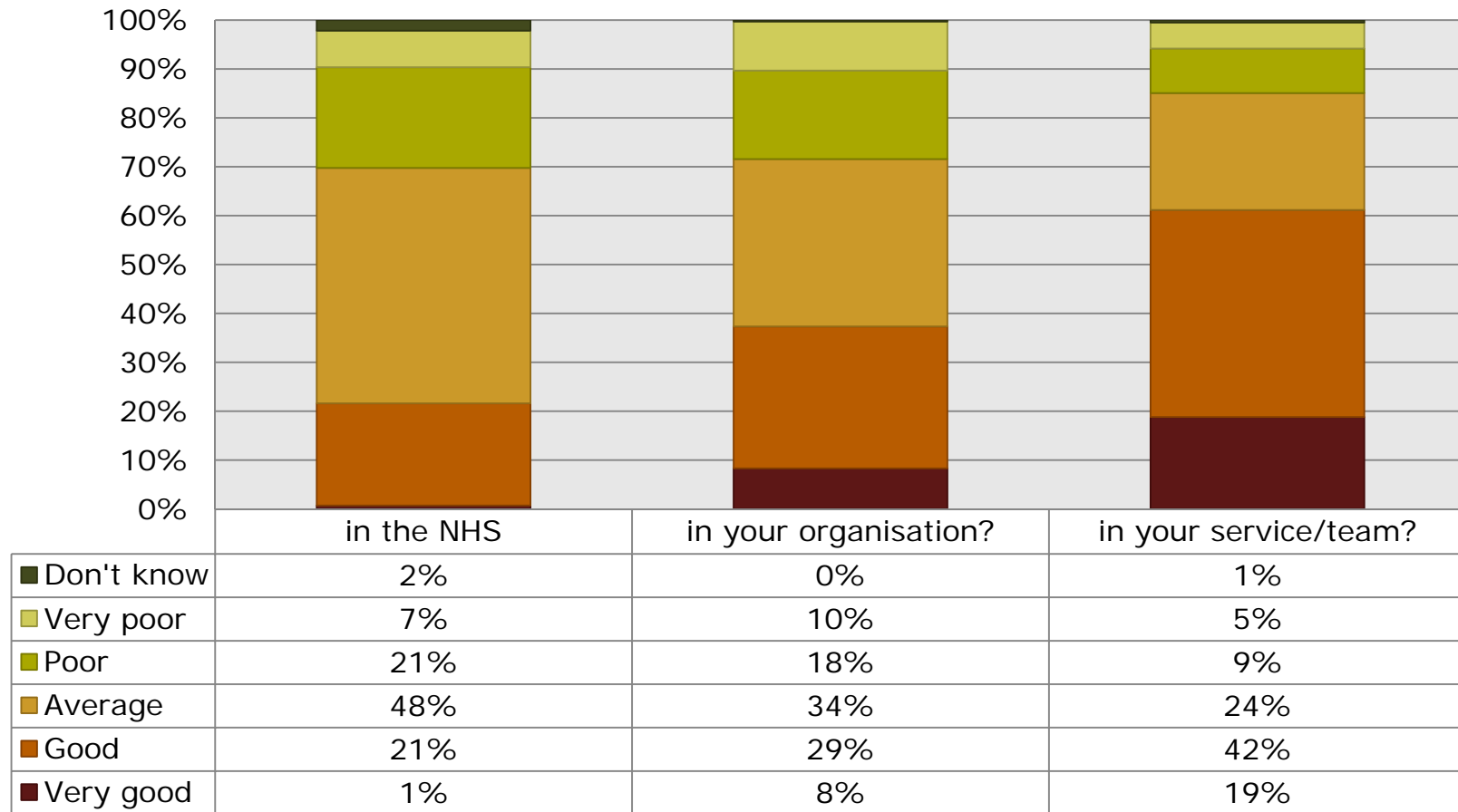
# Some cause for concern

- › 43% felt swift and effective interventions were not taken to deal with inappropriate behaviours and performance
- › 39% felt their organisation was characterised by openness honesty and challenge – the same proportion disagreed
- › 28% felt there was a sense of pride and optimism amongst staff
- › 67% felt they could raise concerns, but only 40% felt they would be dealt with appropriately

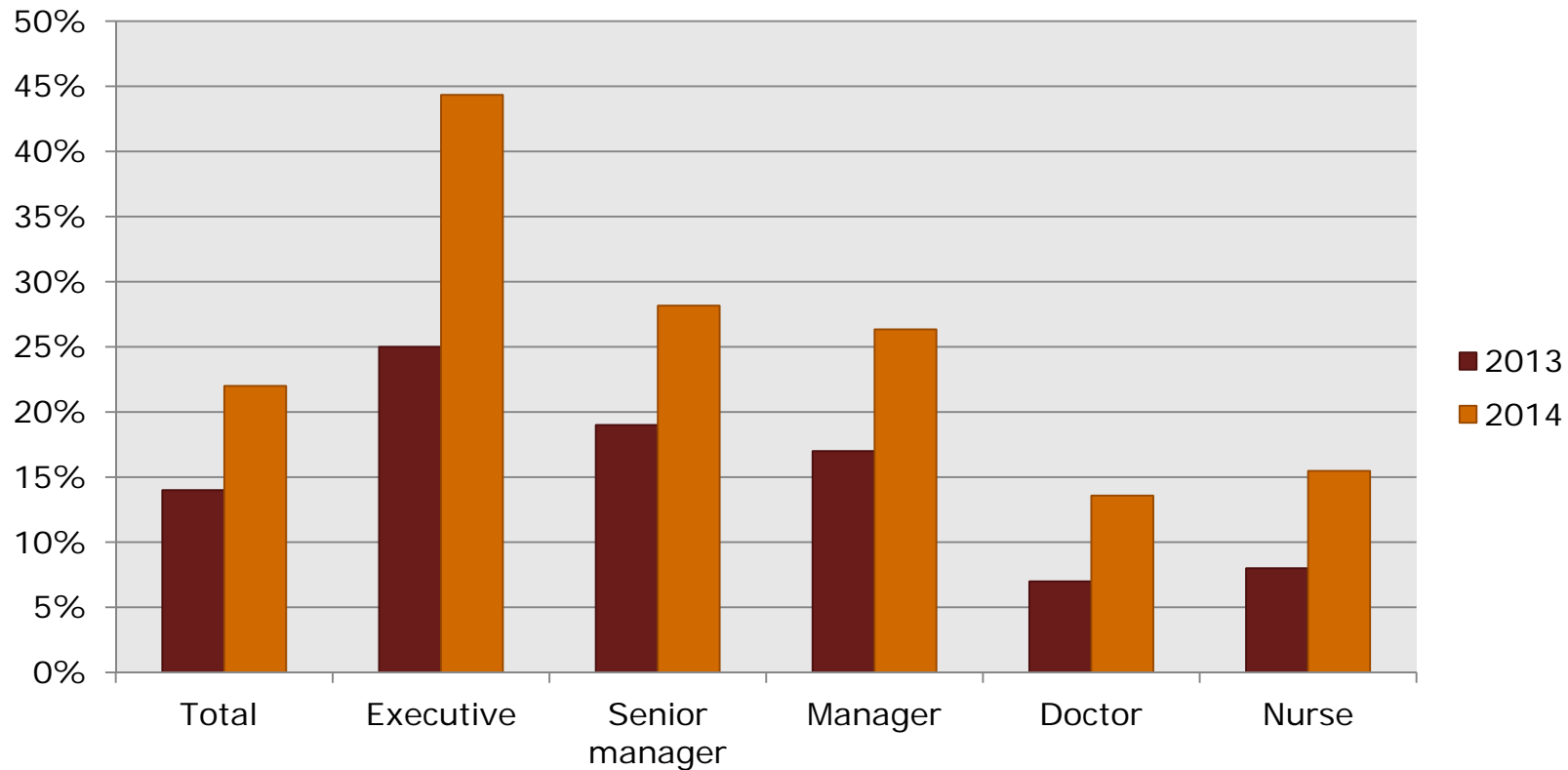
# Some cause for optimism

- › 89% said patients are encouraged to give feedback
- › 61% said that feedback was acted on
- › 50% felt they would be listened to if they had ideas on how to improve services
- › Provided a wealth of examples of how organisations are developing compassionate care – including patient feedback, training and supporting staff

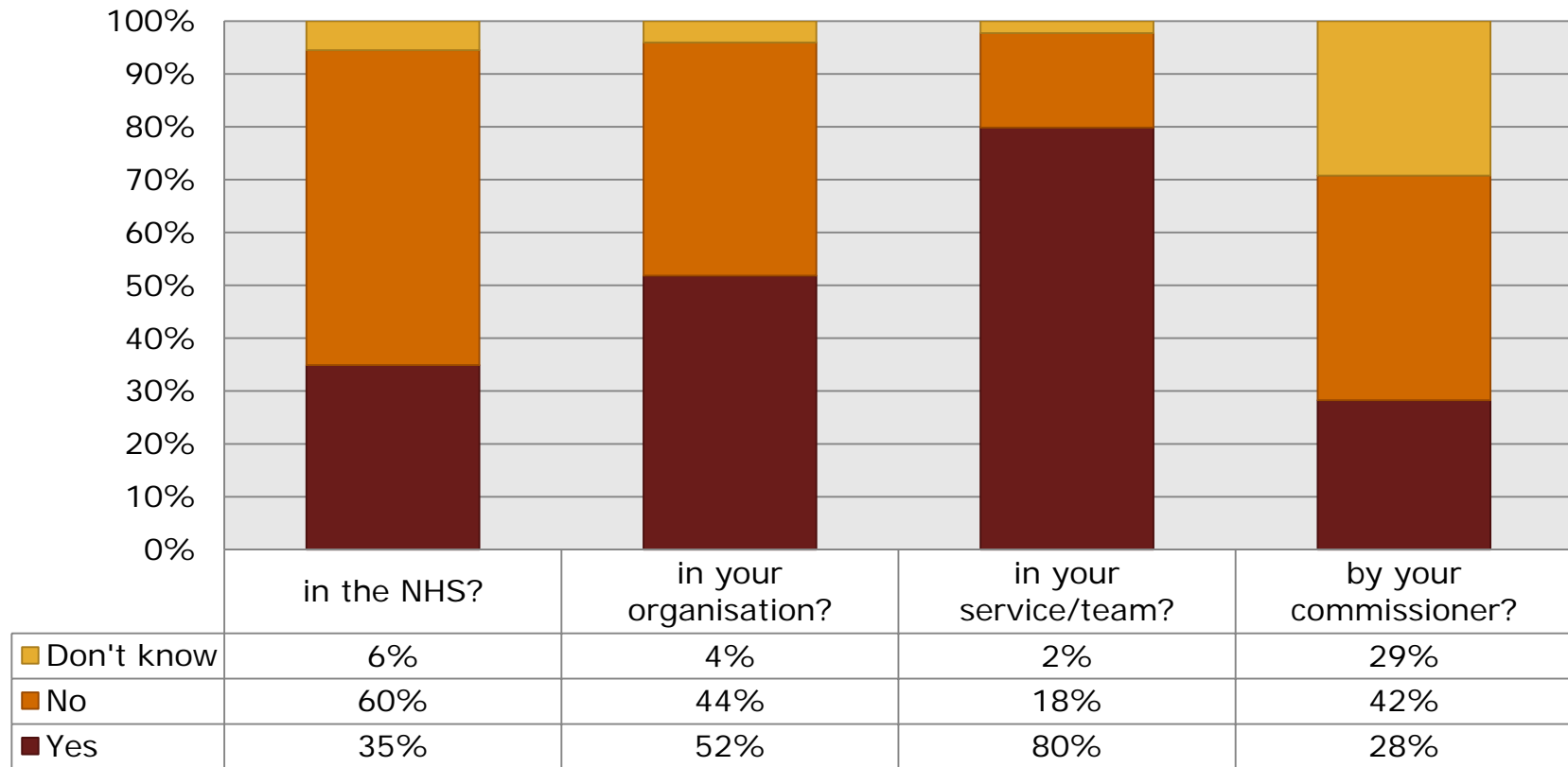
# What do you think of the quality of leadership...



# What do you think of the quality of leadership in the NHS? Very good / good



# Do you think enough priority is given to the quality of care...



# Do you think enough priority is given to the quality of care in the NHS? Yes

