

## **Personal continuity of care – the vanishing yet vital element of general practice**

GP Dr Gavin Francis's Long Read (*Voters are unhappier with the NHS than they've been for 30 years. As a GP, I feel the same*, 24 August) is a remarkably well-informed, personally witnessed, and broad-scoped analysis of our NHS problems, and general practice in particular.

Yet the clarity of that view is likely to be lost to successive younger GPs. Dr Francis is in his fifties and has served in the same practice for many years: he is able to write of staff who are familiar to him, and of patients whose stories and experiences he has long shared. He writes with warmth and gratitude of the meaning such community-sense has given his own life.

Such blessings are only possible from a bedrock of personal continuity of care, and that is almost entirely lost to the generation of doctors after Francis. Contemporary GPs are now working more like those in a factory or gig economy where personal relationships or understandings are regarded as irrelevances, or even impediments. Such work has little human nourishment, interest or satisfaction.

This is a major reason for the profession's demoralised crumbling.

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