

## Are Today

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The Point of Care programme found there was a lack of evidence to support many of the methods now being used to improve services, which often focused on just one group of staff or one aspect of patient experience. According to the report, current efforts do not do enough to transform hospital culture or to support staff to provide compassionate care. It recommends that action be taken at four levels: the individual staff member; the team, unit or department; the institution as a whole, and the wider health care system.

The Director of The King

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