



# Video – Distrust The System soundtrack content [NHS problems exposed]

2088z34)   Video – Distrust The System soundtrack content [NHS problems exposed] [24 Jan 2025]

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## Youtube summary:

### Act 2: Unknown NHS Problems Exposed & The Misdiagnosis Paradox

Since 1999, the **UK Post Office Horizon** software scandal has shocked the nation. The government described Post Office managers as "**thugs in suits.**" The software failures reflected **a broader problem**—before the rise of **DevOps and test-driven development (TDD)**, which anticipates failure and builds tests to prevent it.

In contrast, the **NHS actively suppresses its test results—complaints.** The UK Health Minister appeared **unaware** that **hidden complaints and medical record fraud** are **the biggest drivers** of the **7.7 million-strong waiting list.**

Michael Lewis reveals a **stunning medical experiment:** doctors diagnosed **96 stomach ulcers** on a **7-point cancer probability scale**—but their diagnoses were **wildly inconsistent.** They **contradicted themselves** when unknowingly ranking **the same sample twice.** The researchers developed an **algorithm that outperformed the best doctors.**

Friday – 22:22 GMT – January 24, 2025

## Act 2: Unknown NHS Problems Exposed and The Misdiagnosis Paradox

[Set to a high-tension cinematic rock soundtrack]

[The following has been designed to work with the music in sets of eight bars.  
Typically, each set of eight bars will take up about 460 characters with spaces]

### 1) Post Office Horizon Software Scandal ("thugs in suits")

Since 1999, the UK Post Office Horizon software scandal shocked the nation with 900 citizens wrongly convicted, many of whom were jailed. The government minister in charge of oversight, Sir Vince Cable, described Post Office managers as "thugs in suits," while Sir Ed Davey admitted, "I'm sorry I did not see through the Post Office's lies."

### 2) DevOps MSE TDD Continuous Delivery – Not an NHS TDD Approach

This scandal reflected broader failings in development before the rise of DevOps and Modern Software Engineering in 2009; in Continuous Delivery, David Farley and Jez Humble pioneered Test-Driven Development (TDD), expecting failure and building tests for critical functions to prevent it. Analogously, the NHS seems to employ the direct opposite approach, where its test results (Complaints) are actively suppressed, stifling its ability to adapt and improve.

### **3) Wes Streeting and the Unknown Problems Driving the NHS Waiting List**

In his December 2024 members meeting on the NHS, UK Health Minister Wes Streeting seemed unaware of two of the biggest contributors to the unprecedented 7.7 million-long waiting list: the suppressed complaints process and fabricated medical records that omit negligence-related data. Drawing parallels with the Post Office scandal, NHS “thugs in suits” are covering up systemic problems while exploiting their own inefficiencies to relentlessly demand more money.

### **4) The NHS: A Cartel of Thousands of For-Profit Businesses**

While many believe the NHS is a public service like the police, it is not. It operates as a cartel of thousands of for-profit businesses. It is the only enterprise, public or private, unaccountable to local councils. As for regulation, the CQC cannot investigate individual cases, and the GMC is rendered ineffective by pervasive medical record fraud. The only oversight comes from the government, which is being deceived by systemic obfuscation.

### **5+6) Michael Lewis Inspires: The Misdiagnosis Paradox**

Turning to the practice of medicine itself, we draw from Michael Lewis’s *The Undoing Project*, which chronicles the fathers of behavioural science, Daniel Kahneman and Amos Tversky. In one particularly revealing experiment, doctors were asked to evaluate the probability of cancer in 96 stomach ulcers on a 7-point scale, with each ulcer presented twice without their knowledge. As the lead researcher described, the results were ‘generally terrifying.’ The diagnoses were wildly inconsistent—the experts disagreed with one another and even contradicted themselves when faced with the same case. The researchers then developed an algorithm based on the doctors’ reasoning. Immune to bias, fatigue, and error, the algorithm outperformed each doctor, including the best among them. From this observation, Nick Ray Ball contemplated *The Misdiagnosis Paradox*: “A medically trained model of GPT-4 would surpass the doctors who provided the training data.”

### **7+8) Covert Testing Shows Chat GPT Consistently Outperformed GPs and Specialists.**

In the fifty years since the experiment, human fallibility has remained unchanged, while algorithms have evolved into sophisticated AI. Since 2010, we’ve been observing NHS inefficiencies, mirroring Michael Lewis’s research in *The Undoing Project*. In 2022, we launched a research project, recording over 100 hours of NHS interactions and doctor consultations. Comparing this data to over 400 pages of medical records, we found errors on every page due to communication failures, poor practices, and, most notably, systemic omission of negligence-related data. Malpractice cascaded through the system, as one flawed medical record led subsequent doctors into further errors—exacerbating the NHS waitlist, and causing unnecessary operations, harmful pharmaceuticals, crippling injuries, and preventable deaths. When given the same conversations Chat GPT consistently outperformed GPs and specialists every time.

## 9) Instead of Speaking to The Receptionist, GP-AI Gatekeeper Answers Your Call

Now imagine this: instead of calling your GP, speaking to the receptionist, and receiving an appointment a week later, followed by a visit to a specialist a month later. GP-AI Gatekeeper answers your call, Cross references medical records, offers immediate advice, and provides your GP with the specialist opinions needed, including follow-up procedures, scans and so forth, in a neatly created 400-word memo generated before the end of the phone call.

## 10) This Is The Future Of Healthcare and The Solution to the NHS Waiting List

This is the future of healthcare and the solution to the NHS waiting list. By funding GP-AI Gatekeeper, GP-AI Psych, The Good Doctor App, and GP-AI Physio—and leveraging NHS branding with proactive legislation—Sir Keir Starmer can secure the UK's leadership in “the race of our lives.” Achieving AI breakthroughs, exporting them, and creating the first regulated AI healthcare monopoly in a trillion-dollar market would make Britain “an AI maker, not an AI taker.”

## GPT-4o First draught after prompt

**[Opening: The Post Office Horizon Scandal and Modern Software Engineering]** “Consider the Post Office Horizon scandal—a stark warning about what happens when systems fail and accountability is obscured. Described by Sir Vince Cable as 'thugs in suits' and by Sir Ed Davey as deeply misleading, this scandal destroyed trust and livelihoods.

But this wasn't just about one failing system—it reflected the broader failings of most software engineering at the time. The solution? Modern software engineering principles like Test-Driven Development (TDD) and Continuous Delivery, as championed by experts like David Farley and Jez Humble in *Continuous Delivery* (2012). These methodologies expect failure and build tests for every function, so problems are visible and fixable before cascading out of control.

While the software industry has embraced this approach, the NHS has not.”

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**[The NHS is Not What It Seems]** “Many people believe the NHS is a public service like the police. But it is, in reality, a sprawling network of over 9,300 organizations—trusts, GP surgeries, and private providers—operating with the autonomy of private businesses. While publicly funded, these entities prioritize their interests, often resorting to obfuscation and even fraud to avoid accountability.

This dynamic echoes Michael Lewis's insights from *The Premonition*: 'The way some people were able to use their own inefficiency to create a seeming need for more funding... drove out the entrepreneurial spirit.' Ruthless entities exploit inefficiencies to secure more resources, while those doing more with less are left underfunded. Our research in Epsom, Surrey, reveals this pattern clearly."

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**[Systemic Failures: Ignoring Test-Driven Design]** "Unlike Test-Driven Development in software, the NHS actively suppresses its most valuable data: complaints. These are equivalent to bug tests in modern software engineering—a critical feedback loop for improvement. Yet, legal departments alter or suppress complaints to minimize liability, and administrators discourage doctors from documenting anything that could imply negligence.

The result?

- **Interference with Test Results:** Leading to diagnostic inaccuracies.
- **Medical Record Fraud:** Cascading into misdiagnoses and avoidable harm.

The General Medical Council's effectiveness has dropped to just one doctor found unfit to practice for every 5,000 complaints—a glaring failure of accountability."

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**[The Misdiagnosis Paradox]** "This brings us to the Misdiagnosis Paradox. Inspired by Michael Lewis's *The Undoing Project*, we revisit a groundbreaking behavioral science experiment. Doctors were asked to diagnose 96 stomach ulcers on a 7-point scale. Unbeknownst to them, each ulcer was shown twice. The results were startling:



- Diagnoses were inconsistent, with doctors frequently contradicting themselves.
- When asked to explain their reasoning, the doctors provided subjective insights, which researchers used to create an algorithm.

The algorithm outperformed the doctors every time—immune to bias, bad days, and human error.

Fifty years later, human fallibility remains unchanged, but algorithms have advanced dramatically. Our own 30-month study confirmed this: GPT-4o consistently outperformed GPs and specialists when analyzing patient consultations and medical records.

On over 400 pages of records, systemic omissions—driven by legal concerns—caused errors on every page. These errors cascaded, exacerbating the NHS waitlist and leading to unnecessary operations, harmful pharmaceuticals, and preventable deaths."

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**[Introducing GP-AI Gatekeeper]** "Now imagine, instead of waiting weeks for a GP appointment and months for a specialist,   GP-AI Gatekeeper takes the call. It provides immediate advice, delivers specialist insights to your GP before your appointment, and streamlines the entire process.

This is the future of healthcare. This is the solution to the NHS waitlist."

## 2) DevOps MSE TDD Continuous Delivery – Not an NHS TDD Approach

The text on the video Screen:

### 2009: DevOps Emergence

- *John Allspaw and Paul Hammond* of Flickr present "*10+ Deploys per Day: Dev and Ops Cooperation at Flickr*," highlighting the importance of collaboration between development and operations teams.
- *Patrick Debois* coins the term "DevOps" and organizes the first DevOpsDays conference in Ghent, Belgium, fostering a community around these practices.

### 2012: Continuous Delivery

- *Jez Humble and David Farley* publish "*Continuous Delivery: Reliable Software Releases through Build, Test, and Deployment Automation*," detailing practices for rapid and reliable software delivery.

### 2014: State of DevOps Reports

- *Nicole Forsgren, Gene Kim, and Jez Humble* begin publishing the annual "*State of DevOps Report*," providing research and insights into the adoption and impact of DevOps practices.

### 2018: Accelerate

- *Nicole Forsgren, Jez Humble, and Gene Kim* co-author "*Accelerate: The Science of Lean Software and DevOps*," presenting data-driven insights into high-performing IT organisations.

### 2021: Modern Software Engineering

- *David Farley* publishes "*Modern Software Engineering: Doing What Works to Build Better Software Faster*," introducing a scientific, principles-based approach to software development. The book emphasises iterative development, feedback loops, and managing complexity to improve software quality and accelerate delivery.