

Contents



Editorials

- 81** Understanding and learning from organisational failure *K Walshe*
- 82** Learning from tragedies: clinical lessons from the Climbié report *H Marcovitch*
- 83** The future for primary care: increased choice for patients *R Evans, A Edwards, G Elwyn*

Commentaries

- 85** Quality indicators for mental health in primary care: how far have we got? *D J Sharp*
- 86** A call for internet pharmacies to comply with quality standards *C Anderson*
- 87** Clinicians' and patients' roles in patient involvement *N Britten*

Original article

- 88** Surfing, self-medicating and safety: buying non-prescription and complementary medicines via the internet *T L Bessell, J N Anderson, C A Silagy, L N Sansom, J E Hiller*
- 93** Shared decision making: developing the OPTION scale for measuring patient involvement *G Elwyn, A Edwards, M Wensing, K Hood, C Atwell, R Grol*
- 100** Quality indicators for primary care mental health services *T Shield, S Campbell, A Rogers, A Worrall, C Chew-Graham, L Gask*
- 107** Clinical practice guidelines in dentistry: opinions of dental practitioners on their contribution to the quality of dental care *W J M van der Sanden, D G Mettes, A J M Plasschaert, M A van't Hof, R P T M Grol, E H Verdonschot*
- 112** The culture of safety: results of an organization-wide survey in 15 California hospitals *S J Singer, D M Gaba, J J Geppert, A D Sinaiko, S K Howard, K C Park*

Human factors engineering

- 119** Human factors engineering design demonstrations can enlighten your RCA team *J Gosbee, T Anderson*

Quality improvement research

- 122** Using routine comparative data to assess the quality of health care: understanding and avoiding common pitfalls *A E Powell, H T O Davies, R G Thomson*

Accrediting general practice

- 129** Accreditation of general practices: challenges and lessons *S A Buetow, J Wellingham*

Cost and quality

- 136** Quality or financing: what drives design of the health care system? *V McLoughlin, S Leatherman*

Classic paper

- 143** A look into the nature and causes of human errors in the intensive care unit *Y Donchin, D Gopher, M Olin, Y Badihi, M Biesky, C L Sprung, R Pizov, S Cotev*
- 147** Commentary *PF Jensen, P Barach*

Effectiveness bulletin

- 149** Improving the detection and management of depression in primary care *S M Gilbody, P M Whitty, J M Grimshaw, R E Thomas*

JournalScan

- 156** Compiled by *T Smith*

Letter to the editor

- 159** Glue ear surgery *R Milne, A Hill*

Postscript

- 159** Book reviews

Action points

- 160** Compiled by *T Albert*

NEW

**ONLINE
SUBMISSION**

**GO TO
WEBSITE**

**TO SUBMIT YOUR
MANUSCRIPT**