QUALITY & SAFETY

Contents

Editorials

- **521** Physicians with multiple patient complaints: ending our silence TH Gallagher, W Levinson
- 525 Not so random: patient complaints and 'frequent flier' doctors R Paterson
- 'Bad apples': time to redefine as a type of systems problem? K G Shojania, M Dixon-Woods

Original research



532 Identification of doctors at risk of recurrent complaints: a national study of healthcare complaints in

Australia M M Bismark, M J Spittal, L C Gurrin, M Ward,

- TeamGAINS: a tool for structured debriefings for simulation-based team trainings M Kolbe, M Weiss, G Grote, A Knauth, M Dambach, D R Spahn, B Grande
- Developing a patient measure of safety (PMOS) S. J. Giles, R J Lawton, I Din, R R C McEachan
- **563** Staff perceptions of quality of care: an observational study of the NHS Staff Survey in hospitals in England R J Pinder, F E Greaves, P P Aylin, B Jarman, A Bottle

July 2013 Volume 22 Issue 7

- **571** Assessment of the global trigger tool to measure, monitor and evaluate patient safety in cancer patients: reliability concerns are raised T O Mattsson, I L Knudsen, I Lauritsen, K Brixen, I Herrstedt
- 580 On higher ground: ethical reasoning and its relationship with error disclosure A P Cole, L Block, A W Wu
- 586 Development and reliability of the explicit professional oral communication observation tool to quantify the use of non-technical skills in healthcare P F Kemper, I van Noord, M de Bruijne, D L Knol, C Wagner, C van Dyck

Research and reporting methodology

Co-ACT—a framework for observing coordination behaviour in acute care teams M Kolbe, M J Burtscher, T Manser

PostScript

607 Correspondence





