Learning from tragedies Fiona Moss

	121	Consumer health information services cannot work alone Shirley McIver
	122	Clinical indicators: do we know what we're doing? Richard Thomson, Joanne Lally
	123	Appropriate prescribing in general practice: development of the indicators Anthony J Avery
Papers	124	Disseminating information about healthcare effectiveness: a survey of consumer health information services Vikki A Entwistle, Ian S Watt
	130	Indicators of the appropriateness of long term prescribing in general practice in the United Kingdom: consensus development, face and content validity, feasibility, and reliability <i>Judith A Cantrill, Bonnie Sibbald, Stephen Buetow</i>
	136	Mammography: influence of departmental practice and women's characteristics on patient satisfaction: comparison of six departments in Norway Kirsti Løken, Siri Steine, Even Lærum
	142	Health authority commissioning for quality in contraception services Mark Newman, Martin Bardsley, David Morgan, Bobbie Jacobson
Special article	149	Enabling the implementation of evidence based practice: a conceptual framework Alison Kitson, Gill Harvey, Brendan McCormack
Viewpoints	159	Trust in performance indicators? HTO Davies, J Lampel
	163	Searching for information on outcomes: do you need to be comprehensive? Alison J Brettle, Andrew F Long, Maria J Grant, Joanne Greenhalgh
Health policy	168	External evaluation of health care in Italy Aldo Mariotto, Mario Chitarin
	168	Comment Richard Thomson, Joanne Lally
Effectiveness bulletin	170	Management of lung cancer Arabella Melville, Alison Eastwood
	178	Diary · Video reviews



Editorials 119

