

Editorials	213	Jennifer's ear: airing the issues <i>Nick Black</i>
	215	"Quality quarantine:" a call for less professional isolation <i>Hugh McKenna</i>
	217	Setting standards: from passing fashion to essential clinical activity <i>David Jewell</i>
Papers	219	Diabetes care: who are the experts? <i>Tim Hares, John Spencer, Morris Gallagher, Colin Bradshaw, Ian Webb</i>
	225	Development of indicators for quality assurance in public health medicine <i>Nicholas H Johnstone, K M Venkat Narayan, Danny A Ruta</i>
	231	Audit of deaths in general practice: pilot study of the critical incident technique <i>Anita Berlin, John A Spencer, Raj S Bhopal, Timothy D van Zwanenberg</i>
	236	Factors influencing default at a hospital colposcopy clinic <i>Gillian Sanders, Carole Craddock, Ian Wagstaff</i>
	241	Development of clinical guidelines in a health district: an attempt to find consensus <i>David Armstrong, Patrick Tatford, John Fry, Pauline Armstrong</i>
Quality improvement report	245	Reducing bruising after venepuncture <i>P G R Godwin, A C Cuthbert, A Choyce</i>
Special article	247	The Lichfield lecture. Quality assurance in health care: consumers' role <i>Avedis Donabedian</i>
Review article	252	Building teams for effective audit <i>Jenny Firth-Cozens</i>
Viewpoint	256	Educational potential of medical audit: observations from a study of small groups setting standards <i>John Newton, Allen Hutchinson, Nick Steen, Ian Russell, Erica Haimes</i>
Chasing for quality	260	Diabetes care <i>J D Ward, Mary MacKinnon</i>
Effectiveness bulletin	266	Surgical interventions for glue ear: what form will a quality service take? <i>T A Sheldon, N Freemantle, F Song, J M Mason, A F Long, Y Thakker, D Addsheed</i>
	271	Letters • Book reviews • Meetings reports • Diary • Quality quotes