

QUALITY IN HEALTH CARE

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DIARY

11-12 October

London: Euston Plaza Hotel. IIR conference. Successfully integrating quality into the NHS. A conference for managers and directors in the NHS. (£581.63 excluding accommodation.) Further details from IIR Ltd, 28th Floor, Centre Point, 103 New Oxford Street, London WC1A 1DD (tel 071 412 0141; fax 071 412 0145).

12 October

Birmingham: Holiday Inn. International Communications for Management (ICM) workshop. Building a performance culture. A workshop for human resource and personnel professionals within the NHS, designed to help to apply a comprehensive model of performance management to their work environments. (£381.57, including course materials, lunch, and refreshments). Contact Debbie Lock, ICM Marketing Ltd, 14 Frederick Sanger Road, Surrey Research Park, Guildford, Surrey GU2 5YD (tel 0483 37557/37107; fax 0483 33082).

13 October

London: Euston Plaza Hotel. IIR workshop. Practical techniques for achieving continuous quality in the NHS. A workshop for directors and managers of quality, medical and clinical audit facilitators, and clinical service and business managers (£464.13.) Further details from IIR Ltd (as above).

14 October

Birmingham: International Convention Centre. National MAAG delegate day. A national meeting looking at the future of audit in primary care. Topics include clinical audit, MAAG-management relationships, the purchaser-provider role, audit in fundholding, and staff development. (Nominal registration fee.) Further details and programme from Birmingham MAAG, Department of General Practice,

University of Birmingham, Edgbaston, Birmingham B15 2TT (tel 021 414 6636; fax 021 414 6744).

19-20 October

London: White House Hotel. ICM workshop. Continuous improvement in the health service. A workshop on total quality management - continuous improvement for trust and directly managed provider units and also district purchasers and regional authorities. (£581.63 excluding accommodation.) Further details and programme from Debbie Lock (see above).

2-4 November (rescheduled from 5-7 October)

Leeds: Nuffield Institute for Health. Coming to grips with quality assurance. A workshop for those with professional and managerial responsibility for, or interest in, quality assurance, whether as purchasers or providers. (£440, excluding accommodation.) Further details from Ms L Richmond, Nuffield Institute for Health, 71-75 Clarendon Road, Leeds LS2 9PL (tel 0532 459034 ext 2177; fax 0532 460899).

4-5 November

London: Cafe Royal. ICM conference. Contracting for health care. A conference for purchasers and providers which addresses the purchaser and provider issues in the contracting process and the strategic and internal organisational processes required to contract efficiently. (£646.25 (day delegate rate £411.25) excluding accommodation.) Contact Debbie Lock (see above).

11 November

London: King's Fund Centre, British Medical Association, College of Health, *BMJ*, *Quality in Health Care* joint conference. *Quality 93*, a sequel to raising quality in the NHS. (£110 including refreshments and lunch.) Further information from Pru Walters, Conference Unit, British Medical Association, BMA House, Tavistock Square, London WC1H 9JP (tel 071 383 6605; fax 071 383 6400).

October-December

Leeds: Nuffield Institute for Health. Essential quality assurance. A series of three day modules on quality assurance in health and social care for professionals and managers in the NHS, local authority social services departments, and non-statutory organisations. (£440 excluding accommodation.) Further details from Ms L Richmond (see above).

Modules as follows:

19-21 October. Managing and evaluating organisational change

2-4 November. Quality assurance theories

16-18 November. Writing and presenting quality assurance proposals and reports

16-18 November. Economics of quality assurance

30 November-2 December. Health and social policy

7-9 December. Measuring the performance of organisations.

Late 1993/early 1994

Leeds: Nuffield Institute for Health. Royal College of Nursing Institute of Advanced Nursing Education and Nuffield Institutes for Health joint multidisciplinary MA degree in management and leadership in health and social care. A new part time programme for graduates with two years' working experience in a senior clinical, managerial, or educational position in health and social services or non-statutory agency; non-graduates with professional qualifications will be considered. Further details from RCN, 3 Lisbon Square, Leeds LS1 4LY (tel 0532 444 725) or Information and Admissions Office, Nuffield Institute for Health, 71-75 Clarendon Road, Leeds LS2 9PL (0532 459034).

22-24 June 1994

London: First Euroquan conference on quality and nursing practice. Passport to quality. Contact Karen Waterman, Conference Manager, Passport to Quality, Viking House, 17-19 Peterborough Road, Harrow, Middlesex HA1 2AY (tel 081 423 1066).

QUALITY QUOTES

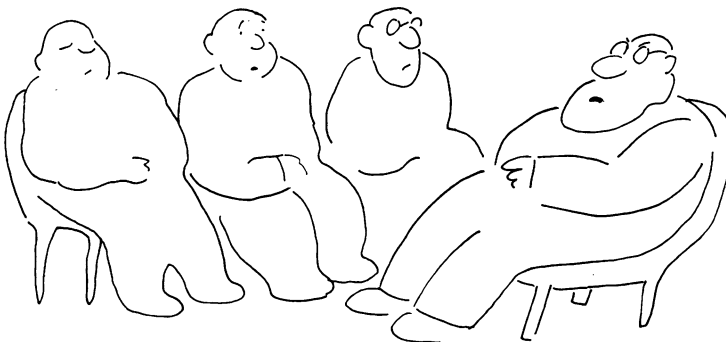
If perfection was achievable it would not be worth having - ZEN PROVERB

The bitterness of low quality lingers long after the sweetness of low cost - BRIAN O'CONNOR

There is hardly anything in the world that some man cannot make a little worse and sell a little cheaper - JOHN RUSKIN

Leadership: the art of getting someone else to do something you want done because he wants to do it - DWIGHT D EISENHOWER

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Amusing or erudite items relating to quality - including examples of "qualityspeak", cartoons, etc - are welcomed for publication and should be addressed to the editor