

## Contents

### Editorials

- 621** Evaluating the effect of a national collaborative: a cautionary tale *A Sales, S Saint*
- 624** Improving communication of critical laboratory results: know your process *B M Wong, E E Etchells*

### Original research

- 627** Design and trial of a new ambulance-to-emergency department handover protocol: 'IMIST-AMBO' *R Iedema, C Ball, B Daly, J Young, T Green, P M Middleton, C Foster-Curry, M Jones, S Hoy, D Comerford*
- 634** Should measures of patient experience in primary care be adjusted for case mix? Evidence from the English General Practice Patient Survey *C Paddison, M Elliott, R Parker, L Staetsky, G Lyratzopoulos, J L Campbell, M Roland*
- 641** Challenges of making a diagnosis in the outpatient setting: a multi-site survey of primary care physicians *U Sarkar, D Bonacum, W Strull, C Spitzmueller, N Jin, A López, T D Giardina, A N D Meyer, H Singh*
- 649** Insightful practice: a reliable measure for medical revalidation *D J Murphy, B Guthrie, F M Sullivan, S W Mercer, A Russell, D A Bruce*

August 2012 Volume 21 Issue 8

- 657** Innovative strategy for effective critical laboratory result management: end-to-end process using automation and manual call centre *L K Ti, S B L Ang, S Saw, S K Sethi, J W L Yip*
- 663** Findings from a national improvement collaborative: are improvements sustained? *J M Glasgow, M L Davies, P J Kaboli*
- 670** Signal and noise: applying a laboratory trigger tool to identify adverse drug events among primary care patients *S Brenner, A Detz, A López, C Horton, U Sarkar*
- 676** The H-PEPSS: an instrument to measure health professionals' perceptions of patient safety competence at entry into practice *L Ginsburg, E Castel, D Tregunno, P G Norton*

### Systematic review


- 685** Can patients report patient safety incidents in a hospital setting? A systematic review *J K Ward, G Armitage*

### Quality improvement report

- 700** A collaborative project to improve identification and management of patients with chronic kidney disease in a primary care setting in Greater Manchester *J Humphreys, G Harvey, M Coleiro, B Butler, A Barclay, M Gwozdziewicz, D O'Donoghue, J Hegarty*




Receive regular table of contents by email.  
Register using this QR code.


 This article has been chosen by the Editor to be of special interest or importance and is freely available online.

 Articles carrying the Unlocked Logo are freely available online under the BMJ Journals unlocked scheme.  
See <http://qualitysafety.bmj.com/info/unlocked.htm>

**C O P E** COMMITTEE ON PUBLICATION ETHICS

This journal is a member of and subscribes to the principles of the Committee on Publication Ethics  
[www.publicationethics.org.uk](http://www.publicationethics.org.uk)

 equator network

 recycle  
When you have finished with this please recycle it