

| | | |
|------------------------------------|-----|---|
| Editorials | 145 | Reducing errors in medicine <i>Donald M Berwick, Lucian L Leape</i> |
| | 147 | Learning from quality systems in different countries: quality improvement across borders? <i>Fiona Moss, Richard Baker</i> |
| | 148 | Assessing good quality dental care <i>Diane Plamping</i> |
| Papers | 149 | The quality of general dental care: public and users' perceptions <i>Michael Calnan, Maria Dickinson, Graham Manley</i> |
| | 154 | Measuring patients' attitudes to care across the primary/secondary interface: the development of the patient career diary <i>Richard Baker, Carolyn Preston, Francine Cheater, Hilary Hearnshaw</i> |
| | 161 | Practice visits as a tool in quality improvement: mutual visits and feedback by peers compared with visits and feedback by non-physician observers <i>P van den Hombergh, R Grol, H J M van den Hoogen, W J H M van den Bosch</i> |
| | 167 | Practice visits as a tool in quality improvement: acceptance and feasibility <i>P van den Hombergh, R Grol, H J M van den Hoogen, W J H M van den Bosch</i> |
| Special article | 172 | Judging journalism: how should the quality of news reporting about clinical interventions be assessed and improved? <i>Vikki A Entwistle, Ian S Watt</i> |
| Viewpoint | 177 | A framework for effective management of change in clinical practice: dissemination and implementation of clinical practice guidelines <i>N T Moulding, C A Silagy, D P Weller</i> |
| Implementing health reforms | 184 | Clinical governance: bridging the gap between managerial and clinical approaches to quality of care <i>Stephen A Buetow, Martin Roland</i> |
| | 191 | Improvement through inspection? The development of the new Commission for Health Improvement in England and Wales <i>Kieran Walsh</i> |
| Journal scan | 197 | Abstracters: <i>Joanne Lally, Patricia McKenna</i> |
| Effectiveness bulletin | 202 | What type of filling? Best practice in dental restorations <i>B L Chadwick, P M H Dummer, F D Dunstan, A S M Gilmour, R J Jones, C J Phillips, J Rees, S Richmond, J Stevens, E T Treasure</i> |
| | 208 | Book reviews |