	200	Evidence-based patient empowerment M Wensing
	201	Performance management at the crossroads in the NHS: don't go into the red R G $Thomson$, \mathcal{J} $Lally$
Papers	203	Voluntary reporting system in anaesthesia: is there a link between undesirable and critical events? P-Y Boëlle, P Garnerin, J-F Sicard, F Clergue, F Bonnet
	210	Validation of a questionnaire measuring patient satisfaction with general practitioner services S Grogan, M Conner, P Norman, D Willits, I Porter
	216	Errors in health care management: what do they cost? K D Rigby, J C B Litt
	222	New Zealand and United Kingdom experiences with the RAND modified Delphi approach to producing angina and heart failure criteria for quality assessment in general practice SA Buetow, GD Coster
	232	What is a prescribing error? B Dean, N Barber, M Schachter
Viewpoint	238	The potential use of decision analysis to support shared decision making in the face of uncertainty: the example of atrial fibrillation and warfarin anticoagulation A Robinson, R G Thomson
Journal scan	245	Abstracter: Diana Blair-Fish
Effectiveness bulletins	251	Psychosocial interventions for schizophrenia C Adams, P Wilson, A-M Bagnall
	257	Complications of diabetes: renal disease and promotion of self-management A Melville, R Richardson, D Lister-Sharp, A McIntosh
	264	Book reviews • Diary
	266	Referees
	267	Author Index
	269	Subject Index

Modern measurement for a modern health service PM Wilcock, RG Thomson



Editorials 199

