Making it work more effectively



Key Principles

Information is person-based

Information comes from operational principles

Information needs to be shared

Information supports management

Information enables business objectives

Information focuses on health

Information is our business

Can we talk?
Just pick up the phone!

Information is vital to the NHS

The NHS is an increasingly complex and diverse organisation. The separation of the purchaser and provider functions with the establishment of the 419 NHS trusts and over 2000 GP fund-holding practices has created a whole new set of relationships and information needs.

If we are all to maximise the benefits of these developments we need to take advantage of modern information technology to gather information from many and often remote sources; to assemble and present information where and when we want it; and to make it accessible to all those who need it.

That's where we come in. IMG is charged with providing an NHS wide strategy for delivering effective healthcare, through better use of IT resources. We understand the management and implementation issues of IM&T, can suggest ways of presenting the concept of IM&T to management and then help draw up a nationwide strategy of clearly focused delivery.

And, because we've worked on every type of project across the NHS, our unrivalled experience means you can enjoy the best systems and help drive efficiency through the NHS. In other words, make plans and take action to implement the IM&T strategy and its infrastructure.

After all, information is more than a resource, it's a shared strategy.

For general information please order The IM&T Infrastructure in context: executive summary(C3038) and The Impact on the NHS (B2132). Comprehensive documentation relating to the IM&T strategy is also available from:

IMG Information Point/NHS Register of Computer Applications c/o Cambridge and Huntingdon Health Commission Primrose Lane, Huntingdon, Cambs PE18 6SE Tel: 01480 415118 Fax: 01480 415160





- More Doctors are prescribing 'Zestril' for more patients than ever before
- 'Zestril' has 12 million patient years of experience
- 48,000 patients are currently involved in 3 major trials with lisinopril
- Lisinopril is on over 75% of hospital formularies

PRESCRIBING INFORMATION Consult data sheet before prescribing. 'ZESTRIL'

USE: All grades of essential hypertension and renovascular hypertension. Congestive heart failure (adjunctive therapy).

PRESENTATION: Tablets containing 2.5mg, 5mg, 10mg or 20mg

PRESENTATION: Tablets containing 2.5mg, 5mg, 10mg or 20mg lisinopril ("Zestril").

DOSAGE AND ADMINISTRATION: Hypertension Adults (including elderly): initially 2.5mg daily, a 2.5mg dose seldom achieves a therapeutic response; adjust dose according to response. Maintenance usually 10-20mg once daily. Maximum is 40mg daily. Diuretic-treated patients – if possible stop diuretic 2-3 days before starting "Zestril". Resume diuretic later if desired.

Congestive heart failure Adults: initially 2.5mg daily under close medical supervision (hospital initiation for severe or unstable

medical supervision (hospital initiation for severe or unstable heart failure and other patients at higher risk), increasing to 5-20mg once daily according to response. Monitor blood pressure and renal function.

Renal impairment - May require lower maintenance dosage.

Children - Not recommended.
CONTRAINDICATIONS: Pregnancy. Hypersensitivity to 'Zestril'. Patients with history of angioneurotic oedema to previous ACE inhibitor therapy. Patients with aortic stenosis, cor pulmonale or outflow tract obstruction.

PRECAUTIONS: Assessment of renal function is recommended. Symptomatic hypotension may occur, particularly in volume depleted patients and congestive heart failure. Caution in patients ischaemic heart or cerebrovascular disease: renal

insufficiency; renovascular hypertension. Patients with a history of angioedema may be at increased risk of angioedema with an ACE inhibitor. Cough has been reported with ACE inhibitors. Renal impairment (usually reversible) may occur in some patients. Hypotension may occur during surgery or anaesthesia. Caution in nursing mothers. No paediatric experience. Afro-Caribbean patients may show reduced therapeutic response. Symptomatic hypotension can be minimised by discontinuing diuretic prior to 'Zestril'. Interaction with indomethacin and lithium. Potassium supplements, potassium-sparing diuretics and potassium-containing salt substitutes not recommended. Avoid concomitant use with high-flux dialysis membranes.

SIDE EFFECTS: Hypotension, dizziness, headache, diarrhoea,

cough, nausea, fatigue. Less frequently, rash, asthenia. Rarely, angioneurotic oedema and other hypersensitivity reactions, myocardial infarction or cerebrovascular accident possibly secondary to excessive hypotension in high risk patients, palpitation, tachycardia, abdominal pain, dry mouth, hepatitis, jaundice, mood alterations, mental confusion, urticaria, diaphoresis, uraemia, oliguria/anuria, renal dysfunction, acute renal failure, impotence, pancreatitis, haemolytic anaemia. A symptom complex which may include fever, vasculitis, myalgia, arthralgia/arthritis, positive ANA, elevated ESR, eosinophilia, leukocytosis; rash, photosensitivity or other dermatological manifestations may occur. Increases (usually reversible) in blood urea, serum creatinine, liver enzymes and serum bilirubin. Decreases in haemoglobin and haematocrit have occurred. Hyperkalaemia and neutropenia.

LEGAL CATEGORY: POM.

PRODUCT LICENCE NUMBERS AND BASIC NHS COSTS: 'Zestril' 2.5mg (12619/0084) 7 tablets, £1.91; 28 tablets, £7.64; 5mg (12619/0085) 28 tablets, £9.58; 10mg (12619/0086) 28 tablets, £11.83; 20mg (12619/0087) 28 tablets, £13.38.

Zestriľ is a trademark.

Further information is available from: ZENECA Pharma, King's Court, Water Lane, Wilmslow, Cheshire SK9 5AZ.

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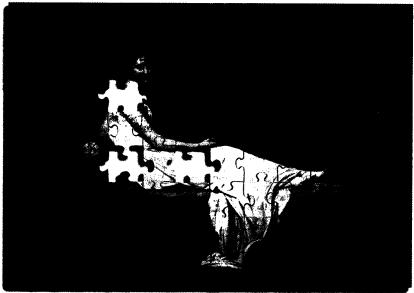
OMRON 705CP Blood pressure/pulse monitor

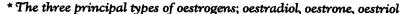
- Clinically evaluated. Recommended for hospital and surgery. (Professor E. O'Brien, Dublin - September 1994)
- Automatic print-out recording blood pressure, pulse, time and date of reading.
- Oscillometric method.
- Results printed as a listing or barchart.
- Memory recall of last 14 results.

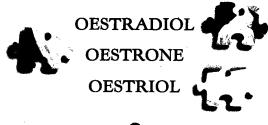
For further information and sales: Hutchings Healthcare Limited, Rede House, New Barn Lane, Henfield, BN5 9SJ.
Telephone: 01273 495033 Fax: 01273 495123



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Legal Category POM

Medical Advisory Services for Travellers Abroad Keppel Street London WC1E 7HT



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Tropical Medicine

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With increasing numbers of people travelling further afield, both on business and for pleasure, travel health advice has become more complex. Geographical health risks change constantly and outbreaks of communicable diseases can occur very rapidly. Keeping up to date with this changing field is a demanding task, especially if you are running a busy clinic.

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INTRODUCING MEDICAL DEVICES AGENCY

• WHAT IS MDA?

Medical devices include a wide range of products from dressings, thermometers, and wheel-chairs to infusion systems, orthopaedic implants and scanners.

The Medical Devices Agency protects public health by ensuring that medical devices and equipment used in the health service meet appropriate standards of safety, quality and performance, and that such devices comply with relevant European Community Directives.

The majority of MDS's 170 staff are specialists: medical and nursing staff, professionally qualified technologists and scientists (including biologists, chemists, engineers, toxicologists, pharmacists and physicists); and specialists in quality assurance.

● ADVERSE INCIDENCE

Device Technology and Safety investigate over 4,000 reports of adverse incidents annually. These investigations may result in the issuing of the safety warnings to the healthcare sector or modification of the device, or withdrawal of the device from the market. The experience from incident investigations is also used to provide technical and other safety-related advice and publications and in developing standards for medical devices.

Your help is sought in reporting to the Adverse Incident Centre (AIC) device-related incidents, including problems with user instructions, so that appropriate action can be taken.

To report an adverse incident or request for the information: Ring 0171 972 8080.

Device Evaluation and Publications

Device Evaluation and Publications manages a large programme of independent medical device evaluations, including aids for the disabled, wheelchairs, a range of electromedical equipment, and defibrillators.

For information about the Programme and a list of available reports: Ring 0171 972 8181.

EUROPEAN BUSINESS

This section is responsible for the Agency's Regulatory role as the UK Competent Authority for the European Union Medical Devices Directives.

For further information about the European Directives or to receive copies of Bulletins on aspects of the new regulatory European system and to obtain advice on the Medical Devices Directives: Ring 0171 972 8300.

CLINICAL ADVICE ON MEDICAL ISSUES

The Agency can provide medical and nursing advice on any issues relating to devices.

For queries or discussion on clinical aspects of devices: Ring

0171 972 8123 - Medical

0171 972 8172 - Nursing



All the information you need, whenever you need it.

St Mary's NHS Trust is proud to announce the launch of a brand new service for GPs. We've called our new service Careline. By ringing our new number, you will be directly in contact with our Customer Services Department.

Call GP CareLine FREE on:

0800 13 69 11

Lines open Monday - Friday: 8.00am to 5.00pm

A team of seven highly trained Customer Services Coordinators will be waiting to give you answers on:

- How to refer a patient
- Outpatient appointments confirming, cancelling and re-booking
- Outpatient & inpatient waiting times
- Clinical services and times
- Diagnostic testing & ordering an x-ray
- Specialist same-day services and 'one-stop' clinics
- Rapid access to discharge information
- Our consultants' names, special interests, firms, wards and specialties

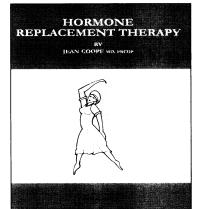
So if you are thinking of referring a patient, why don't you give us a try first?



St Mary's NHS Trust comprises: St Mary's Hospital, Praed Street, London W2 1NY; the Samaritan Hospital for Women and the Western Eye Hospital, Marylebone Road, London NW1 5YE; and acute services at St Charles Hospital, Ladbroke Grove London W10 6DZ.

SALESOFFICE

HORMONE REPLACEMENT THERAPY



HORMONE REPLACEMENT THERAPY 3rd Edition (1993) - Jean Coope

The value of seeking out patients who could benefit from hormone replacement therapy is becoming increasingly obvious. The likely reduction of those suffering from osteoporosis and coronary heart disease are two examples of positive benefits and in addition, many of the unpleasant symptoms associated with the menopause can be avoided. Moreover most women receiving hormone replacement therapy report an increased sense of well being. This very practical booklet provides health care professionals with all the information they need.

Price £12.00 (£13.20 non-members).

HORMONE REPLACEMENT THERAPY RECORD CARDS

The design of this folded card provides sections for a comprehensive initial assessment including an aide memoire for the contraindications to HRT. Similarly the review examination section provides entries for generally recognised parameters of care and guidance is provided for the frequency of recording data.

Price £14.20 per 100 plus postage and packing.

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STUDY DAY ON COT DEATH

4 October 1995

This study day, organised jointly with The Foundation for the Study of Infant Deaths, will look at the developments in cot death, especially the role of infection, allergies, thermal physiology and ways of reducing the risks. Subjects for discussion will include cot mattresses, monitors, risks for subsequent children, helplines and befriender support. The study day is open to GPs, nurses and others members of the primary health care team.

PGEA approved for half day health promotion and half day disease management.

The delegate fee (inclusive of VAT) is £55.00 for GPs and £35.00 for others.

STUDY DAY ON CLINICAL DEPRESSION IN GENERAL PRACTICE

11 October 1995

Caring for patients with depression is one of the most important and difficult jobs a GP has to face. This study day will tackle the practical problems of achieving a good standard of patient care despite limited resources and consulting time. Refresh knowledge of depressive illness and share experience and views with colleagues in the discussion groups.

PGEA approved for 1 day under disease management. Delegate fee (inclusive of VAT) £55.00

PERFORMANCE APPRAISAL COURSE

Course Director: Sally Irvine Course Leader: Hilary Haman

1/2 November 1995

This is a two day course open to general practitioners and practice and health centre managers. It aims to provide an appreciation of performance appraisal, the opportunity to practise interviewing skills, including role play and the use of video, and to develop a plan to allow participants to introduce a staff appraisal scheme into their practice. This course is aimed at both newcomers to appraisal and those who have experience of appraisal but wish to revisit the subject. It is a highly intensive course and therefore limited to 12 participants only.

The delegate fee (inclusive of VAT) is £325.00 including lunch and refreshments on both days and dinner on the first evening. PGEA approved for 2 days under service management.

STUDY DAY ON SPORT & HEALTH: FITNESS FOR OVER 50s

29 November 1995

This study day, on exercise and health in older people, looks at both the physiological benefits and the sociological factors involved in promoting physical exercise as a method of health care. Organised in association with the Sports Council. All members of the primary health care team are welcome to attend.

Delegate fee £55.00 (incl of VAT). PGEA applied for.

For further details please contact: RCGP Courses, 14 Princes Gate, Hyde Park, London SW7 1PU.

Tel: 0171 823 9703 Fax: 0171 225 3047.

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Presenting AMGP's new step-by-step master guide to successful recruitment.

AMGP (then AHCPA) first published its manual "How to Appoint a Practice Manager" in 1985. It became a best seller - and the profession's definitive guide to a notoriously difficult recruitment task.

Now a brand new, fully updated version of this master guide, along with a PC Disk version, have been developed with the NHS Training Division and published by AMGP.

It is designed to meet the needs of today's radically changed marketplace and to track down - accurately and effectively - those quality candidates, growing daily more elusive.

From writing a job description to making a job offer, you are guided stepby-step through the entire recruitment process. Plentiful examples of working forms and documentation are also included, for easy adaptation.

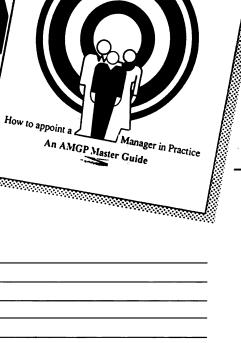
Written initially for GPs, this straight forward "Do it right" guide works for anyone seeking to fill a vacancy, at whatever level - and at affordable prices, too:

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To order, please complete the form below and return it (with your cheque made payable to AMGP) to:

AMGP (Publications), 15 Princes Gate, London SW7 1PU "How to Appoint a Manager in Practice" I wish to order The Master Guide \square The Disk \square Both \square and enclose my cheque for £ _____, made payable to AMGP Name__ Title _____ Address _____ Post Code _____ Fax: _____ AMGP Membership No.(if applicable) * Note: Disc is for PCs only, running Windows Version 3, and above.

Identify a Recruitment Requirement Refer to **AMGP's** Master Guide



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Classified Advertisements are welcomed and should be sent to: Maria Phantis, Royal College of General Practitioners, 14 Princes Gate, Hyde Park, London SW7 1PU. Telephone: 0171 - 581 3232. Fax: 0171 - 225 - 0629. Copy must be received three weeks before the 1st of the month of issue to ensure inclusion. Every effort will be made to include advertisements received after this date but publication cannot be guaranteed and the advertisement may have to be held over to the following issue. The publisher will not be responsible for any error in the insertion of, or omission to insert, any advertisement. The charge for space in this section is £12.00 per single column centimetre, plus £10.00 if a box number is required, plus VAT at 17.5%. Fellows, Members and Associates of the Royal College of General Practitioners may claim a 10% reduction. Replies to box numbers should be sent to the above address, with the box number on the envelope. The inclusion of an advertisement in this *Journal* does not imply any recommendation and the Editor reserves the right to refuse, amend or withdraw any advertisement without explanation. All recruitment advertisements in this section are open to both men and women.

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Better Writing Workshop

One day course in effective writing

Following the success of a pilot course last autumn, a series of Better Writing Workshops is running this year. The next is scheduled for

Wednesday 15th November 1995

at the Royal College of General Practitioners in central London.

This practical course has been developed to help GPs and their teams improve their written communication skills. With emphasis on participation and exercises, plus attention to individual needs, each workshop includes:

- Keys to expressing ideas clearly and effectively
- Overcoming inhibitions to writing; mastering procrastination
- How to compose cohesive, readable articles, reports and brochures
- Matching writing styles to outlets

Course fee: £90

(includes background materials and light refreshments)
PGEA approval sought

Better Writing Workshops are lead by Susan Kerr, BA, author, freelance health writer and qualified adult teacher, and by Dr Richard Maxwell, MA FRCGP, a published practising GP with an interest in communication skills.

Further information, dates and venues from:
Dr Richard Maxwell,
Lodgeside Surgery, 22 Lodgeside Avenue,
Kingswood, Bristol BS15 1NH.
Tel (0117) 961 5666. Fax (0117) 947 6854.

As you worried about burnout and tired of problem and heartsink patients. Joining a Balint Style seminar could help you.

8 or 10 GP's bring cases from their practices and describe them to the seminar. These are discussed and followed up in subsequent seminars. The participants discuss the interaction processes in the case and the seminar is led by a psychotherapist who encourages this and ensures the members do not become threatened by the discussion. Members who attend a series report considerable insight and relief from anxiety. Meetings are held every 2 weeks for 1 1/2 hours (22 meetings in the year).

The next seminars are planned to start in October 1995 at the Red House Psychotherapy Centre, 78 Manchester Road, Swinton M27 5FG. PGEA approval for 1 1/2 hours will be obtained.

For further details write to Dr Dennis Price, Handforth Health Centre, Wilmslow Road, Handforth SK9 3HL.

CONFERENCE ON ADOLESCENT CARE IN PRACTICE

19 October 1995

This conference, which will be the London launch of a series of regional conferences, is designed by the RCGP Working Party on Adolescents to consider its initiatives on how primary care can respond more effectively to the unmet needs of teenagers. It is aimed at all who work in primary care, including medical, nursing and administrative staff. The conference will be opened by Dr Kenneth Calman, the government's Chief Medical Officer. Topics covered will include confidentiality, the adolescent consultation, emergency contraception, substance abuse and care of young people with disabilities. The working party hope to receive ideas and support from those who attend and to stimulate discussion about the role of the College.

The Working Party is keen that some adolescents should attend the conference and take part in the discussions. There will be a reduction of £10.00 for delegates who are accompanied by a teenager (places for teenagers are free, but available by pre-booking only as numbers are limited).

This conference is supported by a grant from the Department of Health and therefore the delegate fee has been reduced from that previously advertised.

Delegate fee (inclusive of VAT): £35.00 for GPs and £25.00 for other health professionals.

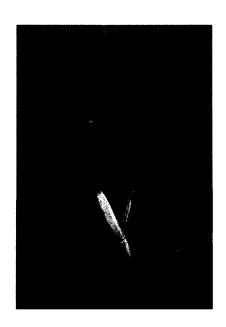
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For further details please contact:

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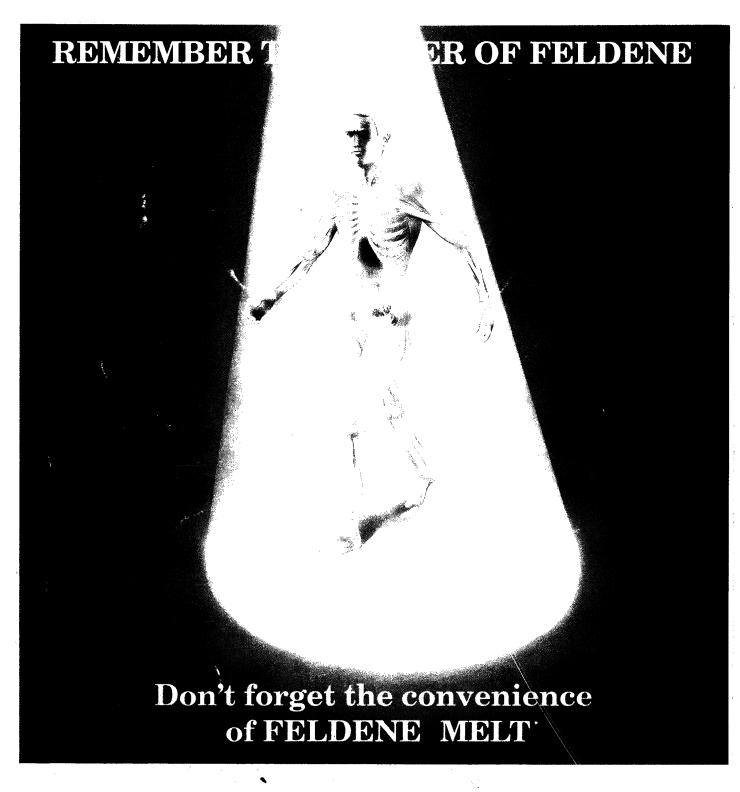
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MELTS IN THE MOUTH FOR POWER IN THE JOINTS

PRESCRIBING INFORMATION FOR FELDENE MELT* (PIROXICAM): UK. Indications: Adults: Rheumatoid arthritis, osteoarthritis, ankylosing spondylitis, acute gout and acute musculoskeletal disorders. Elderly: As with other NSAIDs, elderly patients should be closely supervised. Children: FELDENE MELT is not recommended in children. For treatment of juvenile chronic arthritis (Still's disease) please see oral data sheet. Dosage: Rheumatoid arthritis, osteoarthritis and ankylosing spondylitis - normal starting and maintenance dosage 20mg once daily. Long-term use of 30mg daily or more carries an increased risk of gastro-intestinal side-effects. Acute gout - 40mg daily in single or divided doses for up to 7 days. Acute musculoskeletal disorders - 40mg daily, in single or divided doses, for the first 2 days, 20mg daily for the remainder of the 7 to 14 days' treatment. Contra-indications: Active peptic ulceration or history of recurrent ulceration. Hypersensitivity to FELDENE, aspirin or other NSAIDs. Warnings: Pregnancy, lactation.

Precautions: Significant renal, hepatic or cardiac insufficiency. Patients with phenylketonuria each FELDENE MELT tablet contains 0.14mg phenylalanine. Drug Interactions: Monitor patients on concurrent anticoagulants, lithium or diuretic therapy. Concurrent use of aspirin or other NSAIDs is not advised. Side-Effects: Gastro-intestinal symptoms; if peptic ulceration or gastro-intestinal bleeding occurs withdraw FELDENE. Oedema, mainly ankle. Skin rashes. CNS effects, including headaches and dizziness. Rare cases of renal and hepatic abnormalities have been reported. Haematological reactions including thrombocytopenia and anaemia and hypersensitivity reactions such as bronchospasm and anaphylaxis have been reported

reported. International relations and anaphylaxis have been reported very rarely. Legal Category: POM. Package Quantities and Basic NHS Cost: FELDENE MELT tablets 20mg, pack of 28, £9.83 (PL 0057/0352). Further information on request. Pfizer Limited, Sandwich, Kent.

