



She's 26.  
But she needn't  
think about  
contraception  
again until  
she's 31.

Sarah leads a busy life. Children aren't part of her five-year plan. Which is why Norplant could well be her best option.

With Norplant Sarah can depend on effective, long-term contraception, without needing to remember her pill.

And when the time is right for Sarah, Norplant can be removed. Allowing her usual level of fertility to return.

When women like Sarah are thinking about contraception, offer them Norplant. It'll give them five years to think about everything else.

**Norplant® ▼ Abbreviated Prescribing Information.**

**Presentation:** Norplant® consists of six flexible closed capsules for subdermal insertion, each containing 38mg Levonorgestrel BP. **Indication:** Contraception. **Dosage & Administration:** Recommended for subdermal insertion in women aged 18 to 40 years (see Data Sheet). Norplant® should be inserted from days 1-5 of menstrual cycle. If inserted within 24 hours of the start of menstruation, no additional contraceptive precautions are required. If inserted later (days 2-5 of cycle) additional non-hormonal contraceptive precautions should be taken for 7 days. For insertion after abortion and childbirth see Data Sheet. Norplant® should be removed within 5 years of insertion and can be removed at any time in the menstrual cycle. A new set of Norplant® capsules can be inserted straightaway through the same incision, but in the opposite direction. **Contraindications:** Known or suspected pregnancy; sensitivity to levonorgestrel; undiagnosed vaginal bleeding; known or suspected sex hormone dependent neoplasia; acute liver disease; existence or past history of cardiovascular disease (thromboembolic, arterial, ischaemic); recent trophoblastic disease. **Warnings/Precautions:**

NP88

# Norplant® ▼

*Convenient, reliable and always reversible*

Menstrual bleeding pattern irregularities. Amenorrhoea. Missed menstrual periods should not be relied on as a means of diagnosing pregnancy. Ectopic pregnancy has been reported. Risk factors for arterial disease. Migraine. Benign intracranial hypertension. **Drug Interactions:** Efficacy may be reduced by carbamazepine, barbiturates, phenytoin, primidone, phenylbutazone, rifampicin and griseofulvin. **Side Effects:** Irregular menstrual cycles; spotting; amenorrhoea. Pain, itching or infection at implant site; difficulty in removal. Headache, nausea, dizziness, weight gain, acne, dermatitis, mastalgia and breast discharge, hirsutism, hypertrichosis and scalp hair loss. Vaginitis and vaginal discharge. **Product Licence Number:** PL 0109/0249. **Basic NHS Price:** £179. **Legal Category:** POM. **Date of preparation:** July 1993. Further information is available on request from Hoechst Roussel Ltd., Broadwater Park, Denham, Uxbridge, Middlesex UB9 5HP. Tel: 01895 834343 or dial 100 and ask for Freephone Roussel Medinfo. Norplant is a registered trademark. Date of preparation: September 1994.

**CASSENNE**



## THE EXPANDING WORLD OF 'ZESTRIL'

- 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 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 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 with 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.

'Zestril' is a trademark.

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

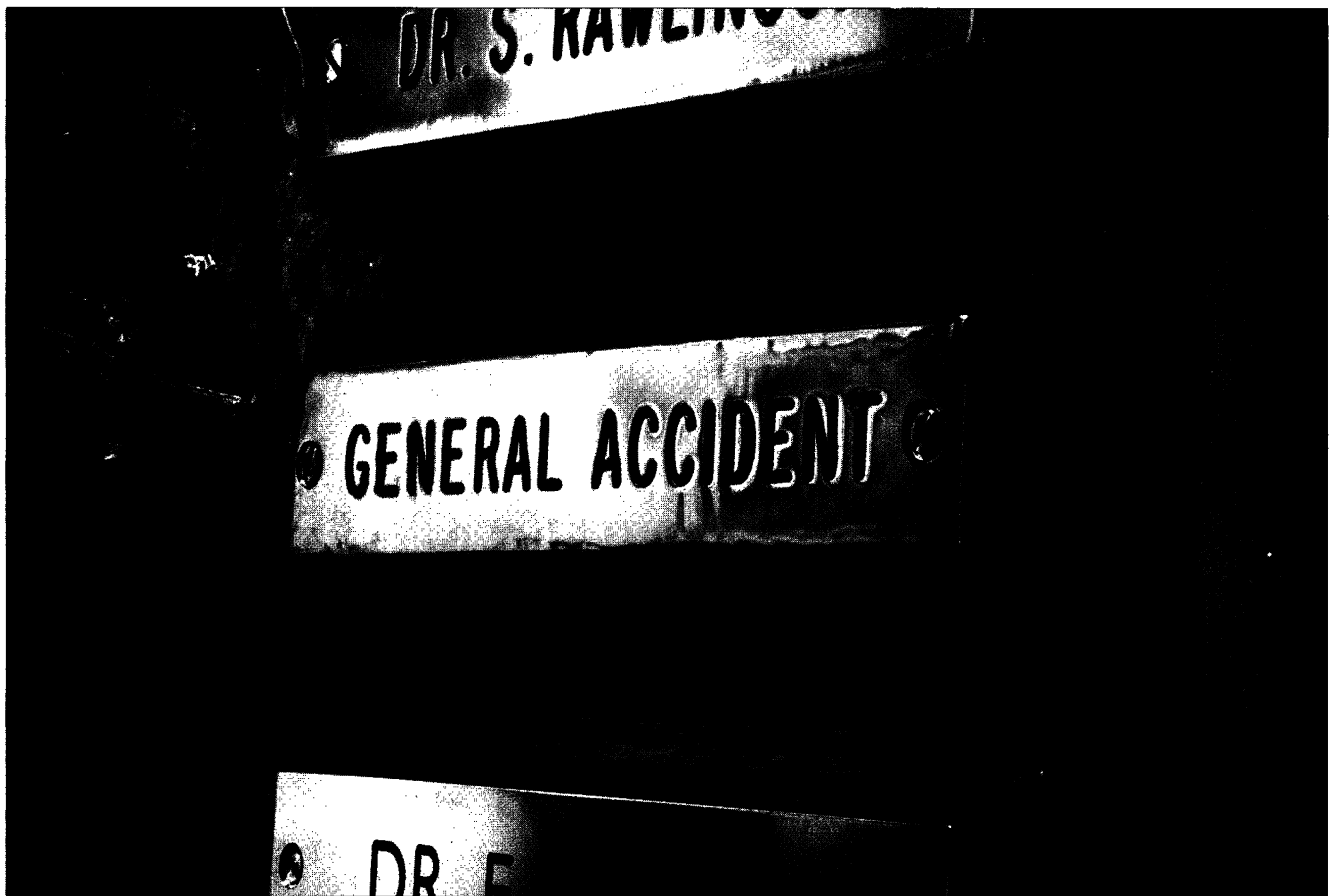
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The next  
**NATIONAL STUDY DAY ON FELLOWSHIP BY ASSESSMENT**  
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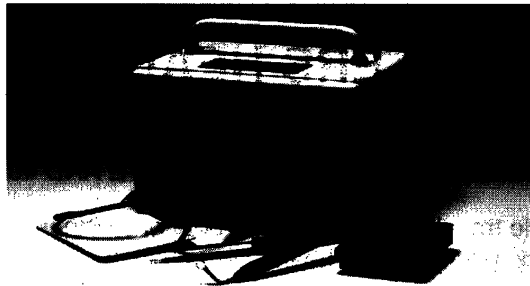
**To apply for places/further information, please write to:**

Janet Baily, Administrator, RCGP FBA Working Group,  
Vale of Trent Faculty, R.C.G.P., Dept of General Practice,  
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## **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**

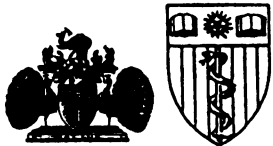
This study day, on exercise and health in older people, looks at both the physiological benefits and the sociological factors involved in promoting physical exercise as a method of health care. Organised in association with the Sports Council. All members of the primary health care team are welcome to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



## **General Practitioners Course in Ophthalmology**

**16th - 18th October 1995**

A three day course will be held at Moorfields Eye Hospital, Clinical Tutorial Complex. The course has been put forward for approval for the PGEA Scheme under Disease and Service Management.

### **THE FOLLOWING SESSIONS ARE SCHEDULED:**

The Watering Eye and Common Adnexal Problems; Neuro-ophthalmology; Diabetes; Glaucoma; Vitreoretinal and Ocular Trauma; Strabismus; Medical Retina; Cataract.

Each session will include lectures and the clinical demonstration of patients from each service.

**COURSE FEE: £180.00 (to include lunch and refreshments)**

### **FOR FURTHER DETAILS PLEASE CONTACT:**

Miss S Robinson, Courses Office, Institute of Ophthalmology,  
11-43 Bath Street, LONDON EC1V 9EL.

Telephone: 0171 608 6878 (24 hours). Fax: 0171 608 6851.

UNIVERSITY OF LONDON

## **DIPLOMA IN COMMUNITY CHILD HEALTH**

The Royal College of Physicians of Edinburgh, the Royal College of General Practitioners and the Faculty of Public Health Medicine invite applications to take the next examination for the Diploma in Community Child Health (DCCH) which is to be held on 9th OCTOBER 1995.

The purpose of the DCCH is to assess the competence of doctors who provide health surveillance, diagnosis, treatment and continuing care to children within the setting of the child's family, social and educational environment. The examination assesses Community Child Health as practised in the United Kingdom.

Possession of the Diploma in Community Child Health is recommended, for acceptance as accreditation for Child Health Surveillance, by the British Paediatric Association and the Royal College of General Practitioners.

Examination regulations, application and testimonial forms with instructions to candidates can be obtained from the address shown below. Past examination papers may be obtained from the same address.

The fee for this examination is £220.00 and the closing date for applications is 8th September 1995.

The next diet of the examination in 1996 will be held on Monday 28th March.

**The Registrar, Royal College of Physicians of Edinburgh,  
9 Queen Street, Edinburgh, EH2 1JQ.**

# Topical reading from the DEPARTMENT OF HEALTH

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## **ASTHMA**

### **An epidemiological overview**

This overview brings together a broad range of up-to-date statistics on asthma in a readily accessible form for health professionals. It covers information available on the prevalence of asthma from both national surveys and research, statistics of contacts with the NHS relevant to morbidity, and mortality.

*A4 64 pages ISBN 0 11 321897 4*

*March 1995 Paperback £11*

## **PRIMARY HEALTH CARE FOR ELDERLY PEOPLE FROM BLACK AND MINORITY ETHNIC COMMUNITIES**

---

As high consultation rates indicate, primary health care plays a particularly important role in the care of black and minority ethnic elderly people. However, very little is known about the effectiveness of this health care and the issues encountered. This research, by Catherina Pharoah of the Age Concern Institute of Gerontology, used postal surveys and individual interviews to study how far the particular needs of these elderly people are being fulfilled by general practitioners and primary health care teams.

*246x156mm 166 pages ISBN 0 11 321811 7*

*March 1995 Paperback £14.95*

## **INTERAGENCY COORDINATION IN CHILD PROTECTION**

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Part of a wider series of studies into child protection, this book is the third phase of a national study on inter-agency coordination. It looks in detail at the progress of 48 registered child abuse cases. They found that general practitioners were the largest group of absentees from initial conferences. They also headed the list of those with roles considered to be 'very' or 'rather' unclear and they were rated by nearly half the respondents as performing 'rather' or 'very' poorly in the child protection process. Why is this?

*246x189mm 380 pages ISBN 0 11 321789 7*

*March 1995 Paperback £35*

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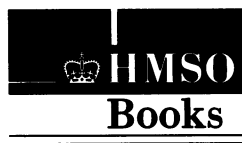
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## LET US TAKE SOME OF THE STRAIN

Doctors know that not everyone with MS needs ongoing help.

Many people though, are in real need of immediate help and advice. They have specific problems that they believe could threaten their homes, families, children or even, it may seem, life itself. They need to talk them over with someone who understands and has the time and the skills to give detailed help.

Their worries could be financial, emotional or simply a need for reliable information on practical matters like equipment, housing, guided self-help programmes and about support groups and therapy centres.

This MS Resource Centre deals with these and other problems, for MS people, carers and professionals.

**TELEPHONE SERVICE** *includes:* information on daily living; research; benefits; support counselling; referral to other responsible agencies.

**OTHER SERVICES** *include:* books and leaflets; quarterly magazine; training programmes for professionals.

Send for a free supply of our patient leaflet or call/write for further details.

**CALL US ON - 01279 817101 (Fax - 01279 647179)**

The Multiple Sclerosis Resource Centre, 4a Chapel Hill, Stansted, Essex, CM24 8AG

Registered Charity Number - 1033731.



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The Health and Safety at Work Act came into effect on 1 January 1993, and as it applies to all work situations where five or more people are employed, it is of great importance to most general practices.

This book not only describes the responsibilities of the general practitioner employer and particular hazards to watch for, but suggests a plan for implementation, review and audit. Useful factsheets, protocols and audit forms are included as useful starting points for practices to devise their own.

*Health and Safety at Work, Practice Organisation Series No.1 is available from RCGP Sales, Price £15.00 (£16.50 non-members)*

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## **MRCGP COURSE**

Course Tutors: Dr Has Joshi, Dr Douglas Dare, Dr Geoff Morgan & Dr Terry Davies

**13 - 16 September 1995**

This is an intensive course employing unique teaching methods to enable candidates to prepare for the MRCGP examination. The course is particularly aimed at candidates who have found/or anticipate difficulties with the MRCGP examination in its present format. It is also aimed at introducing candidates to the methods of assessment used in the written and oral segments of the examination. Candidates are advised to book early to avoid disappointment as numbers are limited.

The delegate fee (inclusive of VAT) is £450.00 PGEA and Section 63 approved.

## **STUDY DAY ON RESPIRATORY DISEASE IN PRIMARY CARE**

**20 September 1995**

This Study Day will provide an update for GPs and other members of the primary health care team on the management of respiratory conditions in primary care. Subjects include control, diagnosis and treatment of Tuberculosis; recent advances in Cystic Fibrosis and Sarcoidosis.

PGEA applied for under disease management

Delegate fee (inclusive of VAT) £55.00.

## **EMPLOYMENT LAW AND MANAGING STAFF**

Course Director: Sally Irvine Course Leader: Hilary Haman

**26/27 September 1995**

The importance of managing staff effectively and the increase in new legislation and case law, arising from UK statutes and European Directives, demands that practices have a firm foundation in employment law and are kept up to date on the latest legal developments. This two day course in personnel management focuses on motivating staff, and employment law issues, including the Contract of Employment and disciplinary issues. It is designed for members of the practice team whose responsibilities include staff management, and is run by Hilary Haman and Sally Irvine, who are experienced management consultants in general practice and authors of the highly popular book "Making Sense of Personnel Management".

The delegate fee (inclusive of VAT) is £250.00 and includes lunch and refreshments on both days and dinner on the first evening. PGEA approved for two days under Service Management.

## **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 applied 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.

*For further details please contact: RCGP Courses and Conferences on 0171 823 9703 or Fax 0171 225 3047*

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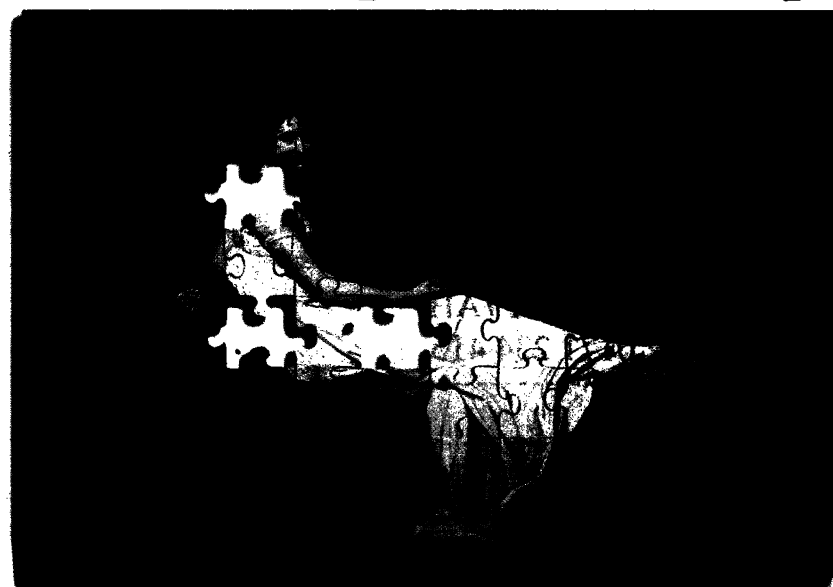
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## COURSES

### Let us help you pass...

#### Intensive Revision Courses 1995

**MRCGP**

London September 23/24 or Manchester Sept 30/Oct 1

**DCH**

London July 31- August 4 repeated December 4-8

**DRCOG**

London September 16/17 or Manchester September 9/10

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### The Foundations of Homoeopathy

The most popular post-graduate medical course in the UK

**AD HOM: The Academic Departments of  
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Homoeopathic Hospital**

A professional introductory course designed to allow any statutory registered health professional to evaluate homoeopathy and how it integrates into health care. Introduces you to the basic principles, scientific evidence and controversy, and the clinical scope and limits of homoeopathy. Explores the insights of this therapy into the art and science of healing, the links between mind and body, and the enhancement of consultation skills. Guided by case histories and videos, you will explore some simple prescribing using the starter kit supplied. The course materials also include work manuals, reference and home study packs and a text book.

Days 1 to 3 are a self contained course. If you choose to complete the 5 parts of the Foundation year you can then sit the Primary Health Care Certificate Examination which is independently accredited by the UK Faculty of Homoeopathy (incorporated by Act of Parliament).

PGEA approved (7 sessions disease management, 1.5 health promotion and 1.5 service management), part of WOS scheme.

Cost: £240 Parts 1-3, £160 Parts 4 & 5. Exam fee separate.

A limited number of study bursaries are available.

Details from:

AD HOMin, Glasgow Homoeopathic Hospital, 1000 Great Western Road, Glasgow G12 0NR. Tel: 0141 337 1824, Fax: 0141 337 2276.

### INTRODUCTORY COURSE IN ACUPUNCTURE THERAPY DR

**GILBERT GAGNE MD FSOM CAFC**

Past President of the Acupuncture Foundation of Canada, teachers, Fellow and International Vice President of the Society of Orthopaedic Medicine (London).

This course will introduce you to the neuroanatomical and neurophysiological basis of this millennium old therapeutic technique. You will be able to apply the knowledge acquired immediately in your practice of pain management using twenty basic points of acupuncture. The course is accredited by The Acupuncture Foundation of Canada, which is planning further, more advanced courses in Britain.

#### EDINBURGH - SEPTEMBER 1-3 1995

Kim Bull, Acupuncture Course, Physiotherapy Department, Princess Margaret Rose Orthopaedic Hospital, Frogston Road West, Edinburgh EH10 7ED. Tel: 0131-536-4600. Cheques to be made payable to "PMROH Orthopaedic Course Fund."

#### CANNOCK - MARCH 1-3 1996

Nicky Snazell, Acupuncture Course, Physiotherapy Department, Cannock Chase Hospital, Brunswick Road, Cannock, Staffs WS11 2XY. Tel: 01543-576412.

Cheques to be made payable to "CCH Physio Trust Fund MSGH NHST."

Fee: £140.00. No post dated cheques please.

The Course is open to medical doctors and physiotherapists.

PGEA previously approved and will be requested for these courses.

### D.R.C.O.G. COURSE

to be held at

**MID STAFFORDSHIRE POSTGRADUATE MEDICAL  
CENTRE**

Stafford District General Hospital  
Weston Road, Stafford ST16 3SA

25-29 SEPTEMBER 1995

This course is specifically aimed at general practitioner registrars who are planning to take the DRCOG Examination. It is also suitable as a refresher course for established general practitioners with an interest in Obstetrics and Gynaecology. PGEA approved.

**REGISTRATION FEE: £375.00**

Further details may be obtained from:

Mrs B Alston Course Secretary  
Tel: 01785-230634  
Fax: 01785-230639

## PARTNER NEEDED - NEW ZEALAND

Busy solo rural practice expanding to two full time doctors. Large area, beautiful surroundings, varied and interesting workload. One hour from Queenstown ski fields, boating on Te Anau lakes, or base hospital in Invercargill. Ideal situation for outdoor interests such as tramping or hunting. Obstetrics essential (maternity home in town) and an interest in trauma and rural medicine helpful.

All enquiries to Dr Chris Johnstone, phone (03) 248-7146, or write to PO Box 20, Lumsden, Southland, New Zealand.

## MUIRHOUSE MEDICAL GROUP EDINBURGH GP TRAINEE 1 AUGUST 1995

Applications are invited for the above post at this progressive well established training Practice, which consists of 8 Partners and full attached staff. This is an inner city Practice situated within modern purpose built premises and is fully computerised. The Practice achieves all targets for health-care. Driving licence and car essential. The Practice Report is available on request and informal visits by appointment are welcome.

Applications by CV with the names and addresses of two referees.

Contact: Practice Manager, 1 Muirhouse Avenue, Edinburgh (Telephone 0131-332-2201. Fax: 0131-315-4187).

## GENERAL PRACTICE TRAINING POST

A part-time position of not less than 60% is available from Autumn 1995. We are a 5 partner Fundholding General Practice in the South East of Glasgow operating from two surgery premises. Experience will be gained in all aspects of Primary Care including Child Health Surveillance, GP obstetric care, computing and out of hours responsibility. Please reply with C.V. to Mr. Ian Mackie, Practice Manager, 30 Gilmour Street, Eaglesham, Glasgow G76 0AT. Further information can be obtained by phoning Mr. Mackie on 01355 - 302221.

The Royal National Orthopaedic Hospital Trust  
Brockley Hill, Stanmore, Middlesex HA7 4LF.

## Sports Medicine For General Practitioners 18th November 1995



1/2 day PGEA approval being sought

Registration Fee: Free  
(inc. refreshments and light lunch)

Please apply:

Carol Winston ☎: 0181 954 2300 Ext. 326.

The Royal Institute of Public Health and Hygiene  
28 Portland Place, London W1N 4DE

## OCCUPATIONAL MEDICINE COURSE 2nd - 13th October 1995

This ten day course has been designed for General Practitioners seeking foundation training in Occupational Medicine with a view to obtaining the Faculty of Occupational Medicine's Diploma in Occupational Medicine.

The course, which is Faculty approved, will prepare candidates for the December 1995 Diploma written examination. PGEA approval has been obtained and the course will be run at 28 Portland Place.

Distinguished speakers from a wide range of Occupational Medicine, Occupational Health and academic backgrounds will cover all aspects of the Diploma in Occupational Medicine syllabus, including visits.

The course fee is £850 (discount for early payment) and includes lunch, tea, coffee and all course materials.

For further details please contact:

Education & Training Department, RIPHH, 28 Portland Place, London W1N 4DE. (0171 580 2731).

## SPECIAL OFFER

## SPECIAL RCGP ACCOMMODATION RATES

As a special offer to our Fellows, Members, and Associates and their families, the RCGP is offering reduced accommodation rates for mid-week and weekend breaks at Princes Gate during the month of August as follows;

Midweek - FOUR nights accommodation (Monday-Friday)  
- pay only for THREE nights

Weekend-THREE nights accommodation (Friday-Monday)  
- Pay only for TWO nights

The College is ideally situated for The Albert Hall, major museums, shopping and tourist attractions. Single, double, twin bedded and family rooms, with or without en suite facilities are available and all charges include full English breakfast and V.A.T. Children over six years of age welcome. For further details of this offer please contact;

Accommodation Secretary, 14 Princes Gate, Hyde Park,  
London SW7 1PU, Tel. 0171 581 3232 ext. 269.



# IM&T FOR PRIMARY HEALTH CARE

*IM&T can be summarised as bringing together the use of information for management and operational purposes and the use of technology to support information gathering and analysis.*

The purpose of the NHS Training Division (NHSTD) is to maximise the contribution of training and staff development to better patient care. The NHSTD has produced IM&T training and development products that will help staff working in Primary Health Care to improve their understanding, knowledge and skills through the better use and management of information and information systems in the context of their job roles and responsibilities.

*These include:*

- ☐ A video on the use of IM&T in Primary Care
- ☐ GP Practice Development Toolkit
- ☐ Computer-Based Training (CBT) on roles and information activities
- ☐ Open Learning on the use of information in practice management
- ☐ A guide to the effective use of IM&T in GP Purchasing
- ☐ CBT package on the use of spreadsheets in PHC.

For further details, please contact the  
IM&T Programme at the NHSTD, St Bartholomews Court,  
18 Christmas Street, Bristol,  
BS1 5BT. Tel 0117 9291029. Fax 0117 9250574.



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***Are you restricted by the appointments book, needing an eraser or sticky notes if the Doctors' need flexibility in their rota or sessions?***

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**Our answer is...**

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*Using the Windows environment, it provides an unequalled solution for allocating appointments quickly and accurately, while fully supporting practice and clinician needs. Multi-user appointment 'book' access ensures no more double bookings, while rota and session management for each clinician saves re-drawing the book each week.*

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*"Appointments has been a real boost to our practice. The telephone used to be the bane of our life, but now that everyone has immediate access to the Appointments computerised 'book', it is so much easier. The system is very simple to use and no more bottlenecks at the front-desk. Reviewing waiting times and cancellations also provides real benefits."*

*Ann Walters, Practice Manager, Rochester*



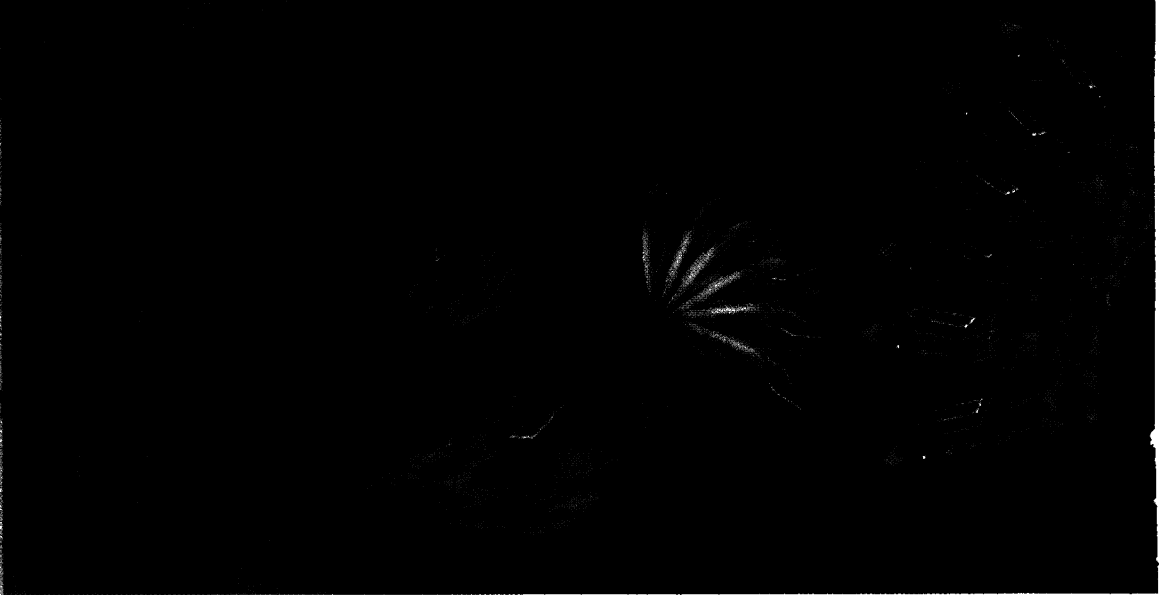
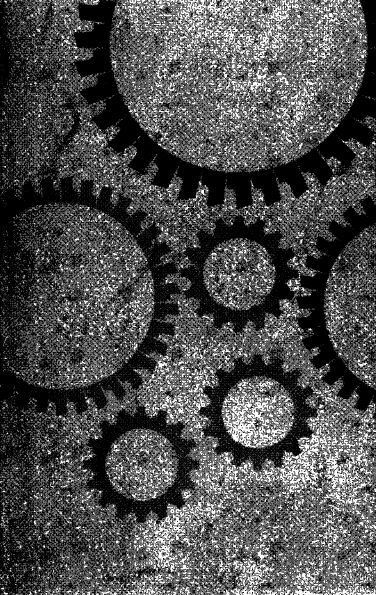
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For more information contact Richard French on  
0171-498 1330

All Trademarks acknowledged

# 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**



Information  
Management  
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**NHS**  
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