

PRIMARY HEALTH CARE RESEARCH & DEVELOPMENT

Primary Health Care Research & Development (ISSN 1463-4236 print; ISSN 1477-1128 online) is published four times a year in January, April, July and October.

2012 annual subscription rates

Volume 13 (4 issues) will appear in 2012. Organisational: £305/\$555 (online & print); £198/\$395 (online only). Individual: £98/\$192 (online & print); £74/\$135 (online only). All prices inclusive of postage.

Subscribers in Canada must add 7% to the subscription price, to allow for GST. Subscribers in Europe must quote their VAT registration number or state that they are not registered. Subscribers in the following countries who are not VAT-registered must add VAT at the appropriate rate: Belgium (6% TVA/BTW), France (2.1% TVA), Germany (7% MWST), Spain (4% IVA), The Netherlands (6% BTW).

How to subscribe

Post: Inquiries and orders for current subscriptions and back issues should be sent to: PHC Subscription Orders, Cambridge University Press Customer Services Department (Journals & Online Publications), Edinburgh Building, Shaftesbury Road, Cambridge CB2 8RU, UK. Internet: journals.cambridge.org/phc Email: journals@cambridge.org. Tel: +44 (0)1223 326070. Fax: +44 (0)1223 325150.

Change of address

Please notify the subscriptions department. Send new address and postal code, and the address label from a current issue, to Journals Customer Services, Cambridge University Press, FREEPOST, The Edinburgh Building, Cambridge CB2 8RU, UK (no stamp necessary if posted within UK). Tel: +44 (0)1223 326070. Fax: +44 (0)1223 325150.

Abstracting and indexing

Primary Health Care Research & Development is abstracted in: Academic Search Premier; British Nursing Index; PsycINFO; Cumulative Index to Nursing & Allied Health Literature (CINAHL). From 2011 the Journal will be included in MEDLINE. Citations from the articles indexed, the indexing terms, and the English abstract printed in the journal will be included and searchable using PubMed.

Advertisements

For print and online advertisement rates, and information on advertisement copy, please contact PHC, Advertising Department, Cambridge University Press (Journals), University Printing House, Shaftesbury Road, Cambridge CB2 8BS, UK. Email: ad_sales@cambridge.org; Tel: +44 (0)1223 325083; Fax: +44 (0)1223 325801.

Cambridge University Press is a member of the HINARI programme (Health InterNetwork Access to Research Initiative; www.healthinternetwork.net). Organized by WHO, HINARI provides developing countries with access to one of the world's largest collections of biomedical and healthcare literature. By choosing to publish in *Primary Health Care Research & Development* your paper will be available to developing countries who might otherwise not have had access.

All articles published in this journal are protected by copyright, which covers the exclusive rights to reproduce and distribute the article (e.g., as offprints), as well as all translation rights. No material published in this journal may be reproduced electronically, photographically, or stored on microfilm, in video disks, etc., without first obtaining written permission from the publishers. The use of general descriptive names, trade names, trademarks, etc., in this publication, even if not specifically identified, does not imply that these names are not protected by the relevant laws and regulations. While the advice and information in this journal are believed to be true and accurate at the date of its going to press, neither the authors, the editors, nor Cambridge University Press can accept any legal responsibility for any errors or omissions that may be made. The publisher makes no warranty, express or implied, with respect to the material contained herein. Cambridge University Press publishes advertisements in this journal while relying on the responsibility of the advertiser to comply with all legal requirements relating to the marketing and sale of products or services advertised. Cambridge University Press and the Editors are not responsible for claims made in the advertisements published in the journal. The appearance of advertisements in Cambridge University Press publications does not constitute endorsement, implied or intended, of the product advertised or the claims made for it by the advertiser.

This journal issue has been printed on FSC-certified paper and cover board. FSC is an independent, non-governmental, not-for-profit organization established to promote the responsible management of the world's forests. Please see www.fsc.org for information.

© Cambridge University Press 2012

Printed by Latimer Trend, Plymouth, UK

Primary Health Care Research & Development

VOLUME 13 | ISSUE 2 | APRIL 2012

CONTENTS

Editorial

- 103 Measuring and improving patient experience in primary care
Martin Roland

Development

- 106 Using care profiles to commission end-of-life services
Robert Gandy, Brenda Roe and Jean Rogers

Research

- 120 The impact of funding changes on the implementation of primary health care policy
Mary P. Finlayson, Nicolette F. Sheridan, Jacqueline M. Cumming and Sandra Fowler
- 130 Utilisation of strategic communication to create willingness to change work practices among primary care staff: a long-term follow-up study
Helena Morténus, Bengt Fridlund, Bertil Marklund, Lars Palm and Amir Baigi
- 142 Streaming primary urgent care: a prospective approach
Jane Bickerton, Jacqueline Davies, Helen Davies, Daniel Apau and Susan Procter
- 153 Nurse-led case management in the National Health Service: bridging clinical and social worlds
Jill Manthorpe, Claire Goodman, Vari Drennan, Sue L. Davies, Helen Masey, Heather Gage, Cheryll Scott, Sally Brearley and Steve Iliffe
- 165 What are the patient-held illness beliefs after a transient ischaemic attack, and do they determine secondary prevention activities: an exploratory study in a North London General Practice
Stania Kamara and Surinder Singh
- 175 Autogenic Training as a behavioural approach to insomnia: a prospective cohort study
Ann Bowden, Ava Lorenc and Nicola Robinson

Networking

- 186 SAPC Hot Topic: the importance of 'health literacy' in primary care
Gill Rowlands and Jo Protheroe

- 189 **Book review**

Cambridge Journals Online

For further information about this journal please
go to the journal website at
journals.cambridge.org/phc



MIX
Paper from
responsible sources
FSC® C013436

CAMBRIDGE
UNIVERSITY PRESS