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THE EVERYTHING GUIDE TO STARTING AN ONLINE BUSINESS

THE LATEST STRATEGIES AND ADVICE ON HOW TO START A PROFITABLE INTERNET BUSINESS

Simon and Schuster "Contains material adapted and abridged from The everything start your own business book, 4th edition, by Julia B. Harrington"--T.p. verso.

THE INSIDER'S GUIDE TO TECHNICAL WRITING

XML Press The first edition of Krista Van Laan's popular The Insider's Guide to Technical Writing has guided a generation of technical writers who are either starting out or seeking to take their skills to the next level. This classic has now been updated for the technical writer of today. Today's tech writers truly are technical communicators, as they build information to be distributed in many forms. Technical communication requires multiple skills, including an understanding of technology, writing ability, and great people skills. Wherever you are in your journey as a technical communicator, The Insider's Guide to Technical Writing can help you be successful and build a satisfying career.

THE BRITISH JOURNAL OF PHOTOGRAPHY

OPTIMAL AUDIO AND VIDEO REPRODUCTION AT HOME

IMPROVING THE LISTENING AND VIEWING EXPERIENCE

Optimal Audio and Video Reproduction at Home is a comprehensive guide that will help every reader set up a modern audio-video system in a small room such as a home theater or studio control room. Verdult covers everything the reader needs to know to optimize the reproduction of multichannel audio and high-resolution video. The book provides concrete advice on equipment setup, display calibration,

loudspeaker positioning, room acoustics, and much more. Detailed, easy-to-grasp explanations of the underlying principles ensure the reader will make the right choices, find alternatives, and separate the rigid from the more flexible requirements to achieve the best possible results.

PC MAG

PCMag.com is a leading authority on technology, delivering Labs-based, independent reviews of the latest products and services. Our expert industry analysis and practical solutions help you make better buying decisions and get more from technology.

ENCYCLOPEDIA OF BUSINESS INFORMATION SOURCES

Gale Group Each updated edition identifies nearly 35,000 live, print and electronic sources of information listed under more than 1,100 alphabetically arranged subjects--industries and business concepts and practices. Edited by business information expert James Woy.

THE ADVOCATE

The Advocate is a lesbian, gay, bisexual, transgender (LGBT) monthly newsmagazine. Established in 1967, it is the oldest continuing LGBT publication in the United States.

THE THEATER PROPS HANDBOOK

A COMPREHENSIVE GUIDE TO THEATER PROPERTIES, MATERIALS, AND CONSTRUCTION

Betterway Books A comprehensive guide to theater properties, materials and construction.

MENTAL CAPACITY ACT 2005 CODE OF PRACTICE

[LARGE PRINT 2007 FINAL EDITION]

The Stationery Office The Mental capacity Act 2005 provides a statutory framework for people who lack the capacity to make decisions for themselves, or for people who want to make provision for a time when they will be unable to make their own decisions. This code of practice, which has statutory force, provides information and guidance about how the Act should work in practice. It explains the principles behind the Act, defines when someone is incapable of making their own decisions and explains what is meant by acting in someone's best interests. It describes the role of the new Court of Protection and the role of Independent Mental Capacity Advocates and sets out the role of the Public Guardian. It also covers medical treatment and the way disputes can be resolved.

HOME THEATER DESIGN

MIKE MEYERS' COMPTIA A+ GUIDE TO MANAGING AND TROUBLESHOOTING PCS, FIFTH EDITION (EXAMS 220-901 & 220-902)

McGraw Hill Professional Essential Skills for a Successful IT Career Written by the leading authority on CompTIA A+ certification and training, this four-color guide will help you become a certified IT professional with proven expertise in hardware and software, and help you pass CompTIA A+ exams 220-901 and 220-902. Mike Meyers' *CompTIA A+ Guide to Managing and Troubleshooting PCs, Fifth Edition* offers complete coverage of the latest exam objectives. You'll get on-the-job tips, end-of-chapter review questions, and hundreds of color photographs and illustrations. Learn how to: Work with CPUs, RAM, microprocessors, BIOS, motherboards, power supplies, and other PC components Install, configure, and troubleshoot hard drives Manage peripheral devices and removable media Install, upgrade, and maintain operating systems, including Windows, Mac OS X, and Linux Troubleshoot common computer problems Establish users and groups Set up video and multimedia cards Administer smartphones, tablets, and other mobile devices Install and configure wired and wireless networks Connect to the Internet Secure your PC and your network Install, configure, and manage printers and multifunction devices Work with the latest virtualization technologies Understand safety and environmental issues Electronic content includes: Practice exams for 901 & 902 One hour+ of free video training from Mike Meyers TotalSim simulations of performance-based questions Mike's favorite free PC tools and utilities A complete PDF copy of the book Instructor resources available: Instructor's Manual Power Point slides for each chapter with photographs and illustrations from the book Test Bank cartridges with hundreds of questions for use as quizzes and exams Answers to the end of chapter sections are not included in the book and are only available to adopting instructors

THE COMPLETE GUIDE TO HIGH-END AUDIO

In this newly updated directory, the latest in cutting-edge audio equipment is provided, including how to choose the best audio equipment on a budget, how to get the best sound for the money, and how to set up a system for maximum performance. Revised and expanded to include all the latest audio technologies, this book is packed with expert advice how to make speakers sound up to 50 percent better at no cost, avoid the most common system set-up mistakes, and how to choose the one speaker in 50 worth owning. Among the new topics covered are streaming audio, computer-based music servers, music-management apps, wireless streaming, high-resolution digital audio. A short course on listening-room acoustics is presented and additional information on audio for home theater, multichannel audio, system set-up secrets, and what each component's specifications and measurements mean is also provided.

IT ESSENTIALS COMPANION GUIDE

Cisco Press IT Essentials v6 Companion Guide supports the Cisco Networking Academy IT Essentials version 6 course. The course is designed for Cisco Networking Academy students who want to pursue careers in IT and learn how computers work, how to assemble computers, and how to safely and securely troubleshoot hardware

and software issues. As CompTIA Approved Quality Content, the course also helps you prepare for the CompTIA A+ certification exams 220-901 and 220-902. Students must pass both exams to earn the CompTIA A+ certification. The features of the Companion Guide are designed to help you study and succeed in this course: Chapter objectives—Review core concepts by answering the focus questions listed at the beginning of each chapter. Key terms—Refer to the updated lists of networking vocabulary introduced, and turn to the highlighted terms in context. Course section numbering—Follow along with the course heading numbers to easily jump online to complete labs, activities, and quizzes referred to within the text. Check Your Understanding Questions and Answer Key—Evaluate your readiness with the updated end-of-chapter questions that match the style of questions you see on the online course quizzes. This icon in the Companion Guide indicates when there is a hands-on Lab to do. All the Labs from the course are compiled and published in the separate book, *IT Essentials v6 Lab Manual*. Practicing and performing all these tasks will reinforce the concepts and help you become a successful PC technician.

GAMING PROGRAMS FOR ALL AGES AT THE LIBRARY

A PRACTICAL GUIDE FOR LIBRARIANS

Rowman & Littlefield Gaming Programs for All Ages at the Library shows you how you can launch and support gaming programming in your library. Everything from acquisitions to budgeting to circulation is covered in this practical guide, as well as promotion, assessment, and experiential learning opportunities.

COMPTIA A+ CERTIFICATION STUDY GUIDE, EIGHTH EDITION (EXAMS 220-801 & 220-802)

McGraw Hill Professional The best fully integrated study system available for CompTIA A+ exams 220-801 & 220-802 With hundreds of practice questions and hands-on exercises, CompTIA A+ Certification Study Guide, Eighth Edition covers what you need to know—and shows you how to prepare—for these challenging exams. McGraw-Hill is a Gold-Level CompTIA Authorized Partner offering Authorized CompTIA Approved Quality Content. 100% complete coverage of all official objectives for the exams Exam Readiness Checklist—you're ready for the exams when all objectives on the list are checked off Exam Watch notes call attention to information about, and potential pitfalls in, the exams Two-Minute Drills for quick review at the end of every chapter Simulated exam questions match the format, tone, topics, and difficulty of the multiple-choice exam questions Covers all the exam topics, including: Operational Procedures • Operating System Fundamentals • Motherboards and Processors • Storage, Memory, and Adapters • Power Supplies, Display Devices, and Peripherals • Installing and Upgrading PC Components • Installing and Configuring Laptops • Client-Side Virtualization • Upgrading, Installing, and Configuring Windows • Disk and File Management • Troubleshooting, Repair, and Maintenance of PCs • Troubleshooting and Preventive Maintenance for Laptops • Troubleshooting and Preventive Maintenance for Windows • Network Basics • Installing a Small Office/Home Office (SOHO) Network • Troubleshooting Networks •

Computer Security Fundamentals • Implementing Digital Security • Configuring and Troubleshooting Windows Clients • Supporting Mobile Devices • Using and Supporting Printers Electronic content includes: Complete MasterExam practice testing engine, featuring: Two practice exams; Detailed answers with explanations; Score Report performance assessment tool CertCam video clips from the authors Glossary with key terms MasterSim interactive labs One segment of LearnKey video training With free online registration: Bonus—two downloadable MasterExam practice tests Downloadable Adobe Digital Editions e-book for studying on the go

BLOOD BROTHERS

Bloomsbury Publishing A Liverpoolian West Side Story, Blood Brothers is the story of twin brothers separated at birth because their mother cannot afford to keep them both. One of them is given away to wealthy Mrs Lyons and they grow up as friends in ignorance of their fraternity until the inevitable quarrel unleashes a blood-bath. Blood Brothers was first performed at the Liverpool Playhouse in 1983 and subsequently transferred to the Lyric Theatre, London. It was revived in the West End in 1988 for a long-running production and opened on Broadway in 1993.

BUILD YOUR OWN FREE-TO-AIR (FTA) SATELLITE TV SYSTEM

McGraw Hill Professional LEGALLY TAP INTO ABSOLUTELY FREE SATELLITE TV! Replace or expand your paid TV services with Free-to-Air television programming with ease. Build Your Own Free-to-Air (FTA) Satellite TV System shows how to affordably put together your own subscription-free home entertainment center from start to finish. Find out how to choose the right components, set up a satellite dish and receiver, fine-tune reception, add local over-the-air stations, and go mobile with your FTA TV system. You'll get full details on recording to the latest digital devices, installing a TV card in your PC, viewing video over the Internet, and integrating theater-quality audio. Photos and diagrams illustrate each step along the way. Comprehensive lists of technical terms and definitions, available channels and satellites, and dish-aiming steps are also included in this practical guide. COVERAGE INCLUDES: Equipment, component, and tool selection Satellite dish and FTA receiver installation Stereo, 5.1, and 7.1 sound Dish alignment and synchronization Local over-the-air channel reception Video over the Internet and movies on demand DVD players, DVRs, PCs, and VCRs Mobile, RV, and remote Free-to-Air TV

THE GREEN BOOK

APPRAISAL AND EVALUATION IN CENTRAL GOVERNMENT : TREASURY GUIDANCE

Stationery Office This new edition incorporates revised guidance from H.M Treasury which is designed to promote efficient policy development and resource allocation across government through the use of a thorough, long-term and analytically robust approach to the appraisal and evaluation of public service projects before significant funds are committed. It is the first edition to have been aided by a consultation process in order to ensure the guidance is clearer and more closely tailored to suit

the needs of users.

PC MAGAZINE

THE INDEPENDENT GUIDE TO IBM-STANDARD PERSONAL COMPUTERS

STEREOPHILE

CONVENT THEATRE IN EARLY MODERN ITALY

SPIRITUAL FUN AND LEARNING FOR WOMEN

Cambridge University Press A pioneering study of all-female convent theatre in early modern Italy.

DEPARTMENT OF DEFENSE DICTIONARY OF MILITARY AND ASSOCIATED TERMS

SAFE MANAGEMENT OF WASTES FROM HEALTH-CARE ACTIVITIES

World Health Organization

INTEGRATING THE ARTS ACROSS THE CONTENT AREAS

Shell Education Bring the arts back into the classroom with arts-based activities and strategies to use in language arts, mathematics, science, and social studies instruction. Developed in conjunction with Lesley University, this resource helps teachers to gain a better understanding of why and how to use the arts to reach and engage students. Developed to help motivate disengaged students, this professional resource provides activities, concrete examples, and stories from teachers already implementing art-based curriculum. The strategies are presented in categories that include: dramatic movement, storytelling, poetry, music/rhythm, and visual arts. This resource supports College and Career Readiness Standards.

IBM SYSTEMS DIRECTOR MANAGEMENT CONSOLE: INTRODUCTION AND OVERVIEW

IBM Redbooks This IBM® Redbooks® publication positions the IBM Systems Director Management Console (SDMC) against the IBM Hardware Management Console (HMC). The IBM Systems Director Management Console provides system administrators the ability to manage IBM Power System® servers as well as IBM Power Blade servers. It is based on IBM Systems Director. This publication is designed for system administrators to use as a deskside reference when managing Virtual Servers (formerly partitions) using the SDMC. The major functions that the SDMC provides are server hardware management and virtualization management.

GUIDE FOR THE CARE AND USE OF LABORATORY ANIMALS

EIGHTH EDITION

National Academies Press A respected resource for decades, the Guide for the Care

and Use of Laboratory Animals has been updated by a committee of experts, taking into consideration input from the scientific and laboratory animal communities and the public at large. The Guide incorporates new scientific information on common laboratory animals, including aquatic species, and includes extensive references. It is organized around major components of animal use: Key concepts of animal care and use. The Guide sets the framework for the humane care and use of laboratory animals. Animal care and use program. The Guide discusses the concept of a broad Program of Animal Care and Use, including roles and responsibilities of the Institutional Official, Attending Veterinarian and the Institutional Animal Care and Use Committee. Animal environment, husbandry, and management. A chapter on this topic is now divided into sections on terrestrial and aquatic animals and provides recommendations for housing and environment, husbandry, behavioral and population management, and more. Veterinary care. The Guide discusses veterinary care and the responsibilities of the Attending Veterinarian. It includes recommendations on animal procurement and transportation, preventive medicine (including animal biosecurity), and clinical care and management. The Guide addresses distress and pain recognition and relief, and issues surrounding euthanasia. Physical plant. The Guide identifies design issues, providing construction guidelines for functional areas; considerations such as drainage, vibration and noise control, and environmental monitoring; and specialized facilities for animal housing and research needs. The Guide for the Care and Use of Laboratory Animals provides a framework for the judgments required in the management of animal facilities. This updated and expanded resource of proven value will be important to scientists and researchers, veterinarians, animal care personnel, facilities managers, institutional administrators, policy makers involved in research issues, and animal welfare advocates.

DANCE AND MUSIC OF COURT AND THEATER

SELECTED WRITINGS OF WENDY HILTON

*Pendragon Press This collection of selected writings of Ms. Hilton includes a complete facsimile of her 1981 book *Dance of Court & Theater* (no longer available) as well as two significant articles, and a notated triple-meter danse *deux* by Louis Pécour. Book One (the facsimile) provides in-depth analysis of primary sources on dance of the baroque period. The main body of the text is devoted to mastery of the Beauchamp-Feuillet notation system, which includes the relationships of steps to music in such dance types as the menuet, gavotte, bourrée, sarabande, passacaille, loure, gigue, and entrée grave. Instruction is also given on style, bows and courtesies, the use of the hat, and the ballroom menuet ordinaire as given by Pierre Rameau. Book Two adds the slow Seventeenth-Century French Courante; A survey of the 56 dances extant to music by J.B. Lully with their airs and some of the more virtuosic, theatrical step-units in notation; Louis Pécour's ballroom dance Aimable Vainqueur (1701 in six pages of dance notation with a five-part score of André Campra's music from *Hésione* (1700) and an updated bibliography.*

FUNDAMENTAL ASPECTS OF INFECTION PREVENTION AND CONTROL

Andrews UK Limited This practical, handy text aims to provide essential information on the fundamentals of infection control and its management in a health care setting. This important subject area means that this text should be essential reading for all students, nurses and health care practitioners to ensure they understand the general principles of infection control and best practice guidelines for clinical care of patients. Content is designed to be clear, concise and highly practical. Case studies will be included to aid understanding. Each chapter includes a summary or bullet of key points. This book also outlines the role of the medical consultant, consultant nurse / specialist infection control nurse, hospital matron, ward link nurse, ward sister, staff nurse, trust management etcetera to give a strategic overview of the management and organisation needed in terms of roles, responsibilities etc in relation to infection control.

SHARED PLEASURES

A HISTORY OF MOVIE PRESENTATION IN THE UNITED STATES

Univ of Wisconsin Press Shared Pleasures presents the first comprehensive history of how Americans have watched their favorite movies. Douglas Gomery tells the complete story of the film exhibition business, from the humble nickelodeon to movie palaces to today's mass markets of cable TV and home video rentals. Along the way Gomery shows us how the American economy and society altered going to the movies. Shared Pleasures answers such questions as: How and where have Americans gone to the movies? What factors prompted the growth of specialized theaters? To what extent have corporations controlled the means of moviegoing? How has television changed the watching of motion pictures? Gomery analyzes social, technological, and economic transformations inside and outside the movie industry-sound, color (and later, colorization), television movies, cable movie networks, and home video, as well as automobiles, air conditioning, and mass transit. He traces the effects of immigration, growing urban and suburban cultures, two world wars, racial and ethnic segregation, and the baby boom on the movie theater industry, noting such developments as newsreel theaters and art cinemas. Gomery shows how the movie theater business has remained a profitable industry, transforming movie houses from storefronts to ornate movie palaces to the sticky-floored mall multiplexes of today. Contrary to some gloomy predictions, Gomery contends that movie watching is not declining as a form of entertainment. With the growth of cable TV, home movie rental, and other technical changes, more Americans are watching (and enjoying) more movies than ever before.

PERIOD STYLE FOR THE THEATRE

Allyn & Bacon

STAGE RIGGING HANDBOOK

Succinct and jargon free, Stage Rigging Handbook remains the only book in any language that covers the design, operation, and maintenance of stage rigging

equipment. It is written in an at-a-glance outline form, yet contains in-depth information available nowhere else. This second edition includes two new parts: the first, an expanded discussion of the forces and loads on stage rigging components and the structure supporting them; the second, an examination of block and tackle rigging. The remaining four parts contain numerous revisions. Explaining his purpose, Jay O. Glerum points out that four main principles make up the core of this book: know the rigging system; know that it is in safe working order; know how to use it; keep your concentration. Glerum applies these principles to all of the major types of stage rigging systems, including block and tackle, hemp, counterweight, and motorized. He describes each type of rigging, then thoroughly reviews the operating procedures and ways of inspecting existing systems.

POWERFUL PRACTICES FOR SUPPORTING ENGLISH LEARNERS

ELEVATING DIVERSE ASSETS AND IDENTITIES

Corwin Press Highlight the assets of English Learners in your classroom. Students do better in school when their voices are heard. For English Learners, that means not only supporting their growing language proficiency, but also empowering them to share their linguistic and cultural identities. This practical guide, grounded in compelling research and organized around essential questions and answers, is designed to help all educators build on their current competencies to authentically harmonize home languages and cultures in the classroom. Inside you'll find • The emotional, social, linguistic, cognitive, and academic rationale for incorporating cultural and linguistic assets • Creatively illustrated powerful practices with concrete examples of successful implementation • Myth-busting reflections to spark critical thinking about diversity, inclusive education, and family engagement • Curriculum connections tied to American and Canadian standards By recognizing and validating every student's linguistic and cultural assets, you create a supportive environment for academic success.

THEATRE BUILDINGS

A DESIGN GUIDE

Routledge The Association of British Theatre Technicians produced its first guide to the design and planning of theatres in 1972. Revised in 1986, it became the standard reference work for anyone involved in building, refurbishing, or creating a performance space. Theatre Buildings – a design guide is its successor. Written and illustrated by a highly experienced team of international theatre designers and practitioners, it retains the practical approach of the original while extending the scope to take account of the development of new technologies, new forms of presentation, changing expectations, and the economic and social pressures which require every part of the theatre to be as productive as possible. The book takes the reader through the whole process of planning and designing a theatre. It looks in detail at each area of the building: front of house, auditorium, backstage, and administrative offices. It gives specific guidance on sightlines, acoustics, stage engineering, lighting, sound and video, auditorium and stage formats. Aspects such

as catering, conference and education use are also covered. The information is supplemented by twenty-eight case studies, selected to provide examples which range in size, style and format and to cover new buildings, renovations, conversions, temporary and found space. The studies include Den Norsk, Oslo; The Guthrie Theatre, Minneapolis; The Liceu, Barcelona; Les Bouffes du Nord, Paris; The RSC's Courtyard Theatre in Stratford on Avon; and the MTC Theatre in Melbourne. All have plans and sections drawn to 1:500 scale. The book contains around 100 high quality full colour images as well as over 60 specially drawn charts and diagrams explaining formats, relationships and technical details.

THE BIG BOOK OF CONFLICT RESOLUTION GAMES: QUICK, EFFECTIVE ACTIVITIES TO IMPROVE COMMUNICATION, TRUST AND COLLABORATION

McGraw Hill Professional Make workplace conflict resolution a game that EVERYBODY wins! Recent studies show that typical managers devote more than a quarter of their time to resolving coworker disputes. The Big Book of Conflict-Resolution Games offers a wealth of activities and exercises for groups of any size that let you manage your business (instead of managing personalities). Part of the acclaimed, bestselling Big Books series, this guide offers step-by-step directions and customizable tools that empower you to heal rifts arising from ineffective communication, cultural/personality clashes, and other specific problem areas—before they affect your organization's bottom line. Let The Big Book of Conflict-Resolution Games help you to: Build trust Foster morale Improve processes Overcome diversity issues And more Dozens of physical and verbal activities help create a safe environment for teams to explore several common forms of conflict—and their resolution. Inexpensive, easy-to-implement, and proved effective at Fortune 500 corporations and mom-and-pop businesses alike, the exercises in The Big Book of Conflict-Resolution Games delivers everything you need to make your workplace more efficient, effective, and engaged.

EQUITY AND EXCELLENCE:

LIBERATING THE NHS

The Stationery Office Equity and Excellence : Liberating the NHS: Presented to Parliament by the Secretary of State for Health by Command of Her Majesty

THE GOD OF SMALL THINGS

Penguin UK Still, to say that it all began when Sophie Mol came to Ayemenem is only one way of looking at it . . . It could be argued that it actually began thousands of years ago. Long before the Marxists came. Before the British took Malabar, before the Dutch Ascendancy, before Vasco da Gama arrived, before the Zamorin's conquest of Calicut. Before Christianity arrived in a boat and seeped into Kerala like tea from a teabag. That it really began in the days when the Love Laws were made. The laws that lay down who should be loved, and how. And how much.

THEATRE IN YOUR LIFE

Cengage Learning Making theatre appreciation personal, meaningful, and memorable, THEATRE IN YOUR LIFE explores the many ways theatre and film play an important role in everyday life. From movies, concerts, and videogames to weddings, graduations, and job interviews, aspects of production and performance strongly influence popular culture and shape many of our daily experiences. THEATRE IN YOUR LIFE vividly illuminates these connections while providing a thorough introduction to the history, elements, and global diversity of theatre. Written in an enjoyable, conversational style, this text enhances students' understanding and appreciation of theatre by inviting them to recognize and reflect on its impact on their lives. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

IMPROVISATION FOR THE THEATER

A HANDBOOK OF TEACHING AND DIRECTING TECHNIQUES

[Evanston, Ill.] : Northwestern University Press Presents over two hundred theater games which bring theater experience to amateurs of every age and interest.

OCCUPATIONAL OUTLOOK HANDBOOK

HIGH QUALITY CARE FOR ALL

NHS NEXT STAGE REVIEW FINAL REPORT

The Stationery Office This review incorporates the views and visions of 2,000 clinicians and other health and social care professionals from every NHS region in England, and has been developed in discussion with patients, carers and the general public. The changes proposed are locally-led, patient-centred and clinically driven. Chapter 2 identifies the challenges facing the NHS in the 21st century: ever higher expectations; demand driven by demographics as people live longer; health in an age of information and connectivity; the changing nature of disease; advances in treatment; a changing health workplace. Chapter 3 outlines the proposals to deliver high quality care for patients and the public, with an emphasis on helping people to stay healthy, empowering patients, providing the most effective treatments, and keeping patients as safe as possible in healthcare environments. The importance of quality in all aspects of the NHS is reinforced in chapter 4, and must be understood from the perspective of the patient's safety, experience in care received and the effectiveness of that care. Best practice will be widely promoted, with a central role for the National Institute for Health and Clinical Excellence (NICE) in expanding national standards. This will bring clarity to the high standards expected and quality performance will be measured and published. The review outlines the need to put frontline staff in control of this drive for quality (chapter 5), with greater freedom to use their expertise and skill and decision-making to find innovative ways to improve care for patients. Clinical and managerial leadership skills at the local level need further development, and all levels of staff will receive support through education

and training (chapter 6). The review recommends the introduction of an NHS Constitution (chapter 7). The final chapter sets out the means of implementation.