



**Department of Health and Social Security**  
 Hannibal House Elephant and Castle London SE16TE

Telex 883669 Room 613

Telephone ~~07-63-6360 ext~~ 01-972-2296  
 GTN (2916)

To: Regional General Managers  
 District General Managers  
 General Managers of Special  
 Health Authorities

Your reference

Our reference  
 EL(89)MB/187

Date  
 6 November 1989

Dear General Manager

"TAKING ACTION WITH INDICATORS" - CHRISTOPHER DAY

I attach five copies of "Taking Action with Indicators" by Christopher Day which is being published by HMSO on 10 November.

"Taking Action with Indicators" examines the use of indicators and how they can be a valuable aid to decision making. It includes five case studies which describe how Cheltenham, Northampton, Basildon & Thurrock, East Surrey and Coventry made effective use of indicators to review services and to solve particular problems.

The book should prove a useful introduction to those unfamiliar with indicators and a source of ideas for those who already have some experience of using them. Although the examples refer to pre-Körner indicators, the approaches used by the health authorities would be equally applicable using the new Körner indicators.

Further copies of the book may be purchased from HMSO, price £6.50.

Yours sincerely

P J SMITH  
 Health Services Information  
 and Information Branch

Warrington Health Authority	
15 NOV 1989	
D. G. M.	
D. P. H.	
C. N. O.	
D. P. A.	(9N)
D. P.	
D. F.	
This letter will be cancelled and deleted from the communications index on 30 April 1990.	