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Because we receive many more letters than we have room to publish we may shorten those that we do publish to allow readers as wide a selection as possible. In particular, when we receive several letters on the same topic we reserve the right to abridge individual letters. Our usual policy is to reserve our correspondence columns for letters commenting on issues discussed recently (within six weeks) in the BMJ.

Letters critical of a paper may be sent to the authors of the paper so that their reply may appear in the same issue. We may also forward letters that we decide not to publish to the authors of the paper on which they comment.

Letters should not exceed 400 words and should be typed double spaced and signed by all authors, who should include their main degree.

Communication from "centres of excellence"

SIR,—I work in an academic surgical unit attached to a "centre of excellence" with two hospitals, one of which may have been the hospital at which Dr C Barber's young patient was treated (16 November, p 1427). I sympathise with Dr Barber. Perhaps my predicament applies to many clinicians in "centres of excellence."

At the larger of the two hospitals I have neither an office nor a secretary, but I am fortunate because nearby I have an academic secretary who has "volunteered" to do unpaid NHS work to ease the running of the surgical department. She types most of my NHS letters and tries to help parents who telephone the department because there is nobody to turn to in the hospital. However, she is leaving at the end of the year and then I may join several of my colleagues who have no secretarial support.

At the smaller hospital vacancies for secretaries are common, and again I do not have an office. Although in an "inner city area," this hospital is difficult to reach by public transport and few unmarried secretaries can afford a car. Last time we advertised for a surgical secretary we had one applicant, almost certainly because the starting salary offered was only marginally above a single person's unemployment benefit. The applicant was appointed, but unfortunately suffers from a chronic illness and has been absent for three months this year. Combined with other unfilled vacancies, this means that my registrar and I have a backlog of letters of two to three months.

Within a week of a patient leaving hospital my registrar will dictate a summary into a tape recorder, and this may or may not get typed depending on whether or not a secretary is available. If the letter has not been typed within a week or two, as is likely, the notes will be removed for the outpatient clinic. Within the following week a letter will be dictated to the GP, and the tape recording put among those waiting to be typed. During the next few weeks the secretary will come to type the discharge summary but will not do so because by this time the case sheet has been removed for the second outpatient visit. At this stage in the vicious circle our stock of recording tapes will have been depleted, so all untyped material unaccompanied by case notes will be wiped out so that a new batch of discharge summaries may be dictated. So the cycle continues, and my registrar may have to dictate the summary three times during the six months he will spend with me. Even then it may not be typed, and his successor, who may never see the patient, will go through the same process.

I inherited this problem some years ago and foolishly thought that I would be able to improve matters, but a gradual deterioration has occurred as our centre of excellence has had to do an increasing amount of routine work as surrounding hospitals have closed. The DHSS has asked that we should do more day case surgery, but no extra finance has been provided, and a day case patient generates almost as much paperwork as a long stay patient.

To get out of the vicious cycle, we need more secretaries working more efficiently at increased rates of pay. Unlike industry, NHS hospital service does not allow productivity payments, so that we have come to rely on a workforce of underpaid, unprivileged, inefficient women who are now tired and demoralised by their ever

increasing workload. Bright young healthy women will not accept posts in centres of excellence because the conditions of service are poor and they can earn two to three times more for similar work in legal or city offices, which also give luncheon vouchers.

Does Dr Barber have a solution to my problem so that I may solve his; and that of the school doctor, the community physician, the community paediatrician, the health visitor, the child guidance clinic, the Rowntree Trust, the local authority housing manager, etc, all of whom inundate me with requests for information?

I wrote this letter on my home computer during my weekend "off duty," shortly before visiting a patient; and I have given up trying to telephone GPs because there is no reply, the receptionist refuses to allow me to talk to the doctor because he is busy, or I get a recorded me sage which tells me to phone elsewhere—usually a place where the staff have never heard of the patient.

R J Brereton

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Prevalence of known diabetes in Asians and Europeans

SIR,—We read with great interest the results of the Southall diabetes survey (19 October, p 1081), and would like to discuss the overall prevalence of diabetes and the prevalence of classical insulin dependent diabetes in Asians.

Dr Hugh M Mather and Professor Harry Keen