

Glossary of Terms February 2017

The NHS is terrible for jargon! We use lots of abbreviations and acronyms when we talk to one another because there are always so many different things happening. The problems start when we use this jargon with people who don't work in the NHS. We've agreed to try and avoid using jargon whenever we're talking to the public and we hope this jargon buster is a useful tool.

111: a 24 hours a day 7 days a week contact number (free from landlines and mobiles) which can provide medical help when it is not a 999 emergency situation. Patients are often referred onto GPs or to the Urgent Care Centre should the patient's symptoms require it.

999: a 24/7 telephone service provided to enable emergencies of all types to receive rapid responses. Paramedics are usually dispatched or the caller is directed to alternative services.

A

Abbreviation

Term

Definition

A&E (Accident & Emergency): a hospital service which provides care for medical emergencies, life threatening and critical conditions for patients of all ages, twenty-four hours a day, seven days a week. It is common for pediatric emergencies to be managed in a separate area of the departments. There is an A&E West Middlesex University Hospital and an Urgent Care Centre (see page 9).

Acute care: short-term treatment usually provided in hospital.

Acute trust: an NHS Hospital Trust or Foundation Trust providing and/ or managing hospitals.

Advocate: a trained and independent person who will support you in talking to doctors, nurses and other healthcare professionals. This could involve putting questions to them on your behalf, or making sure they understand your point of view.

ALOS (Average Length of Stay): is an average of the length of time a patient stays in a hospital when admitted. May be averaged for all patients or those with specific medical or social conditions. ALOS has national and local planning implications.



APMS: Alternative Provider Medical Services (APMS) Alternative Provider Medical Services (APMS) is a contracting route available to enable practices to commission or provide primary medical services within their area to the extent that they consider it necessary to meet all reasonable requirements. The other routes are General Medical Services (GMS) and Personal Medical Services (PMS).

AQP (Any Qualified Provider): patients or GPs can, for certain conditions, choose from a range of approved providers, who have met the strict criteria for and are approved under the AQP regulations rather than automatically be assigned to one.

Assessment: When someone is unwell, healthcare professionals meet with the person to talk to them and find out more about their symptoms so they can make a diagnosis and plan treatments. This is called an assessment. Family members should be involved in assessments, unless the person being assessed does not want their involvement.

Asthma: chronic lung disorders with a variety of causes but all characterised by reversible airways obstruction.

Attendance Allowance: a state benefit for people whose physical or mental health requires regular daily or whole time attention from carers.

Audiology: a range of techniques used to determine ability to hear at all ages and may lead to the provision of hearing aids.

B

<u>Abbreviation</u>	<u>Term</u>	<u>Definition</u>
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BS (Beacon Services):	a service, which has been, identified as providing outstanding quality.
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Better Care Better Value indicators:	National benchmarks of good practice
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Best Value:	sets a duty to deliver services of a clear standard, covering cost and quality, by the most effective, economic and efficient means available.
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B&I (Brentford and Isleworth):	one of the five locality areas within the borough of Hounslow
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BHF (British Heart Foundation):	a national voluntary organisation concerned with Heart Disease.
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BHH (Brent, Harrow and Hillingdon) this is the acronym to describe the collaboration of three CCGs in North West London (NWL) – see **CWHHE** for the other collaboration of CCGs in NWL

BIR (British Institute of Radiology): national body for the science of x-rays and radioactive substances used in diagnoses and treatment.

BMA (British Medical Association): professional association of doctors, which acts as a trade union, a scientific and an educational body.

BMJ (British Medical Journal): journal for use by medical professionals.

BMS (Booking Management System): the systems to manage the way appointments are made.
Newly introduced for the health service under the NHS Plan.

C

Abbreviation

Term

Definition

Caldicott Guardian: a person with responsibility for policies that safeguard the confidentiality of patient information.

CAMHS (Child and Adolescent Mental Health Services): a service provided for children and young people with emotional, behavioural and mental health needs.

Care Home: a residential home providing nursing and personal care, in addition to living accommodation.

Care co-ordinator: The person who is responsible for making sure that your care is properly planned and you get the help you need. They usually work with the community mental health team and be the person you see most often. They will usually be a community psychiatric, nurse, social worker or occupational therapist.

Care Pathway: the care and treatment a patient receives from start to finish for a



particular illness or condition, irrespective of which part of the health services or social care services deliver the care or treatment, and include care received at home, in community and hospital settings.

Care plan: written agreements setting out how care will be provided to individuals.

Carer: a person who is unpaid and looks after or supports someone else due to illness or disability. Carers may be family members, including children and young people, who live with the person they care for, or family, friends or neighbours who live elsewhere.

Carer's Allowance: a state benefit paid to qualifying carers of people receiving attendance allowance.

CCG (Clinical Commissioning Groups): Organisations which plan and organise (commission) health services which replaced primary care trusts (PCTs) in April 2013. CCGs are led by GPs and other clinicians. All GP practices in their area are members (in Hounslow there are 53 practices).

CDC (Child Development Centre): a service devoted to the study and delivery of help related to child development.

CG (Corporate Governance): a system that incorporates processes to minimise all risks in an organisation.

CG (Clinical Governance): a system of steps and procedures adopted by the NHS to ensure that patients receive the highest possible quality of care.

CGR (Clinical Governance Review): assesses NHS trusts across seven components of performance

CGSU (Clinical Governance Support Unit): a group of staff that offer support to Health Services to measure the success/value of the services being offered.

CHC (Community Health Care): covers a range of community based services which can range from district nursing, health visiting, foot health, sexual and reproductive health and specialist nursing services.

CHD (Coronary Heart Disease): the narrowing or blockage of the coronary arteries, the major blood vessels around the heart which can lead to angina and heart attacks (see also CVD).



Client: someone who uses health service. Some people use the terms patient or service user instead.

Community Care Plan: a document which lays out the care and treatment of patients outside of hospital.

Community services: care provided outside hospital by nurses, midwives, therapists and other professionals

Consortium: two or more individuals, companies or organisations with the objective of participating in a common activity or pooling their resources to achieve a common goal. Here relates to groups of general practices.

Constitution: a set of fundamental principles or established precedents according to which an organisation is governed.

Contingency: action to manage risk

Continuing care: health care provided over an extended period of time for people with long-term needs or disability / people's care needs after hospital treatment has finished

CIP (Cost Improvement Plan): plans to meet the cost savings targets by NHS organisations.

Chiswick: one of the one of the five locality areas within the borough of Hounslow.

CoM (Council of Members): formal meeting made up of representatives from all member general practices in Hounslow with responsibility for holding the CCG Governing Body to account.

Commissioning: the planning and organising, procurement, monitoring and performance management of health and health care services for a local community or specific population.

Commissioner: an organisation which determines what health and social care services should be provided for local people and which then commissions and allocates funding for other organisations to provide them.

COPD (Chronic Obstructive Pulmonary Disease): the name for a collection of lung diseases including chronic bronchitis and emphysema. These are usually acquired;

a common cause can be smoking.

CPL (Care Plan): a signed written agreement setting out how care will be provided for people with more complex needs.

CPK (Care Package): following individual assessment, an appropriate package or programme of care is agreed.

CSC (Commissioning Strategy Committee): a sub-committee of the CCG Governing Body. Its role is to oversee the development and implementation of the CCG's strategic plans and commissioning intentions.

CSU (Commissioning Support Unit): an organisation providing commissioning support (such as IT, contract monitoring and Communications).

CQC (Care Quality Commission): an organisation funded by the Government to inspect all hospitals, care homes and care services in England to make sure they are meeting government standards and to share their findings with the public.

CQUINs (Commissioning for Quality and Innovation): a contractual mechanism that allows commissioners (e.g. CCGs) to pay providers (e.g. hospitals) for completing activities that directly relate to improving the quality of care received by patients, through linking a proportion of the provider income to achieving the improvement goals.

CQC (Care Quality Commission): regulates, inspects and reviews all adult social care services in the public, private and voluntary sectors in England

CVD (Cardiovascular Disease): also known as heart disease refers to diseases that affect the heart or blood vessels. Hypertension (high blood pressure) is the most common form.

CWHHE (Central London, West London, Hammersmith & Fulham, Hounslow and Ealing) this is the acronym to describe the collaboration of five CCGs which Hounslow is a part of in North West London (NWL) – see **BHH** for the other collaboration of CCGs in NWL

D

<u>Abbreviation</u>	<u>Term</u>	<u>Definition</u>
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	Day case or day surgery: patients who have a planned investigation, treatment or operation and are admitted and discharged on the same day.	
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Deficit: the net financial position of an organisation where expenditure is greater than income.

DES (Directed Enhanced Service): additional services that GPs can choose to provide to their patients that are financially incentivised by NHS England (see below).

DDA (Disability Discrimination Act): Law to end discrimination faced by disabled people.

DEAS (Department of Education and Skills) Government Department

DEFRA (Department of Environmental, Food and Rural Affairs): Government Department

Primary Care Delegated Co-Commissioning this is the term used for Clinical Commissioning Groups (CCGs) to take on more responsibility for general practice commissioning. All CCGs will be moving to this model by April 2018.

DES (Directly Enhanced Service): extra services (usually of a specialist nature) specified by a Primary Care Trust.

DfES (Department for Education and Skills): Government Department.

DfT (Department for Transport): Government Department.

DGH (District General Hospital): a Hospital servicing one geographical area, e.g. Wythenshawe Hospital.

DLA (Disability Living Allowance): an allowance paid to disabled people.

DN (District Nurse): a registered nurse who has been trained to provide nursing care to people in their own homes.

DNA (Did not Attend): failure to keep an appointment by a patient.

DOH (Department of Health): the department that supports the government in improving the health and wellbeing of the population in England.

DOS (Directory of Services): a book containing lists of services available.

DRC (Disability Rights Commission): a body which promotes the rights of



disabled people.

DRE (Disability Resource Exchange): a local service for all the aspects of disability, run by disabled people.

DTI (Department of Trade and Industry): Government Department.

DWP (Department for Work and Pensions): Government Department

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E

<u>Abbreviation</u>	<u>Term</u>	<u>Definition</u>
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ECG (Electrocardiogram): a test of the electrical activity of the heart.

Elective centre: a hospital which provides elective (planned) care e.g. a planned operation.

Elective surgery: planned surgery (i.e. not immediately necessary to save life) carried out in a hospital either as a day elective surgery case or an inpatient.

Emergency admission: a patient who is admitted to hospital on the same day due to urgent need (also known as urgent admission and unplanned care).

F

<u>Abbreviation</u>	<u>Term</u>	<u>Definition</u>
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Feltham: one of the five locality areas within the borough of Hounslow.

Financial surplus: the net financial position of an organisation where income is greater than expenditure

Foundation Trust: an NHS hospital that is run as an independent, public benefit corporation, controlled and run locally. Foundation Trusts have increased freedoms regarding their options for capital funding to invest in delivery of new services. They are regulated by Monitor – The independent regulator of NHS Foundation Trusts. Some local hospitals (King’s, Guy’s and St Thomas’ and the South London and Maudsley) are Foundations trusts (FTs).

Friends & Family - the Friends and Family Test (FFT) is a simple question that patients are asked when they leave hospital about whether they would recommend the hospital to their friends or family. This gives hospitals a better understanding of the needs of their patients to help them continually improve services.

The test asks the following standardised question: “*How likely are you to recommend our ward/A&E department to friends and family if they needed similar care or treatment?*” Patients will use a descriptive six-point response scale to answer the question with the following response categories:

1. Extremely likely
2. Likely



3. Neither likely nor unlikely
4. Unlikely
5. Extremely unlikely
6. Don't know

G

<u>Abbreviation</u>	<u>Term</u>	<u>Definition</u>
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GP: General Practitioner, your local doctor.

GMS: (General Medical Services) is a type of GP contract The General Medical Services (GMS) contract is the contract between general practices and NHS England for delivering primary care services to local communities – see also PMS and APMS

Governing Body: this is the collection of GP clinical leads, a practice nurse, hospital doctor and nurse, Healthwatch, lay members, chief officer and chief financial officer from the CCG and is a key decision making body, responsible for delivering the organisation's direction through effective leadership, management and accountability.

GWR (Great West Road): one of the five locality areas within the borough of Hounslow.

H

<u>Abbreviation</u>	<u>Term</u>	<u>Definition</u>
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Healthwatch England: a statutory independent body charged with ensuring that people nationally have a voice about their health and social care services and experiences of them.

Healthwatch Hounslow: the local Healthwatch which is an independent champion for the voices of the population of Hounslow about their health and social care services. Healthwatch Hounslow is a member of EPEC.

Heart of Hounslow & Maswell Park: one of the five locality areas within the borough of Hounslow.

HEIA (Health and Equality Impact Assessments): a combination of procedures, methods and tools by which a policy, programme or project may be judged as to its potential effects on the health of a population, and the distribution of those effects within the population.



I

<u>Abbreviation</u>	<u>Term</u>	<u>Definition</u>
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IAPT (Improving Access to Psychological Therapies): an NHS programme providing services across England that offer interventions approved by the National Institute of Health and Clinical Excellence (NICE) for treating people with depression and anxiety disorders.

Independent sector: a range of non-public organisations involved in service provision, including both private, voluntary and charitable organisations

Intermediate Care: Integrated care starts from the needs of the whole person. It is about coordinating care across a number of different services so patients are better supported to stay health and keep independent so hospital care is no longer necessary. The focus is on coordinated preventative care, and enabling patients to take a more active role in their own health and choices.

J

<u>Abbreviation</u>	<u>Term</u>	<u>Definition</u>
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JSNA (Joint Strategic Needs Assessment): a document which analyses the health needs of a population to inform the commissioning of health, well-being and social care services. This document is updated on an annual basis.

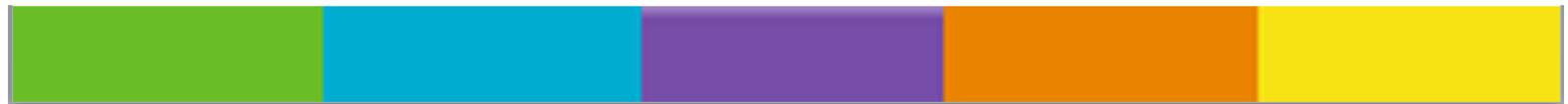
L

<u>Abbreviation</u>	<u>Term</u>	<u>Definition</u>
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LES (Locally Enhanced Service): local scheme of additional services provided by GPs in response to local needs and priorities, sometimes adopting national NHS service specifications.

LIS (Local Incentive Scheme): a CCG led process to engage GPs in priority areas such as working to address specific health objectives for the local population. This has included long term conditions (such as COPD and diabetes), early cancer diagnosis and effective prescribing.

LPPG (Locality Patient Participation Groups): the second tier of patient participation



in Hounslow. The 54 GP practices are organised into five areas. PPGs in each practice send representatives to its LPPG. The LPPG discuss health matters affecting people across the area and elects two representatives to EPEC to serve for two years.

- B&I (Brentford & Isleworth)
- Chiswick
- Feltham
- GWR (Great West Road)
- Heart of Hounslow & Maswell Park

LTC (Long Term Condition): a long term or chronic condition or illness that cannot be cured (but can be managed through medication and/ or therapy) and that people live with for many years, such as diabetes, heart disease, dementia and asthma. Patients may have a number of such LTCs often inter-related and will require support from a wide range of different services and professionals.

M

<u>Abbreviation</u>	<u>Term</u>	<u>Definition</u>
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MH: Mental Health

Mortality rate: death rate. The ratio of deaths in an area to the population of that area; expressed per 1000 per year so a mortality rate of 9.5 means 9.5 deaths per 1000 population for a specific period of time. National and local mortality rates can be compared and are essential in determining local priorities for services.

Midwife led unit: a unit which specialises in delivering babies by midwives, without the intervention of a consultant obstetrician.

N

<u>Abbreviation</u>	<u>Term</u>	<u>Definition</u>
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Never Events: are serious, largely preventable patient safety incidents that should not occur if the available preventative measures have been implemented. CCGs are required to monitor never events in their areas and report on them.

NHS England: contracts with GPs and other primary care providers such as pharmacies, dentists and opticians; performance manages CCGs and commissions some specialist health services. This body oversees the day-to-day operation of the NHS from April 2013 as set out in the Health and Social Care Act 2012 and is responsible for commissioning some local services.





NWL: North West London

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O

<u>Abbreviation</u>	<u>Term</u>	<u>Definition</u>
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Obstetrics: the medical specialty that deals with care for women during pregnancy, childbirth and the postnatal period.

OoH (Out of Hours): services available between 6.30pm and 8.00am during the week and during the day on Saturdays and Sundays (including weekends and bank holidays).

OoH (Out of Hospital): refers to services historically available within a hospital setting but are now being offered in a Primary Care / community setting.

P

<u>Abbreviation</u>	<u>Term</u>	<u>Definition</u>
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Patient: Someone who uses health services. Some people use the terms service user or client instead.

PFI (Private Finance Initiative): a government-led programme to enable the private sector to become involved in the provision of facilities which will then be run by the NHS

Planned Care: where a patient is referred for treatment and there is a pre-determined pathway of care.

PMS: (Personal Medical Services) agreements are locally agreed contracts between NHS England and a GP practice.

PMS contracts offer local flexibility compared to the nationally negotiated General Medical Services (GMS) contracts by offering variation in the range of services which may be provided by the practice, the financial arrangements for those services and the provider structure (who can hold a contract).

PPE (Public & Patient Engagement) a statutory committee for the CCG and a sub-committee of the governing body.

PPG (Patient Participation Group): group within a GP practice to engage with



patients. It can have its own terms of reference and the flexibility to determine how it will work with the practice and its patients. All patients are eligible to participate. Sometimes they are called Patient Reference Groups.

Primary Care: GP surgeries, high street dentists, opticians and pharmacies.

Primary Care Trust: (now obsolete) NHS bodies that commissioned primary, community and secondary care from providers. Many of their functions transferred to CCGs and NHS England from April 2013.

Q

<u>Abbreviation</u>	<u>Term</u>	<u>Definition</u>
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QIPP	(Quality, Innovation, Productivity and Prevention):	an NHS-wide initiative to deliver more and better services and care with fewer resources.
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R

<u>Abbreviation</u>	<u>Term</u>	<u>Definition</u>
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RTT:	Referral to Treatment Time targets are standards included in the NHS Constitution that set out a patient's right to be treated within a specified time frame from then they are referred (18 weeks where the patient requires admission to hospital for surgery and 21 weeks where the patient is treated without needing an admission)
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S

<u>Abbreviation</u>	<u>Term</u>	<u>Definition</u>
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Secondary Care	– more complicated or specialist healthcare, either outpatient or inpatient, that is usually provided by hospitals, and is normally received following a referral by another health professional rather than being universal or open access for all patients.
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Social Care: a range of non-medical home based, community or residential services arranged by local councils to help people who are in need of support due to illness, disability, old age or poverty. Social care services are available to everyone, regardless of background however, rules about eligibility apply.

SoS (Secretary of State): UK cabinet position responsible for the Department of Health



Specialist Hospital: a hospital which provides specialist care for complex conditions.

SPL (Service Plan): the written end product of a process to identify the aims and objectives and the resource requirement of an organisation over a three to five year period.

SPS (Specialised Services): services, which are unusual or complex and may have to be provided outside the area in larger centres of population.

SSI (Social Services Inspectorate): undertakes reviews of social service departments.

SSFH (Secretary of State for Health): Government Minister responsible for Health.

STKH (Stakeholder): a person or organisation with an interest in a particular issue.

STI (Sexually Transmitted Infection): a sexually transmitted disease which includes HIV and AIDS.

STP (Sustainability and Transformation Plans) The purpose of Sustainability and Transformation Plans (STPs) is to help ensure health and social care services in England are built around the needs of local populations

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T

<u>Abbreviation</u>	<u>Term</u>	<u>Definition</u>
TDA	(Trust Development Authority):	the NHS Trust Development Authority provides support, oversight and governance for all NHS Trusts on their journey to delivering what patients want; hi
TSA	(Trust Special Administrator):	the person appointed by the Secretary of State in 2012 to look at making recommendations in order to secure sustainable health services in south east London.

U

<u>Abbreviation</u>	<u>Term</u>	<u>Definition</u>
UCC	(Urgent Care Centre):	a centre which provides care and treatment for minor illnesses and injuries that require urgent attention but that are not critical or life-threatening. UCCs are normally open 24 hours a day.
Unplanned Care:		is care that is not planned or pre-booked with your GP or hospital.
Unscheduled Care:		services that operate outside of normal working hours, such as A and E and Walk-in Centres
Uplift:		Inflation
Upstream interventions:		Upstream interventions target the circumstances that produce adverse health behaviours
User:		in the NHS context: a person who uses health and/or social services.

V

<u>Abbreviation</u>	<u>Term</u>	<u>Definition</u>
VCS	Voluntary and Community Sector / Organisations:	not-for-profit organisations set up to offer services to specific groups in society. These can be run by paid professionals as well as volunteers and may be eligible to provide commissioned services through the CCG.
Vfm	(Value for money):	a term used to demonstrate the quality of a healthcare



service balanced against the cost of delivering that service.

Virtual (Home) Ward: care where, instead of people being in hospital for advanced nursing care, that care is brought out to people so they can be looked after in their own homes.

W

Abbreviation

Term

Definition

W3C Web Guidelines (World Wide Web Consortium Guidelines): Guidelines that were developed to facilitate optimal website accessibility

Walk in Centre: where unregistered patients may go if they need to see a GP or nurse without an appointment.

WDC: Workforce Development Confederation

WIC: the development of staff employed to provide NHS services.

Wipp: Working in partnership programme

Whole Systems Integrated Care (WSIC):



This is a list of commonly used words and acronyms which may be used during meetings or discussions.
This list is not exhaustive and if there are additions you would like adding please
email robert.flann@nhs.net or call 07825195 502

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