

## Glossary of NHS terms

Term	Abbreviation	Explanation
<b>111</b>		A 24 hours a day 7 days a week contact number (free from landlines and mobiles) which provides medical help when it is not a 999 emergency situation.
<b>111 First</b>		This campaign will be rolled out to all areas of London by early December 2020. The campaign will encourage people to call NHS 111 first when seeking urgent care and explain that if they need to be seen in an Emergency Department (ED), an appointment will be made for them. This initiative further develops what NHS 111 already offers (ie booked appointments with GPs and referrals to community services).
<b>999</b>		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. In south east London, London Ambulance Service (LAS) emergency vehicles are staffed by paramedics able to assess and give emergency treatment. Attendance of an LAS vehicle and crew is not a guarantee of being taken to A&E.

<b>A</b>		
<b>Accessible</b>		Information, services or processes which can be used and understood by as many people as possible. In some cases, specific actions will need to be taken to make things accessible for different groups, for example providing information in different languages and formats or offering health services at different times of the day.
<b>Accident &amp; Emergency</b>	<b>A&amp;E</b>	A hospital service which provides care for emergency, life threatening and critical conditions for patients of all ages, twenty-four hours a day, seven days a week. This is also known as ED – Emergency Department. It is common for paediatric (children) emergencies to be managed in a separate area of the departments.
<b>Accountability</b>		One of the three foundations of public service. Everything done by those who work in the NHS must be able to stand the test of parliamentary scrutiny, public judgements on propriety and professional codes of conduct.

<b>Acute Assessment Unit</b>	<b>AAU</b>	A short-stay department, usually less than 48 hours, within some hospitals that is separate from the Emergency Department, Acute Assessment Units deliver emergency ambulatory care to ensure swift and effective decision-making and allow assessment of patients with the aim of preventing prolonged length of stay.
<b>Acute care</b>		A branch of secondary health care where a patient receives active but short-term treatment for a severe injury or episode of illness, an urgent medical condition, or during recovery from surgery.
<b>Acute hospital</b>		Refer to acute trust
<b>Acute trust</b>		An NHS Hospital Trust or Foundation Trust providing and/ or managing hospitals. Some acute trusts also provide community services, such as Guy's and St Thomas' NHS Foundation Trust.
<b>Admission (to a hospital)</b>		Needing (at least) an overnight stay in hospital, either for an emergency or following a planned procedure.
<b>Advocacy</b>		Where a person acts as a champion for a patient or carer. An advocate could be one of a range of people including pharmacists, doctors, voluntary workers or the carer themselves.
<b>Alternative Provider Medical Services</b>	<b>APMS</b>	A locally negotiated contract for the delivery general practice services.
<b>Ambulatory care</b>		Medical care provided on an outpatient basis, including diagnosis, observation, consultation, treatment, intervention, and rehabilitation services. This care can include advanced medical technology and procedures even when provided outside of hospitals. For some conditions it is intended to avoid the need for an overnight stay in hospital for patients.
<b>Any Qualified Provider</b>	<b>AQP</b>	A contractual system within the NHS, widely seen as a way in which more NHS services could be provided by external providers, giving more choice to patients.
<b>Asthma</b>		Chronic lung disorders with a variety of causes but all characterised by reversibility of small airway obstruction. Not to be confused with COPD.
<b>Attendance Allowance</b>		A state benefit for people whose physical or mental health requires regular daily or whole time attention from carers.
<b>Average length of stay</b>	<b>ALOS</b>	An average of the length of time a patient stays in a hospital when admitted. Collection of this data is essential to service planners and audit. (refer also LOS - Length of Stay)

<b>B</b>		
<b>Benchmarking</b>		A process whereby organisations identify best performers. In particular, they examine how results are achieved in order to bring their own performance in line with the best performers.
<b>Better Care Fund</b>	<b>BCF</b>	The Better Care Fund was announced in June 2013 to drive the transformation of local services to ensure that people receive better and more integrated care and support. The fund will consist of at least £3.8 billion to be deployed locally on health and social care through pooled budget arrangements between local authorities and Clinical Commissioning Groups.
<b>Birth centres</b>		Small maternity units which are staffed and, in most cases, run by midwives which offer a homely rather than a clinical environment, supporting women who want a birth with no or few medical interventions.
<b>Black, Asian &amp; Minority Ethnic Group</b>	<b>BAME</b>	Identified as a vulnerable group in health terms. Local health improvement programmes may include strategies to deal with the health needs of minority ethnic groups.
<b>Borough Based Board</b>	<b>BBB</b>	<p>Borough-based boards are prime committees of the South East London CCG's Governing Body with delegated responsibility to commission local services as part of our overall commissioning plans. This includes:</p> <ul style="list-style-type: none"> <li>• Primary care</li> <li>• Community services</li> <li>• Medicines optimisation related to community based care</li> <li>• Continuing healthcare</li> </ul> <p>Borough-based boards meet regularly throughout the year and hold meetings in public six times a year. Local people are welcome to attend any of the meetings in public.</p>
<b>Borough Divisional Forum</b>		Borough based meetings of the CCG to engage GP member practices and which provides a forum for discussion.

<b>C</b>		
<b>Caldicott Guardian</b>		This is a person who has responsibility for policies that safeguard the confidentiality of patient information. All NHS bodies must appoint one.

<b>Capital Resource Limit</b>	<b>CRL</b>	The limit on capital spend that a CCG is required to meet each year.
<b>Cardiovascular disease</b>	<b>CVD</b>	Also known as heart disease refers to diseases that affect the heart or blood vessels. Hypertension (high blood pressure) is the most common form.
<b>Cardiovascular system</b>	<b>CVS</b>	The heart, arteries capillaries and veins.
<b>Care home</b>		A residential home that provides accommodation with nursing and personal care.
<b>Care pathway</b>		The care and treatment a patient receives from start to finish for a particular illness or condition, usually across several parts of the health service and often including social care. Care pathways as planned for a condition can ensure full seamless integration of all the necessary services.
<b>Care Quality Commission</b>	<b>CQC</b>	A regulatory organisation funded by the Government to inspect all hospitals, GP Practices, care services and care homes in England to ensure that they are meeting national standards and to share their findings with the public.
<b>Carer/informal carer</b>		A person who looks after or supports someone else due to illness or disability. This can be an unpaid, informal carer, who 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 is also used to describe paid staff working in care homes and/or supporting people at home, particularly staff who do not have professional qualifications.
<b>Carer's Allowance</b>		A state benefit paid to qualifying carers of people receiving attendance allowance.
<b>Case for Change</b>		Sets out the reasons why current health and integrated services need to change if south east London is to improve health, reduce health inequalities and deliver health and integrated care services which are of consistently high quality within the money available.
<b>Child and Adolescent Mental Health Services</b>	<b>CAMHS</b>	Child and Adolescent Mental Health Services (CAMHS) is a broad term for all services that work with children and young people who have difficulties with their emotional or behavioural wellbeing.
<b>Children and Young People's Health Partnership</b>	<b>CHYP</b>	A large scale plan to improve the quality of care and physical and mental wellbeing of children and young people in Lambeth and Southwark.
<b>Children's services</b>		Healthcare services aimed at the care of children and adolescents.

<b>Children's trust</b>		A multi-agency set of management arrangements enabling integration of general and specialist services to children and adolescents in the local community.
<b>Chronic Disease / Long Term Condition</b>		A disease, condition or health problem which persists over a long period of time. The illness may recur frequently and in some cases may lead to partial or permanent disabilities. Examples include: arthritis, diabetes and hypertension.
<b>Chronic Obstructive Pulmonary Disease</b>	<b>COPD</b>	The term for a collection of lung diseases including chronic bronchitis and emphysema. Characterised by irreversible airways and lung damage.
<b>Citizens' Panel (or People's Panel)</b>		A Citizens' Panel is a cross section of local people who agree to take part in research and consultation with the council on a regular basis. Usually, people are selected at random and invited to participate. Panel members might fill in questionnaires, attend discussion groups and take part in other events.
<b>Clinical</b>		Relating to the treatment of a patient or to the course of a disease or condition.
<b>Clinical audit</b>		A cyclical evaluation and measurement by health professionals of the clinical standards they are achieving.
<b>Clinical Commissioning Groups</b>	<b>CCGs</b>	Statutory organisations which plan, procure and contract manage (commission) most local health services. These replaced primary care trusts (PCTs) in April 2013. CCGs Governing Bodies include GPs and other clinicians. All GP practices in a CCG area are members. Each CCG in south east London covers one borough. CCGs do not commission or fund GP contracts (NHS England holds this responsibility).
<b>Clinical evidence</b>		Authoritative medical resource for informing treatment decisions and improving patient care.
<b>Clinical leadership</b>		Doctors making decisions with NHS managers and patients.
<b>Clinical Reference Group</b>	<b>CRG</b>	Clinical Reference Groups are where clinical leaders, patients and their representatives work in partnership with hospitals, the local authority and local other organisations to make real changes to NHS services so that patients benefit from improvements to local health services.
<b>Clinical Working Group</b>	<b>CWG</b>	A forum for GPs and clinicians based in both acute and primary care to discuss issues relating to the delivery of health care.
<b>Clinician</b>		Also known as GP – having direct contact with patients.

<b>Commissioning</b>		The planning, buying (procurement) and contract management of health and health care services. This can be for a local community a specific population or a specific condition. This can be done at National NHS, Local NHS or CCG levels. Continuing Healthcare: CCG-funded packages of care given to those meeting set criteria.
<b>Commissioning for Quality and Innovation</b>	<b>CQUIN</b>	A contractual mechanism that allows commissioners to pay providers for completing activities that directly relate to improving the quality of care received by patients.
<b>Commissioning Intentions</b>		Describe to local providers how the CCG intends to shape local healthcare service.
<b>Commissioning Strategy Committee</b>	<b>CSC</b>	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.
<b>Commissioning Strategy Plan</b>	<b>CSP</b>	NHS commissioners are required to have clear and credible strategic commissioning plans that best meet the needs of their local population within the resources available to them. These must then be actively managed to ensure the plans deliver safe and high quality care for patients and the public.
<b>Commissioning Support Unit</b>	<b>CSU</b>	An organisation providing back-office support (such as IT, HR, contract management and communications) to CCGs. <a href="#">NELCSU</a> provide a range of this support to the CCG.
<b>Community Education Provider Networks</b>	<b>CEPN</b>	Local CCG-led group of providers including social services, co-ordinating and prioritising a more network-based approach to designing and delivering health education and training.
<b>Community health care</b>	<b>CHC</b>	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.
<b>Community health services</b>		These are NHS services provided outside a hospital i.e. by district nurses, health visitors, community midwives and a wide range of therapy services.
<b>Community nurses</b>		School nurses, health visitors, district nurses, nursery nurses and other staff nurses working in the community.
<b>Community of Interest Networks</b>	<b>CoIN</b>	Community of Interest Networks enable multiple Trusts to network their services more efficiently. Each CoIN is bespoke to meet the specific requirements of the community.

<b>Community pharmacists</b>		Community pharmacists work from their own pharmacies or out of local NHS healthcare centres and doctor's surgeries. The role of community pharmacists has increased in recent years as they have taken on more clinical aspects such as the management of asthma and diabetes as well as blood pressure testing. They are also able to help people give up smoking, alter their diets to make them healthier and advise on sexual health matters.
<b>Community ward</b>		A term used to describe how Community Nursing services are aligned in a multi-disciplinary approach to deliver pro-active case management to patients with a long-term condition, g caring for patients in their own home (see also termed as "Virtual Ward").
<b>Constitution</b>		A constitution sets out how an organisation is governed. <a href="#">You can read the CCG's constitution on the website here.</a>
<b>Continuing Care</b>		Continuing Care services are provided in hospital, at home, in a care home, in a day hospital or day centre, or in a hospice. These services are funded by CCGs for patients meeting a set criteria. Services may include continuing NHS health care in a care home or other setting, rehabilitation and recovery services, palliative care, respite health care, specialist health care support, specialist health care equipment, and specialist transport.
<b>Co-design</b>		The process of designing a service or product with people that will use or deliver it. Source: <a href="http://www.designcouncil.org.uk/">http://www.designcouncil.org.uk/</a>
<b>Co-morbidities</b>		The presence of one or more disorders (or diseases) in addition to a primary disease or disorder, or the effect of such additional disorders or diseases.
<b>Co-ordinate My Care</b>	<b>CMC</b>	An end-of-life care register to improve the coordination of care so that patients' wishes are met during the final stages of their lives.
<b>Co-production</b>		The <a href="#">Coalition for Collaborative Care</a> describes co-production as a "way of working that involves people who use health and care services, carers and communities in equal partnership; and which engages groups of people at the earliest stages of service design, development and evaluation. Co-production acknowledges that people with 'lived experience' of a particular condition are often best placed to advise on what support and services will make a positive difference to their lives. Done well, co-production helps to ground discussions in reality, and to maintain a person-centred perspective."

		<a href="#">Involve describes coproduction</a> as a way of working where service providers and users work together to reach a collective outcome and built on the principle that those who are affected by a service are best placed to help design it.
<b>Coronary Heart Disease</b>	<b>CHD</b>	The narrowing or blockage of the coronary arteries, the major blood vessels around the heart. (See also CVD).
<b>Coronavirus</b>	<b>Covid-19</b>	The formal name given to the current outbreak of coronavirus. It is an infectious illness that may be mild or severe that is caused by a coronavirus. It usually causes a fever, cough and shortness of breath, and may progress to pneumonia and respiratory failure. The word comes from coronavirus plus disease, and the 19 refers to 2019, the year the disease was first identified in China.
<b>Cost Improvement Plan</b>	<b>CIP</b>	Plans to meet the cost savings targets by NHS organisations.
<b>Council of Members</b>	<b>CoM</b>	The CCG is a membership organisation. Every GP practice in the six boroughs of south east London is a member of the CCG. The Council of Members is a meeting of all GP member practices within the CCG which makes decisions in the areas outlined in the <a href="#">CCG's constitution</a> reserved for CCG member practices.

<b>D</b>		
<b>Data Protection Act</b>	<b>DPA</b>	The Data Protection Act is a law designed to protect and maintain personal identifiable information, and to enable those wishing to, to gain access to their records.
<b>Day case or day surgery</b>		Patients who have a planned investigation, treatment or operation and are admitted and discharged on the same day.
<b>Decommissioning</b>		Removing or replacing a service. This may mean the service will close.
<b>Deficit</b>		The net financial position of an organisation where expenditure (outgoings) is greater than income. (opposite: Surplus).
<b>Deliberative event</b>		Event where public, patients, service users and staff become actively involved in the shaping of NHS policy by discussing evidence, challenges and potential solutions in detail.  <a href="#">Involve describes a deliberative workshop</a> as a small scale dialogue event where the focus is on having in-depth informed discussion.



<b>Dementia</b>		A progressive long term condition affecting mental ability which leads to problems with normal activities of daily living.
<b>Department of Health and Social Care</b>	<b>DHSC</b>	A department of the UK government with responsibility for government policy for health and social care in England
<b>Directed Enhanced Service</b>	<b>DES</b>	Additional services that GPs can choose to provide to their patients that are financially incentivised by NHS England.

<b>E</b>		
<b>Elective admission</b>		An admission to hospital in which the decision to admit can be separated in time from the actual admission”, and usually requires at least a one-night stay.
<b>Elective care</b>		Pre-arranged, non-emergency care that includes scheduled operations. It is provided by medical and surgical specialists in a hospital or other secondary care setting.
<b>Elective Care Centres or Elective Centre</b>		A hospital or a distinct part of a hospital which provides elective (planned) care, separated from unscheduled and emergency care.
<b>Elective surgery or care</b>		Planned / non-emergency surgery (i.e. not immediately necessary to save life). This is usually carried out in a hospital either as a day case or an inpatient. Minor surgery may be carried out in a range of approved settings.
<b>Electrocardiogram</b>	<b>ECG</b>	A test of the electrical activity of the heart.
<b>Electronic patient record</b>	<b>EPR</b>	EPR is a patient's record, held electronically.
<b>Electronic staff record</b>	<b>ESR</b>	A human resources and payroll database system used by the NHS in England and Wales to manage the payroll for NHS staff members.
<b>Emergency admission</b>		A patient who is admitted to hospital on the same day due to urgent need (also known as urgent admission and unplanned care).
<b>Emergency care</b>		Providing life-saving measures in life-threatening situations.
<b>Emergency Department</b>	<b>ED</b>	This is another name for A&E.
<b>End of Life Care</b>	<b>EOLC or EoLC</b>	Dignified care of the dying planned as far as possible to include the patient’s wishes as to where they are cared for.
<b>End-to-End pathway</b>		A pathway which focuses on defining the complete care path from start to finish for patients. See also Care Pathway.

<b>Equality Act 2010</b>		The Equality Act 2010 legally protects people from discrimination in the workplace and in wider society. It replaced previous anti-discrimination laws with a single Act, making the law easier to understand and strengthening protection in some situations. It sets out the different ways in which it is unlawful to treat someone.
<b>Equality analysis</b>	<b>EA</b>	When formulating policies or making changes to services or workforce practices, public bodies can analyse the impact on people with protected characteristics through use of an EqIA. This type of analysis typically centres on the three limbs of the general duty of the Equality Act, and asks how what is being proposed will help or hinder organisations to: eliminate discrimination, harassment and victimisation; to advance equality of opportunity; and to foster good relations.
<b>Equality Delivery System</b>	<b>EDS2</b>	The EDS is a tool to help local NHS commissioners and providers, in discussion with local partners including local people, to review and improve their performance for people with characteristics protected by the Equality Act 2010. It applies to both people who use services and to the workforce. By using the EDS NHS organisations can be helped to deliver on the Public Sector Equality Duty (PSED).
<b>e-Referral Service (formerly Choose &amp; Book)</b>	<b>e-RS</b>	The service enables patients to book where, when and time of their first hospital or clinic appointments either when they are being referred by their GP or later at home on the phone or online.
<b>European Working Time Directive</b>	<b>EWTD</b>	As part of the Working Time Regulations, the Directive states that by 2009 training doctors will by law not be expected to work more than 48 hours per week.
<b>Evidence-based practice</b>		Concerns the development of clinical practice guidelines, which are based on a thorough review of all the available research in a given area.

<b>F</b>		
<b>Fairness, respect, equality dignity and autonomy</b>	<b>FREDA</b>	FREDA stands for the five broad principles that underpin a human-rights-based approach to the planning, commissioning and provision of public services or the development and application of workforce policies. These principles are: fairness; respect; equality; dignity; and autonomy.
<b>Financial deficit</b>		The net financial position of an organisation where expenditure is greater than income. (opposite: surplus).

<b>Financial surplus</b>		The net financial position of an organisation where income is greater than expenditure (outgoings) – so there is a surplus of money at year end.
<b>Foundation trust</b>		A NHS hospital that is run as an independent, public benefit corporation, controlled and run locally. Foundation Trusts have increased freedoms, including around funding of and investment in services. They are regulated by Monitor – the independent regulator of NHS Foundation Trusts.
<b>Freedom of Information Act</b>	<b>FOI</b>	The Freedom of Information Act 2000 provides public access to information held by public authorities. It does this in two ways: public authorities are obliged to publish certain information about their activities; and members of the public are entitled to request information from public authorities.
<b>Friends and Family Test</b>	<b>FFT</b>	<a href="#">The Friends and Family Test</a> is a simple question that patients are asked when they leave hospital or a GP surgery about whether they would recommend the service provided to their friends or family. This gives providers a better understanding of the needs of their patients to help them continually improve services. Patients use a descriptive six point response scale to answer the question

<b>G</b>		
<b>General Data Protection Regulation</b>	<b>GDPR</b>	<a href="#">General Data Protection Regulation</a> is compliance with data protection law, to make sure health and care data is always collected, stored, analysed and shared securely and legally.
<b>General Medical Service</b>	<b>GMS</b>	The General Medical Services (GMS) contract is the national contract between general practices and NHS England for delivering primary care services to local communities.
<b>General medicine</b>		The assessment, diagnosis and treatment of disease and the maintenance of health via non-surgical means.
<b>General practice</b>		The medical specialty providing a range of health care services within the community. Now typically includes doctors and nurses.
<b>General practitioner</b>	<b>GP</b>	Your local/family doctor. Usually practicing in groups. Qualified to assess and treat acute and chronic illnesses and provides preventive care and health education to patients.
<b>General Practitioners with Extended Roles</b>	<b>GPwERs</b>	GPs that have roles beyond the normal scope of general practice and which require extra training.

<b>Genito-Urinary Medicine</b>	<b>GUM</b>	Branch of medicine concerning the male and female sexual organs and the urinary system (that stores and removes urine from the body).
<b>GP federations</b>		A federation is a group of surgeries working together as a formal body within a local area. A GP federation generally shares responsibility for delivering high quality, patient-focussed services for its local population and community.
<b>GP Patient Survey</b>	<b>GPPS</b>	<a href="#">The GP Patient Survey</a> is an England-wide survey, providing practice-level data about patients' experiences of their GP practices. Ipsos MORI administers the survey on behalf of NHS England. For more information about the survey please visit
<b>Gold Standards Framework</b>	<b>GSF</b>	A systematic evidence-based approach to optimising the care for patients nearing the end of life, delivered by generalist frontline care providers.
<b>Governing Body</b>	<b>GB</b>	Sets the direction of the CCG by developing plans and priorities for improving NHS services to ensure people in their borough get the best healthcare services possible; and ensures strong and effective leadership, management and accountability. Governing Body members are primarily GPs, together with CCG executive staff and lay members.
<b>Guy's and St Thomas' NHS Foundation Trust</b>	<b>GSTT</b>	<a href="#">Guy's and St Thomas' NHS Foundation Trust</a> runs Guy's and St Thomas' hospitals and community services across Lambeth and Southwark.

<b>H</b>		
<b>Health and Equality Impact Assessments</b>	<b>HEIA</b>	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.
<b>Health and Wellbeing Board</b>	<b>HWBB</b>	A forum for local commissioners across the NHS, public health and social care, elected representatives, and representatives of Healthwatch to discuss how to work together to improve the health and wellbeing outcomes of local people. The HWBB takes a lead role in the Joint Strategic Needs Assessment; promote and support joined up commissioning across NHS social care and public health; support pooled budget arrangements with other agencies such as CCGs; and undertakes a scrutiny role with respect to major service redesign.
<b>Health and wellbeing strategies</b>		Jointly-agreed and locally-determined set of priorities for local partners (between CCGs and local Authorities) to use as basis of commissioning plans.

<b>Health Education England</b>	<b>HEE</b>	Supports the delivery of excellent healthcare and health improvement to the patients and members of the public in England by ensuring that the workforce of today and tomorrow has the right numbers, skills, values and behaviours, at the right time and in the right place.
<b>Health Education England – South London region</b>	<b>HESL</b>	Health Education England (HEE) is responsible for the education, training and personal development of the workforce in the NHS, and recruiting for values; HESL is the organisation with responsibility for south London within the overall umbrella of HEE.
<b>Health inequalities</b>		The gap in access to health services between different groups, social classes and ethnic groups and between populations in different geographical areas.
<b>Health Innovation Network</b>	<b>(HIN)</b>	<a href="#">The Health Innovation Network</a> is the Academic Health Science Network for south London connecting NHS organisations, academic organisations, local authorities, third sector and industry to increase the spread of innovation.
<b>Health Needs Assessment</b>	<b>HNA</b>	The process of exploring the relationship between health problems in a community and the resources available to address those problems in order to achieve a desired outcome.
<b>Health promotion</b>	<b>HP</b>	Programmes designed to inform the public about health risks and ways to prevent or reduce health problems. The programmes often target specific populations.
<b>Health Visiting Service</b>		The Health Visiting Service is a workforce of specialist community public health nurses who provide expert advice, support and interventions to families with children in the first years of life, and help empower parents to make decisions that affect their family's future health and wellbeing.
<b>Healthcare acquired infections</b>	<b>HCAI</b>	Infections such as MRSA and Clostridium Difficile that patients or healthcare workers might acquire from a healthcare environment such as a hospital or care home.
<b>Healthcare assistants</b>	<b>HCA</b>	Healthcare assistants (also known as support workers, nursing assistants, or nursing auxiliaries) support healthcare professionals with the day-to-day care of patients, either in hospitals or in patients' own homes.

<p><b>Healthier Greenwich Alliance – Local Care Partnership</b></p>		<p><a href="#">Healthier Greenwich Alliance</a> is the local care partnership in Greenwich and reports into the Health &amp; Wellbeing Board. It brings together Greenwich partners in health and social care including:</p> <ul style="list-style-type: none"> <li>• NHS South East London CCG – Greenwich</li> <li>• Royal Borough of Greenwich – Public Health, Adults, Children &amp; Young People</li> <li>• Oxleas NHS Foundation Trust – Community Services and Mental Health provider</li> <li>• Greenwich Health – GP Federation</li> <li>• Primary Care Network Clinical Directors</li> <li>• Healthwatch Greenwich</li> <li>• Lewisham and Greenwich NHS Trust</li> <li>• METRO GAVS – voluntary sector</li> </ul>
<p><b>Healthwatch</b></p>		<p>An independent organisation giving people a local voice about their health and social care services and acts as a critical friend. There is a Healthwatch organisation in each borough and SEL Healthwatch representatives sits on the Governing Body and each Borough Based Board has a borough Healthwatch representative on it.</p>
<p><b>Healthwatch England</b></p>		<p>An independent statutory organisation that gives people a local voice about their health and social care services. It supports and co-ordinates the activity of all the Local Healthwatch. Each borough or CCG area typically has its own largely autonomous Healthwatch. It aims to give citizens and communities a stronger voice to influence and challenge how health and social care services are provided within their locality. They have a seat on Health and Wellbeing Boards, ensuring that the views and experiences of patients, carers and other service users are taken into account when preparing local needs assessments and strategies such as the Joint Strategic Needs Assessment (JSNA).</p>
<p><b>Home ward</b></p>		<p>A care pathway (system) in which professional care is delivered to patients in their own homes rather than on a ward in hospital, organising the care in a similar way to a ward. It is a cost effective system and avoids hospital admissions which can cause stress to elderly and vulnerable patients.</p>
<p><b>Human rights</b></p>		<p>Human rights are the basic rights and freedoms that all humans should be guaranteed. They are founded on the principle of fairness, respect, equality, dignity and autonomy for every human being no matter their background or circumstance. They include traditional civil liberties, which protect individuals from the abuse of power by the state.</p>

<b>Human Rights Act</b>		The Human Rights Act 1998 came into force in the United Kingdom in October 2000. It is composed of a series of sections that have the effect of codifying the protections in the European Convention on Human Rights into UK law. All public bodies, including the NHS, and those carrying out public functions have to comply with the Convention rights. This means, among other things, that individuals can take human rights cases in domestic courts; they no longer have to go to Strasbourg to argue their case in the European Court of Human Rights. The rights and freedoms of the Act – some of which are referred to as ‘articles’ - include: the right to life; freedom from torture or inhuman or degrading treatment; the right to liberty and security; respect for your private and family life; the right to a fair trial.
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<b>I</b>		
<b>Implementation</b>		Putting into practice the plans and strategies that have been developed.
<b>Improving Access to Psychological Therapies</b>	<b>IAPT</b>	A programme that provides psychological therapies to people with anxiety related disorders and depression. IAPT services are free.
<b>Independent sector</b>	<b>IS</b>	A range of non-public sector organisations involved in service provision, including private, voluntary and charitable organisations.
<b>Indicator</b>		A statistic that has been chosen to monitor health or service activity. For example, the number of women attending for breast cancer screening or the number of deaths from coronary heart disease in a defined population.
<b>Information governance</b>	<b>IG</b>	Information Governance is the NHS framework setting standards of practice that enables organisations and individuals to ensure information is processed legally, securely, efficiently and effectively.
<b>Inpatient</b>		A patient who stays overnight in hospital, either following an emergency admission or a planned procedure.
<b>Integrated care system</b>	<b>ICS</b>	In an integrated care system, NHS organisations, in partnership with local councils and others, take collective responsibility for managing resources, delivering NHS standards, and improving the health of the population they serve.

<b>Integration</b>		Health services working with other services. Better integration means everyone can have easier access to a wide range of different services and support. It also means patients don't have to repeat the same things to different professionals, for example telling their story twice or more.
<b>Intensive Care Unit</b>	<b>ICU</b>	An intensive care unit (ICU), also known as an Intensive Therapy Unit or Intensive Treatment Unit (ITU) or Critical Care Unit (CCU), is a special department of a hospital or health care facility that provides intensive treatment medicine.
<b>International Financial Reporting Standards</b>	<b>IFRS</b>	Accountancy reporting standards that NHS bodies are legally required to use from 1 April 2009. IFRS replaced UK Generally Accepted Accounting Standards (UK GAAP).
<b>Intervention</b>		Term for the point at which a medical, social care or other professional gets involved in a person's health or social care. Early intervention is when this happens before a person's health is severely affected. This term is also used as a general name for a medical or nursing procedure.

<b>J</b>		
<b>Joint Strategic Needs Assessment</b>	<b>JSNA</b>	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 annually.

<b>K</b>		
<b>Key Performance Indicators</b>	<b>KPIs</b>	Measure how well organisations, services, projects or individuals are performing compared to a set performance standard or benchmark.
<b>King's College Hospital NHS Foundation Trust</b>	<b>KCH</b>	<a href="#">King's College NHS Foundation Trust</a> provides hospital services at Denmark Hill in Camberwell and at the Princess Royal University Hospital in Orpington.
<b>King's Fund</b>		An independent charitable foundation working for better health, in England.
<b>King's Health Partners</b>	<b>KHP</b>	<a href="#">King's Health Partners</a> is an Academic Health Science Centres in England, made up of Guy's and St Thomas', King's College Hospital, South London and the Maudsley (SLaM) and King's College London. It works to transfer research into teaching and clinical practice for the benefit of patients.



<b>L</b>		
<b>Lambeth Together</b>		<a href="#">Lambeth Together</a> is the local care partnership in Lambeth. Its vision is to achieve sustainable and accessible health and care system to support people to maintain and improve their physical and mental wellbeing.
<b>Learning disabilities</b>	<b>LD</b>	A disorder in the basic cognitive and psychological processes involved in using language or performing mathematical calculations, affecting persons of normal intelligence and not the result of emotional disturbance or impairment of sight or hearing.
<b>Length of stay</b>	<b>LOS</b>	The period of time a patient remains in a hospital or other health care facility as an inpatient.
<b>Lewisham and Greenwich NHS Trust</b>		<a href="#">Lewisham and Greenwich NHS Trust</a> run the University Hospital Lewisham and the Queen Elizabeth Hospital in Greenwich is an acute district general hospital run by and serving the London Borough of Lewisham.
<b>Life expectancy</b>		Life expectancy is a statistical measure of the average time a person is expected to live, based on the year of their birth, their current age and other demographic factors including sex. Life expectancy equals the average number of years a person born in a given country would live if mortality rates at each age were to remain constant in the future.
<b>Local authority</b>	<b>LA</b>	A local authority is the local council and is responsible for the provision of an extensive range of public services in your area. In addition, local authorities promote the interests of your local community, including the social, economic, environmental, recreational, cultural, community or general development of your area.
<b>Local care partnerships</b>	<b>LCP</b>	Local care partnerships is the term to describe our model of joined-up working in the six boroughs to deliver local care for local people; working in and with local communities.
<b>Local enhanced service</b>	<b>LES</b>	GP practices can opt to provide services over and above the essential services normally provided to patients. These services are delivered to a higher specified standard. By providing these services GPs help reduce the burden on secondary care and expand the range of services to meet local need and improve convenience and choice for patients.
<b>Local incentive scheme</b>	<b>LIS</b>	A process to encourage GPs to proactively look at specific health objectives for the local population. This has included long term conditions (such as COPD and diabetes), early cancer diagnosis and effective prescribing.

<b>Local Medical Committee</b>	<b>LMC</b>	Local medical committees are local representative committees of NHS GPs. They are the professional organisation representing individual GPs and GP practices to NHS organisations. <a href="#">Londonwide LMC</a> provides the voice of GPs in London.
<b>Locum</b>		A person who temporarily fulfils the duties of another. For example, a locum GP is a GP who works in the place of the regular GP when that GP is absent, or when a hospital/practice is short-staffed.
<b>London Ambulance Service</b>	<b>LAS</b>	The <a href="#">London Ambulance Service</a> works closely with hospitals and other healthcare professionals, as well as with the other emergency services. LAS is also central to the emergency response to major and terrorist threats in the capital.
<b>London clinical standards</b>		These are the minimum standards of care that patients attending A&E / admitted as an emergency or using maternity services should expect to receive in every acute hospital in London. These standards are set out by NHS England and have been agreed by all CCGs. Although they are specific to London, they are consistent with, and sometimes build on, national standards.
<b>London quality standards</b>	<b>LQS</b>	These are the minimum standards of care that patients attending A&E / admitted as an emergency or using maternity services should expect to receive in every acute hospital in London. These standards are set out by NHS England and have been agreed by all CCGs. Although they are specific to London, they are consistent with, and sometimes build on, national standards.
<b>Long term conditions</b>	<b>LTC</b>	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 a long time, such as diabetes, heart disease, dementia and asthma.
<b>Low birth weight</b>		A baby born weighing less than 2,500 grams (5 pounds, 8 ounces).

<b>M</b>		
<b>Major acute/specialist centre</b>		A large centre which provides acute and /specialist care for patients with rapid onset or specific illnesses. See also acute care.
<b>Maternity services</b>		Services which care for mothers during pregnancy, labour and after birth, together with their new born babies.

<b>Mental health</b>	<b>MH</b>	A state of emotional and psychological wellbeing in which an individual is not able to use his or her cognitive and emotional capabilities, and/or function in society and meet the ordinary demands of everyday life.
<b>Mental health trust</b>	<b>MHT</b>	A trust that provides specialist mental health services in hospitals and local communities such as Oxleas NHS Foundation Trust and South London and Maudsley NHS Foundation Trust.
<b>Midwife led (birthing) unit</b>		A unit which specialises in delivering babies by midwives, without the intervention of a consultant obstetrician.
<b>Minor injuries unit</b>	<b>MIU</b>	A minor injuries unit is a type of walk-in clinical service provided in some hospitals. Units are generally staffed by emergency nurse practitioners who can work autonomously to treat minor injuries such as lacerations and fractures. Some units have access to X-ray facilities.
<b>Morbidity</b>		Illness or disease.
<b>Mortality</b>		Refers to the state of being mortal (ie that we will die).
<b>Mortality rate</b>		A measure of the number of deaths (in general or due to a specific cause) in a defined population, scaled to the size of that population, per unit of time. National and local mortality rates can be compared and are essential in determining local priorities for services. Mortality may be reported for people who have a certain disease, live in one area of the country, or who are of a certain gender, age, or ethnic group.
<b>Multi agency</b>		These services involve staff drawn from several organisations such as health, social services, education and voluntary groups.
<b>Multi-disciplinary team</b>	<b>MDT</b>	Teams comprising a range of health professionals involved in patient care. This could include GPs, nurses, psychologists, occupational therapists, pharmacists, social care staff, hospital doctors and other specialists.
<b>Musculo-skeletal pain</b>		Pain that affects the muscles, tendons and ligaments along with the bones.

## N

<b>National Audit Office</b>	<b>NAO</b>	<a href="#">The NAO</a> is the UK's independent public spending watch dog which scrutinises and audits public spending on behalf of Parliament.
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<b>National Health Service</b>	<b>NHS</b>	Each of the four countries of the United Kingdom has a publicly funded health care system referred to as the NHS. The terms "National Health Service" or "NHS" are also used to refer to the four systems collectively.
<b>National Institute for Health and Care Excellence</b>	<b>NICE</b>	<a href="#">NICE</a> provides national guidance and advice to improve outcomes for people using the NHS and other public health and social care services. NICE produces advice and guidance; develops quality standards and provides a range of information services.
<b>Neonatal care</b>		The provision of care for new born infants up to 28 days after birth.
<b>Neonatal Intensive Care Unit</b>	<b>NICU</b>	A hospital unit containing specialist equipment for the management and care of premature and seriously ill new born babies.
<b>Never Events</b>		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.
<b>NHS Constitution</b>		The NHS Constitution sets out the principles and values of the NHS in England including your rights as an NHS patient. These rights cover how patients access health services, the quality of care you'll receive, the treatments and programmes available to you, confidentiality, information and your right to complain if things go wrong.
<b>NHS England and NHS Improvement</b>	<b>NHSE&amp;I</b>	<a href="#">NHS England and NHS Improvement</a> leads the NHS in England. It has seven integrated regional teams which assure performance in their region and support the development of integrated care systems (ICS).
<b>NHS Long Term Plan</b>		The <a href="#">NHS Long Term Plan</a> was published in January 2019. It is a detailed 10-year plan for the future of the NHS from 2019 to 2029 setting out what the main priorities are and how the budget will be spent. The aim is to improve the quality of care people receive. The plan sets out a range of aims – making sure everyone gets the best start in life, delivering world class care for major health problems and supporting people to age well.
<b>NHS number</b>		This is the number used to identify a person within the NHS in England and Wales.
<b>NHS Resolution</b>		<a href="#">NHS Resolution</a> was formally called the NHS Litigation Authority. Its purpose is to provide expertise to the NHS to resolve concerns fairly, share learning for improvement and preserve resources for patient care.

<b>NHS South East London Clinical Commissioning Group</b>	<b>CCG</b>	<a href="#">NHS South East London Clinical Commissioning Group</a> covers the boroughs of Bexley, Bromley, Greenwich, Lambeth and Southwark. Its aim is to work with their partners to improve care and health outcomes for local people. The CCG is a clinically led organisation responsible for planning, paying for and monitoring most of the health services in the six south east London boroughs.
<b>Non clinical</b>		Staff within the NHS who do not have clinical responsibilities, for example management, administrative, IT, HR.
<b>Non-emergency</b>		Not being or requiring emergency care. See also Emergency Care.

<b>O</b>		
<b>Obesity</b>		The term obesity describes a person who is very overweight with a lot of body fat. For most adults having a Body Mass Index (BMI) of 30 to 39.9 means you are obese.
<b>Obstetrics</b>		The medical specialty that deals with care for women during pregnancy, childbirth and the postnatal period.
<b>Options appraisal</b>		An options appraisal is a technique for reviewing options and analysing the costs and benefits of each one. It helps to ensure informed decision making by providing a process that requires the key objectives that must be achieved to be identified, the different means of achieving these objectives to be described, and the pros and cons of each of these means to be considered in terms of the benefits (financial and non financial) that they can deliver.
<b>Our Healthier South East London</b>	<b>OHSEL</b>	<a href="#">Our Healthier South East London</a> is the integrated care system for south east London made of partnership of the CCG, NHS trust, local across Bexley, Bromley, Greenwich, Lambeth, Lewisham and Southwark, working with NHS England (London).
<b>Out of hours</b>	<b>OoH</b>	A term usually referring to services available between 6:30 pm and 8:00 am and sometimes also at weekends. This sometimes specifically refers to GP type services. OoH may also mean Out of Hospital.
<b>Oxleas NHS Foundation Trust</b>		<a href="#">Oxleas NHS Foundation Trust</a> is an NHS Foundation Trust providing community health, mental health and learning disability services primarily to the residents of Bromley, Greenwich and Bexley.

<b>P</b>		
<b>Partnership</b>		Patients, professionals and local organisations working closely together with trust and with a shared purpose.
<b>Patient Advice and Liaison Service</b>	<b>PALS</b>	<a href="#">PALS</a> is the NHS equivalent of customer services and each NHS trust has a PALS service.
<b>Patient Engagement Assurance Committee</b>	<b>PEAC</b>	A sub-committee of the Governing Body made up of two members of the public from each borough, Healthwatch to monitor and provide assurance on patient and public engagement activities.
<b>Patient and public involvement</b>	<b>PPI</b>	The active participation of patients, members of the public, services users and carers and their representatives in the development of health care services.
<b>Patient Participation Group</b>	<b>PPG</b>	A Patient Participation Group (PPG) is a group of patients, carers and GP surgery staff who meet to discuss practice issues and patient experience to improve the service. Since April 2015 the GP contract requires all surgeries to have a PPG. .
<b>Personal health budget</b>	<b>PHB</b>	A personal health budget is an amount of money to support an individuals' identified health and wellbeing needs, planned and agreed between them and their local NHS team. The aim is to give people with long-term conditions and disabilities greater choice and control over the healthcare and support they receive. Personal health budgets work in a similar way to the personal budgets that many people are already using to manage and pay for their social care.
<b>Personal Protective Equipment</b>	<b>PPE</b>	Equipment that protects you against risks to your health or safety at work. Care workers and health care staff such as nurses and doctors rely on things like facemasks, gloves and aprons to protect their own health while they are treating people with coronavirus, and to avoid spreading infection between people.
<b>Place-based approach</b>		A place based approach brings together health and care organisations and teams including the voluntary and community sector with local people in one area to better join up services in the area where people live to meet their needs.
<b>Planned care</b>		Planned care is any treatment that is not an emergency and is where a patient is referred for treatment and planned appointments.
<b>Primary care</b>		Primary care is used to describe the services provided by GPs, NHS dentists, optometrists (opticians) and community pharmacists. This may also include other community health services.

<b>Primary Care Networks</b>	<b>PCNs</b>	Groups of GP practices in an area that work together, and with hospitals, social care, pharmacies and other services, to care for people with long-term conditions and prevent people becoming ill.
<b>Princess Royal University Hospital</b>	<b>PRUH</b>	The Princess Royal University Hospital is part of King's College Hospital NHS Foundation Trust which is based in Orpington.
<b>Proactive Care</b>		Care that actively seeks to prevent ill health or deterioration in health by intervening and working with people before they get ill. (Also called preventive care).
<b>Protected characteristics</b>		A list of factors that people are not allowed to use as a reason to treat you differently to anyone else. These factors are set out in the Equality Act 2010 and include things like age, disability, marital status, gender, race, religion and sexual orientation.
<b>Provider</b>		An organisation and legal entity, acting as a direct provider of health care services via an NHS contract. The following organisations may act as healthcare providers: <ul style="list-style-type: none"> <li>○ GP Practice</li> <li>○ NHS Trust</li> <li>○ NHS Foundation Trust</li> <li>○ Registered non-NHS Provider (e.g. Independent Sector Healthcare provider)</li> <li>○ Unregistered non-NHS Provider</li> <li>○ Care Trust</li> <li>○ Local Authorities with social care responsibilities</li> <li>○ Other agencies</li> </ul>
<b>Public Health</b>		Helping people stay healthy and preventing illness. Public health is about the health of the population as a group, rather than about individuals. People's health is affected by the individual decisions they make, and by decisions that are made by local councils and national governments.
<b>Public Health England</b>	<b>PHE</b>	<a href="#">Public Health England</a> is part of the Department of Health in England and works with the government and local councils to make the population healthier, prevent things like infectious illnesses and provide information so that people can look after their own health.

<b>Q</b>		
<b>Quality, Innovation, Productivity and Prevention</b>	<b>QIPP</b>	Quality Innovation Productivity and Prevention (QIPP) in England is a national programme to deliver quality, innovation, productivity and prevention in the NHS. A

		NHS-wide initiative to deliver more and better services and care with fewer resources.
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<b>R</b>		
<b>Referral to Treatment Time</b>	<b>RTT</b>	Standards included in the NHS Constitution that establish a patient's right to be treated within a specified time frame. The Referral to Treatment (RTT) operational standards are that 90 per cent of admitted (requiring at least overnight stay) and 95 per cent of non-admitted (outpatient/day case) patients should start consultant-led treatment within 18 weeks of referral. In order to sustain delivery of these standards, 92 per cent of patients who have not yet started treatment should have been waiting no more than 18 weeks.
<b>Risk assessment</b>		The determination of quantitative or qualitative value of risk related to a concrete situation and a recognised threat.

<b>S</b>		
<b>Secondary care</b>		More specialised care usually after referral from GP (primary care). This can be provided in a hospital or in the community.
<b>Self care</b>		Health decisions that people (as individuals or consumers) make for themselves and their families to get and stay physically and mentally fit.
<b>Service user</b>		A service user is someone who is using or receiving health and/ or social care services. It is often used interchangeably with the word patient.
<b>Social care</b>		A range of non-medical services arranged by local councils to help people, including children and young people, 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 and services are charged by the local councils depending on your level of income.
<b>South East London Doctors On Call</b>	<b>SELDOC</b>	<a href="#">SELDOC</a> provides Out of Hours GP services across Lambeth, Southwark and Lewisham.
<b>South London and Maudsley NHS Foundation Trust</b>	<b>SLaM</b>	<a href="#">South London and Maudsley NHS Foundation Trust</a> provides a range of hospital and community mental health services
<b>Specialist hospital</b>		A hospital which provides specialist care for complex conditions. There are none in south east London but patients might be referred to one – for instance, the Royal Marsden for cancer treatment or Moorfields Eye Hospital.



<b>Stakeholder</b>		A stakeholder is a person or a group or organisation with a direct interest in any decision or activity of an organisation.
<b>Sustainability and Transformation Partnerships</b>	<b>STPs</b>	STPs are partnerships of local councils and local NHS organisations that came together in 2016 to develop plans and proposals for improving health and care services and these plans were called Sustainability and Transformation Plans.
<b>System-wide</b>		Across the whole of the health service or health and social care system, sometimes specifically in south east London.

<b>T</b>		
<b>Terms of Reference</b>	<b>TOR</b>	Terms of Reference set out the working arrangements for a committee or sub group such as its purpose, chair and membership, meeting schedule, level of administrative support, and dispute resolution processes.
<b>Tertiary care</b>		Very specialised care, usually provided in hospital, where a patient is referred by a secondary care provider.
<b>Transforming care</b>		A national programme to make sure that people with learning disabilities or autism can live at home, or in their community close to their family home, rather than staying in hospital for a long time.
<b>Third sector</b>		This is a term used to describe the range of organisations that are neither public sector nor private sector. It includes voluntary and community organisations, social enterprises and co-operatives.

<b>U</b>		
<b>Unplanned care</b>		Care that is not planned or pre-booked with your GP or hospital.
<b>Urgent Care Centre or Urgent Treatment Centre</b>	<b>UCC / UTC</b>	A centre which provides care and treatment for minor illnesses and injuries that require urgent attention but that are not critical or life-threatening.

<b>V</b>		
<b>Voluntary and community sector organisations</b>	<b>VCS</b>	Not-for-profit organisations set up to offer services to specific groups in society. These can be run and staffed by paid professionals as well as volunteers.

**W**

**Waiting list**

This is people waiting for a service or procedure in hospital.