Glossary of terms:
NHS jargon
AAU
Acute Assessment Unit

Acute
Services (usually in-patient) which treat patients for a certain condition for a short time.

Acute Rapid Onset
Severe symptoms and brief duration.

ADHD
Attention Deficit Hyperactivity Disorder

Advocacy
A dictionary definition of ‘advocacy’ tells us that an advocate is:

- **Citizen advocacy**: Means speaking up for someone else. Unpaid volunteers who try to represent the interests and concerns of their partner as if they were their own, but do not make decision for their partner, they must be independent of people providing care or services for their partner.
- **Legal advocacy**: Possibly a solicitor or a barrister or an advice worker. They give advice so that people can speak up for themselves.
- **Peer advocacy**: Help and support from people with a similar background or experience to your own.
- **Professional advocacy**: Someone who is paid to provide support and advice, independent of any services used, they will have professional skills and knowledge and a good knowledge of local services.

AHP
Allied Health Professional eg Physiotherapist, Pharmacist.

Alzheimer’s disease
Alzheimer’s disease is the most common form of dementia, which describes the loss of mental abilities, such as memory and reasoning.
Area Child Protection Committee (ACPC)

Members from all local statutory agencies working with children with an independent chair who must ensure that all children are protected from significant harm, including responsibility for establishing good local policies and practices and ensuring they are adhered to.

Audit

A continuous process of assessment, evaluation and adjustment

Audit Commission (AC)

Appoints and regulates the external auditors of statutory authorities, including the NHS role to promote proper stewardship of public finances and helping managers to achieve economy, effectiveness and efficiency.

Audit Committee

Trust committee monitoring Trust’s performance, probity and accountability.

Auditors

Undertake detailed examinations of all aspects of health care performance, including financial performance.

A&E

Accident and Emergency
Baseline

The continuous level of funding, year on year, before additional resources are taken into account.

BAMM

British Association of Medical Managers.

BC

British Continuity

BMA

British Medical Association.

BME

Black and Ethnic Minorities.

BTE

Behind the Ear Hearing Aids

Biopsy

Sample of tissue taken from body in order to examine it more closely.
Caldicott Guardian

‘Caldicott Guardian’ is responsible for ensuring the Trust complies with the Caldicott principles. These aim to ensure the protection of patient’s right to privacy, dignity and confidentiality.

CAMHS

Child and Adolescent Mental Health Services.

Capital

Spending on land and premises and provision, adaptation, renewal, replacement or demolition of buildings, equipment and vehicles.

Care pathway

Patient’s journey through primary care, specialist and community services to discharge/continuing care.

Care plan

A plan for care over the next few weeks or months. It should be written down.

Care Programme Approach (CPA) / care management

The CPA provides a framework for care co-ordination. The main elements are a care co-ordinator, a written care plan, and at higher levels regular reviews by the multi-disciplinary team and integration with the care management system involves assessment of need, care planning and the organisation of care packages within available resources.

Care Quality Commission

The CQC is the independent regulator of health and social care in England. It regulates care provided by the NHS, local authorities, private companies and voluntary organisations.
<table>
<thead>
<tr>
<th>Term</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td>CAT Scan</td>
<td>Computerized Axial Tomography</td>
</tr>
<tr>
<td>Carers</td>
<td>Relatives or friends who voluntarily look after individuals who are sick, disabled, vulnerable or frail.</td>
</tr>
<tr>
<td>Caseload</td>
<td>A volume or list of patient referrals belonging to a healthcare professional.</td>
</tr>
<tr>
<td>CCG</td>
<td>Groups of General Practices that work together to plan and design local health services in England.</td>
</tr>
<tr>
<td>CCORT</td>
<td>Critical Care Outreach Team</td>
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<tr>
<td>CCU</td>
<td>Critical Care Unit</td>
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<tr>
<td>CDDFT</td>
<td>County Durham and Darlington NHS Foundation Trust</td>
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<tr>
<td>CDU</td>
<td>Clinical Decisions Unit</td>
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<tr>
<td>C-Diff</td>
<td>Clostridium Difficile - a type of bacterial infection that can affect the digestive system.</td>
</tr>
<tr>
<td>CEO</td>
<td>Chief Executive Officer</td>
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<tr>
<td>Chaplain</td>
<td>The Trust’s chaplaincy service provides a contact or appropriate faith representative. There are chapels at some sites that can be used for private prayer or religious services.</td>
</tr>
</tbody>
</table>
Choose and Book
Enabling patients to book appointments at point of referral with a choice of time and date

Clinical governance
To ensure treatments are carried out safely and effectively and encourage a culture of excellence in staff to continuously improve quality of care.

Clinical trial
A research study to answer specific questions about new therapies or new ways of using known treatments. Clinical trials are used to determine whether new drugs or treatments are both safe and effective.

Clinician
A term which is used to describe someone who provides care and treatment to patients.

Clinical Commissioning Groups (CCG)
Identifying health needs of local people, planning and purchasing health services which respond to their needs. Clinical Commissioning Groups are responsible for deciding what services their local residents need from the NHS and buy these services with public money.

Commissioning for Quality and Innovation (CQUIN)
The CQUIN payment framework enables commissioners to reward excellence, by linking a proportion of English healthcare providers' income to the achievement of local quality improvement goals.

Community care
A network of services provided by the NHS, social services and volunteers designed to keep people independent, and to support elderly people who might previously have been in hospital.

Co-morbidity
The simultaneous presence of two or more disorders. The term dual diagnosis or complex needs may also be used.
Complementary therapies

A wide range of treatments which can add something to conventional treatment - e.g., Reiki, Indian head massage, aromatherapy.

Contacts

Patient contact details or details of family or friends who may provide a point of reference in support of patient care.

CHD

Coronary Heart Disease

CIP

Cost Improvement Programme

Corporate governance

The system by which organisations are directed and controlled. The principles of corporate governance are openness, integrity and accountability.

CPD

Continuing Professional Development

CPR

Cardiopulmonary Resuscitation
<table>
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<tr>
<th><strong>D</strong></th>
<th><strong>DAAT</strong></th>
<th>Drug and Alcohol Action Teams (multi-agency)</th>
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<tbody>
<tr>
<td><strong>Dementia</strong></td>
<td>Dementia is a syndrome (a group of related symptoms) that is associated with an ongoing decline of the brain and its abilities.</td>
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<tr>
<td><strong>DGH</strong></td>
<td>District General Hospital</td>
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<tr>
<td><strong>DoH</strong></td>
<td>Department of Health</td>
<td></td>
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<tr>
<td><strong>DTOC</strong></td>
<td>Delayed Transfer of Care</td>
<td></td>
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<tr>
<td><strong>Diagnostic Tests</strong></td>
<td>Tests which help determine the nature of a disorder or illness, for example x-rays, laboratory tests.</td>
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<tr>
<td><strong>DIPC</strong></td>
<td>Director of Infection, Prevention and Control</td>
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<tr>
<td><strong>Disengagement</strong></td>
<td>Loss of contact with services by the service user.</td>
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<tr>
<td><strong>DNA</strong></td>
<td>Did not attend. Used to indicate if a person did not attend a scheduled appointment.</td>
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<tr>
<td><strong>DNAR</strong></td>
<td>Do Not Attempt Resuscitation also DNR</td>
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<tr>
<td><strong>DQ</strong></td>
<td>Data quality.</td>
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</table>
E

ECG  Heart Trace

ENT  Ear, Nose and Throat

EPAU  Early Pregnancy Assessment Unit

EPR  Electronic Patient Record

Equal opportunity  Aims to ensure the workforce is representative of the local community.

ERAS  Enhanced Recovery Programme after Surgery

ESR  Electronic Staff Record

ETD  Education, Training and Development

Elective Surgery  An operation which is planned ahead and for which the patient will be given a date to be admitted to hospital.
First Definitive Treatment.

The Friarage Hospital, Northallerton

Freedom of Information

Established as ‘public benefit corporations’ with freedom to innovate and forge partnerships in the public interest and governance arrangements designed to help trusts better reflect the needs of the communities they serve.
G

GDC

General Dental Council

General Practitioner (GP)

Locality Doctor.

GMC

General Medical Council

GMS

General Medical Services

Grade 3-4 pressure ulcers

Classification of pressure ulcer severity.
H

Health and Social Care (HASC) Scrutiny Committees

Specifically health overview and scrutiny committee of the local authority who review performance of local health services.

HCC

Health Care Commission

HDA

Health Development Agency

HDU

High Dependency Unit

Haematology

Branch of medicine involving study and treatment of blood.

Healthcare Associated Infections

Infections that occur in a health care setting that were not present before the patient entered the care setting.

Health promotion

Giving people and communities the resources and information they need to make choices about their health and to make their environment safer.

Healthcare governance

To ensure treatments are carried out safely and effectively and encourage a culture of excellence.

HIA

Health Impact Assessment
HPA
Health Protection Agency

HR
Human Resources

HRW CCG
Hambleton Richmondshire & Whitby Clinical Commissioning Group

HSC
Health Service Circular (House of Commons)
Health Select Committee

HSE
Health and Safety Executive
<table>
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<tr>
<th>Abbreviation</th>
<th>Description</th>
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<tbody>
<tr>
<td>IC</td>
<td>Information Commissioner</td>
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<tr>
<td>ICAS</td>
<td>Independent Complaints Advocacy Service</td>
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<tr>
<td>ICT</td>
<td>Information, Communication and Technology.</td>
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<tr>
<td>ICU</td>
<td>Intensive Care Unit</td>
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<tr>
<td>IG</td>
<td>Information Governance</td>
</tr>
<tr>
<td>IGT</td>
<td>Information Governance Toolkit - an online system that allows NHS organisations and partners to assess themselves against Department of Health information governance policies and standards.</td>
</tr>
<tr>
<td>Improving Working Lives (IWL)</td>
<td>An NHS accolade recognising achievement of a set of national standards focusing on implementation of modern employment practices and providing staff with a flexible work/life balance.</td>
</tr>
<tr>
<td>Incidence</td>
<td>The number of people who have a particular illness or suffer a particular disability.</td>
</tr>
</tbody>
</table>
Inpatient
A patient who stays in hospital to receive care and treatment.

Independent sector
Voluntary sector, charitable and private care providers.

Intermediate care
Care provided as an alternative to in-patient care. Also allows patients to be safely discharged from hospital and complete their recovery at home or other suitable place.

Investor in People (IIP)
Recognition of commitment to training with objectives and personal development plans for all staff.

IPR
Individual Performance Review

ITE
In the Ear hearing aids
K

KPI

Key Performance Indicator
LA’s

Learning Authorities

Learning disabilities

A person who has a learning disability and may find it more difficult to learn, understand and communicate.

Learning Disability Partnerships (LDPs)

Responsible for commissioning and providing health and social care services for all adults with a learning disability.

LMC

Local Medical Committee

Local Involvement Networks (LINks)

LINks gives people an opportunity to communicate their views about how their health and social care services are delivered. LINks are run by local people to monitor local services.

Local Strategic Partnerships

A single body bringing together at local level the different parts of the public sector, private, business, community and voluntary sectors to support each other and work together to improve the economic, social and environmental well-being of the local population.

Looked After Children (LAC)

Children become ‘looked after’ when their birth parents are unable to provide ongoing, temporary or permanent, care.

LSP

Local Service Provider
MAPPA
Multi-Agency Public Protection (Panel) Arrangements

MDA
Medical Device Agency

Mental health
An individual’s ability to manage and cope with the stresses and challenges of life.

MHRA
Medicines and Healthcare Products Regulatory Agency

MMC
Modernising Medical Careers

MMR
Mumps, Measles, Rubella

Modern Matron
A Modern Matron is a clinically experienced nurse who provides nursing and multi-disciplinary leadership to a ward or a small group of wards building on the strengths and good practice within inpatient nursing care. Modern Matrons will be visible, accessible and focused on improving the experience of service users.

Morbidity
Illness or disability

MRI
Magnetic Resonance Imaging
MRSA

Methicillin-resistant Staphylococcus Aureus - a type of bacterial infection that is resistant to a number of widely used antibiotics.

Multi-disciplinary team

A team of different professionals and non-professionals in NHS.
Named nurse

A nurse with special responsibility who will work closely with you and your consultant to design your care plan and review its progress. Also known as a primary nurse.

NAO

National Audit Office

NED

Non-Executive Director

Never event

Never events are serious, largely preventable patient safety incidents that should not occur if the available preventative measures have been implemented.

NHS

National Health Service

NHS CFH

NHS Connecting for Health

NHSI

The independent regulator of NHS Foundation Trusts.

NHS LA

NHS Litigation Authority

NHSP

New-born Hearing Screening Programme
<table>
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<tr>
<th><strong>NHS Professionals</strong></th>
<th>Organisation that supplies temporary staff to NHS.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>NHS Trusts</strong></td>
<td>Provide most NHS services, through annual agreements with Clinical Commissioning Groups (CCG)</td>
</tr>
<tr>
<td><strong>National Institute for Health and Care Excellence (NICE)</strong></td>
<td><strong>NICE</strong> is responsible for promoting clinical excellence and cost-effectiveness and producing and issuing clinical guidelines to ensure that every NHS patient gets fair access to quality treatment.</td>
</tr>
<tr>
<td><strong>NMC</strong></td>
<td>Nursing and Midwifery Council</td>
</tr>
<tr>
<td><strong>National Service Frameworks (NSFs)</strong></td>
<td>They determine the best ways of providing particular services and set national standards and define service models for a specific service or care group, support implementation of the standards and establish timescales for development.</td>
</tr>
<tr>
<td><strong>NTHFT</strong></td>
<td>North Tees &amp; Hartlepool NHS Foundation Trust</td>
</tr>
<tr>
<td><strong>NVQ</strong></td>
<td>National Vocational Qualifications</td>
</tr>
</tbody>
</table>
Occupational Therapist (OT)

Professional to develop practical skills and confidence in everyday life.

OMB

Operational Management Board

Oncology

The study and treatment of tumours.

OP

Outpatient

OSC

Overview and Scrutiny Committee

Outpatient

Patient under the care of a Consultant and not as an inpatient.
<table>
<thead>
<tr>
<th><strong>P</strong></th>
<th><strong>PACS</strong></th>
<th>Picture archiving and communications system</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Patient Advice and Liaison Service (PALS)</strong></td>
<td>Complementary to existing services, the Patient Advice and Liaison Service (PALS) provides service users, their carers and families with help, information and support to resolve concerns quickly and efficiently.</td>
<td></td>
</tr>
<tr>
<td><strong>Patient Centre</strong></td>
<td>Patient Administration System</td>
<td></td>
</tr>
<tr>
<td><strong>Patient Led Assessments of the Care Environment (PLACE)</strong></td>
<td>These teams are part of a national programme to assess and improve cleanliness, safety, privacy and dignity of inpatient care areas within NHS services.</td>
<td></td>
</tr>
<tr>
<td><strong>Payment by Results (PbR)</strong></td>
<td>Payment by Results (PbR) provides a transparent, rules-based system for paying trusts. It will reward efficiency, support patient choice and diversity and encourage activity for sustainable waiting time reductions. Payment will be linked to activity and adjusted for casemix.</td>
<td></td>
</tr>
<tr>
<td><strong>Pharmacist</strong></td>
<td>A person who has expert knowledge of the use of medicines who work closely with doctors and nurses to advise them on the safe and effective use of drugs. They are responsible for supplying medication and making sure it is available in the right form.</td>
<td></td>
</tr>
</tbody>
</table>
Physiotherapist

Professional that helps people with problems with movement using exercise, massage and other techniques.

PI

Performance indicator.

Primary care

Care provided through CCGs.

Private Finance Initiative (PFI)

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.

PR

Public Relations.

Providers and providing

Hospital trusts, GPs, voluntary organisations and sometimes private institutions that provide health services to contract with the Strategic Health Authority or CCG.
Q
QA
Quality Assurance
QAC
Quality Assurance Committee
Q&A
Question and Answer
QIG
Quality Improvement Group
Rheumatoid Arthritis
Root Cause Analysis
Royal College of Nursing
Research and Development
Race Equality Scheme
Relating to kidneys.
Patient referrals provided from an external source - eg, doctors’ surgery, another Trust or hospital.
Registered General Nurse
Risk management places special emphasis on identifying circumstances which put users, carers and staff at risk of harm and then acting to prevent or control those risks.
Systematic process to analyse the causes of incidents, learn from them and where possible reduce the risk of recurrence.
RTT

Referral to treatment.
<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
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<tbody>
<tr>
<td>Secondary care</td>
<td>Health care provided in a hospital setting.</td>
</tr>
<tr>
<td>Serious incident (SI)</td>
<td>An incident that occurred in relation to NHS-funded services and care.</td>
</tr>
<tr>
<td>SITREP</td>
<td>Situation Report compiled to describe the detail surrounding a situation, event, or incident.</td>
</tr>
<tr>
<td>Social care</td>
<td>Personal care for vulnerable people.</td>
</tr>
<tr>
<td>Social care package</td>
<td>A combination of services put together to meet a person's needs as part of a care plan arising from an assessment or review.</td>
</tr>
<tr>
<td>Social worker</td>
<td>A professional who can help with practical aspects of life. They work closely with other organisations.</td>
</tr>
<tr>
<td>Stakeholder</td>
<td>All parties within, and interest in, the organisation, services, etc.</td>
</tr>
<tr>
<td>STP</td>
<td>Sustainability and Transformation Plan</td>
</tr>
</tbody>
</table>
Teaching Trust

Strengthens the Trust’s links with higher education institutions and provides the Trust with additional funding to support teaching.

Tertiary care

Professionals, usually Surgeons, with specific expertise in a given field.

TOP

Termination of Pregnancy
Urology

Branch of medicine relating to function and disorders of the urinary system
V
VFM

Value for Money

Voluntary Sector

See Independent Sector above
Ward manager

The senior nurse in charge of running a hospital ward.

WHO

World Health Organisation

WTD

Working-time directive

WTE

Whole-time equivalent - measure of NHS staff resourcing or allocation