Many terms and words that are used in the NHS can be confusing. So scroll through our A-Z jargon buster by clicking on the letters above to find a term you are looking for.

A

Acute care
Medical and surgical treatment provided by a hospital.

Acute trust
an NHS body that provides medical and surgical services from one or more hospitals.

Admissions
when a patient is admitted to hospital.

Advocate
an advocate is a person who supports or speaks in favour of another person. In the context of Independent Complaints Advocacy Services (ICAS), it is where a person supports someone making a complaint against the NHS.

Agenda for change
process for reforming NHS staff pay systems.

AGP
Acute GP

AHP
Allied health professionals: NHS staffs offering clinical care who are not doctors or nurses, such as radiologists, physiotherapists or psychologists.

Ambulance services
ambulance services respond to 999 calls; doctor’s urgent admission requests; high-dependency and urgent inter-hospital transfers and major incidents. Non-emergency patient transport is run separately.

Ambulatory care
services where people do not stay in hospital overnight e.g out-patients, x-ray, day surgery and medical diagnostics.

ASTRO-PU
Age, Sex, Temporary Resident Prescribing Unit

B

BBV
blood borne virus: a virus that is carried in the bloodstream.

BCKL&WN
Borough Council of King's Lynn & West Norfolk

BCP
Business Continuity Plan

BDA
British Dental Association or British Diabetic Association
Beds
The number of beds in a ward or department refers to staffed beds used overnight.

**Bed blocking** (see delayed discharge rate).

BME
Black & Minority Ethnicity

BPG
Best Practice Group

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

BMJ
British Medical Journal.

BPAS
British Pregnancy Advisory Service.

BTS
Blood Transfusion Service.

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**Caldicott guardian**
all NHS bodies are required to appoint a Caldicott guardian - this is a person who has responsibility for policies that safeguard the confidentiality of information about patients.

**Care home**
a residential home that provides accommodation with nursing and personal care.

**Care package**
following an assessment, a care package is agreed to enable a patient to receive care that is appropriate to their needs. Where necessary this covers both NHS and social care.

**Care pathway**
the process of diagnosis, treatment and care taking a patient from their earliest contact with the NHS to the end of their treatment.

**Care plans**
care plans are written agreements setting out how care will be provided within the resources available for people with complex needs.

**Care Programme Approach (CPA)**
Co-ordinated care for people who use specialist mental health services.

**Care trust**
care trusts are NHS trusts that work in both health and social care. They can be established where NHS organisations and local authorities agree to work together and their actual functions are determined by this partnership.

**Carer**
a carer is a friend or relative who looks after a person who is ill, disabled or elderly, on an informal, voluntary and often long-term basis. There are over 6 million carers in England.
CCG
Clinical Commissioning Group

CDS
Community Dental Service.

CHD
coronary heart disease.

Chief Medical Officer (CMO)
the CMO is the Government's principal advisor and the professional lead for all medical staff in England.

Child and adolescent mental health services (CAMHS)
services provided for children and young people with emotional, behavioural and mental health needs. They include services provided by PCTs, NHS trusts, social services and the voluntary sector.

Children's trusts
children's trusts bring together services for children and young people provided by PCTs and local councils.

CFO
Chief Finance Officer

Clinical audit
a measurement and evaluation by health professionals of the clinical standards they are achieving.

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

Clinical Negligence
a breach of duty by a healthcare practitioner in the performance of their duties.

Clinical Network
a network of health professionals from different NHS organisations working together across institutional and local boundaries, to provide care for a particular disease or patient group.

CNO
Chief Nursing Officer.

CO
Chief Officer

CoM
Council of Members

Commissioning
The process of identifying a community's social and/or health care needs and finding services to meet them.

Commission for Health Improvement (CHI)
The CHI is an independent body that inspects hospitals to ensure standards set by the Government are met.
Community care
community care provides social care and treatment outside of hospitals. It supports people (for example older people or people with learning disabilities) to continue to live in their own homes.

Community Health Council (CHC)
CHCs were established in 1974. They were statutory bodies that represented the interests of the public in the health service. They were abolished on December 1st 2003 and replaced by the new patient and public involvement systems, which includes PALS.

Community health services
NHS services provided outside a hospital. Community health staff includes district nurses, health visitors, community midwives, district dieticians, chiropodists and community psychiatric nurses. Many community staff are attached to GP practices and health.

Community mental health teams
community mental health teams are made up of health and social services staff. They provide support to people with mental health problems who live in the community.

Co-morbidity
Term used to signify multiple illness.

Continuing care
continuing care usually refers to people's care needs after hospital treatment has finished.

CQRM
Clinical Quality Review Meeting

Corporate governance
corporate governance is a system that incorporates processes to minimise all risks in an organisation.

CQUIN
Commissioning for Quality & Innovation

CSU
Commissioning Support Unit

CVD
diseases of the heart (cardiac muscle) or blood vessels (vasculature). However, in practice, when doctors use the term 'cardiovascular disease' they usually mean diseases of the heart or blood vessels that are caused by atheroma, a fatty deposit within the inside lining of arteries.

Dashboard
Document with objectives that need to be met with a time-frame

Day care
day care is social support that is provided in a centre. The centre may offer a range of services such as a lunch club, chiropody, hairdressing and adult education courses.

Day case admission
day case patients are admitted for care treatment which can be completed in a few hours and does not require a hospital bed overnight.
Delayed discharge rate
the proportion of patients in a hospital bed who are ready for discharge from the hospital either to their own homes or to another care setting.

Demographic trends
changes in age, sex and size of the population over time.

Dental access centres
Dental access centres provide a complete range of NHS dental services including routine as well as urgent care. People do not need to register to see a dentist in an access centre.

Department of Health
The Government department responsible for delivering a fast, fair, convenient and high quality health and social care service in England

DH
Department of Health.

DIST
Dementia Intensive Support Unit

District nurse
a district nurse is a registered nurse who has been trained to provide nursing care to people in their own homes.

DPH
Director of public health.

DTOC
Delayed Transfers of Care

EEAST
East of England Ambulance Trust

EoE
East of England

Elective admission
a patient who is admitted into hospital for treatment from the waiting list.

Emergency admission
a patient admitted to hospital at short notice because of clinical need or if alternative care is not available.

Emergency department
the emergency departments of hospitals deal with people who need emergency treatment because of sudden illness or injury. Sometimes called casualty departments.

Emergency plan
a plan outlining how to deal with a serious or major incident such as a major rail crash or terrorist incident. Each part of the NHS works with the other responding agencies in the local area such as the police and local council.
Expert Patient Programme
the Expert Patient Programme recognises that many patients are "experts" in their own right and that with proper support they can take a lead in managing their own conditions.

Finished consultant episode
The time spent under the care of a particular consultant

Family Health Services (FHS)
services provided in the community through GPs, dentists, pharmacists and opticians.

Family Planning Association.

Family planning clinic.

General Dental Committee

General Dental Practitioner

General Medical Services (GMS)
Personal medical services provided by general medical practitioners, for example, giving appropriate health promotion advice, offering consultation, appropriate examinations or immunisations.

General practitioner (GP)
general practitioners are doctors who work from a local surgery or health centre providing medical advice and treatment to patients who are registered on their list.

Geriatric
Sometimes called Care of the Elderly.
**GOC**
General Optical Council.

**GUM**
Genito-urinary medicine - also referred to as sexual or reproductive health.

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**Health Authority (HA)**
The Health Authority (HA) is responsible, within the resources available, for identifying the health care needs of its resident population, and securing hospital and community health services to reflect those needs.

**Health Development Agency (HDA)**
The HDA is a special health authority that aims to improve the health of people in England - in particular, to reduce inequalities in health between those who are well off and those on low incomes or reliant on state benefits.

**Health equity audit (HEA)**
a health equity audit supports the narrowing of the health inequalities gap by informing the planning process on inequalities in a local area. It enables PCTs to target resources or implement changes in practice.

**Health Promotion England (HPE)**
HPE was established in April 2000 following the closure of the Health Education Authority. It develops and delivers public education campaigns and promotes healthy living.

**Health Visitor**
a health visitor is a trained nurse who has done further training to specialise in the prevention of ill health, particularly for children.

**HFEA**
Human Fertilisation and Embryology Authority

**HMR**
Hospital Medical Record.

**Hospital at Home**
provides care in the patient's home with otherwise would have been provided in hospital.

**Hospital Episode Statistics (HES)**
a secure database containing personal, medical and administrative details of all patients admitted to, and treated in NHS hospitals in England for the purpose of statistical analysis.

**HWB**
Health & Wellbeing

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**IAPT**
Improving Access to Psychological Therapies

**ICAS**
Independent Complaints Advocacy Service
ICO
Integrated Care Organisation

ICU
intensive care unit: where very seriously ill patients are looked after in a hospital.

IG
Information Governance

Improving health
The White Paper ‘Saving Lives: Our Healthier Nation’ was launched in July 1999 and sets out how the Government aims to improve the health of English people. Its priorities are the four major causes of avoidable ill-health and premature death. Each has a national target, to be achieved by 2010:

Inpatient
a patient who has been admitted to a hospital as a day case or longer periods of time.

Integrated care pathway
Improving the patient's route for treatment through different health and social care systems by combining resources and co-ordinating working methods to prevent hold-ups and jams.

Intermediate care
intermediate care refers to services that are designed to prevent unnecessary hospital admissions and which enable people to live independently at home through the provision of additional home care and other support.

IV
intravenous - meaning administered by injection into a vein.

J

JCVI
Joint Committee on Vaccination and Immunisation.

JSNA
Joint Strategic Needs Assessment

K

KPI
Key Performance Indicators

L

LAT
Local Area Team

Length of stay
The time from admission to discharge based on the number of nights in hospital.

LGA
Local Government Association
**LINk**
Local Involvement Networks (Replaced by Healthwatch)

**LMC**
Local Medical Committee

**LoS/ LOS**
Length of Stay

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**Maternity Services Liaison Committee (MSLC)**
MSLCs are set up by hospitals to identify ways of achieving changes in maternity care based on the experience of women who use the service.

**MDO**
mentally disordered offender.

**Medical advice**
improvements which allow the medical profession to treat an increasing range of conditions or treat existing conditions in a better way.

**Mental health trust**
a mental health trust provides treatment and care for patients who have mental health problems. The services may be provided from a hospital or in the community.

**Mixed sex wards**
patients have the right to be told before they go into hospital whether they will be cared for in a single or mixed sex ward. In all cases patients can expect single sex washing facilities. Mixed sex wards are being phased out.

**MMR**
measles, mumps and rubella (vaccination).

**Modern matrons**
introduced as part of the NHS Plan, modern matrons provide strong leadership on wards and are highly visible and accessible to patients. They raise standards of clinical care and empower nurses to undertake a greater range of clinical tasks.

**Mortality**
the number of deaths in a given time or a community; the proportion of deaths to population or to a specific number of the population; death rate.

**MRC**
Medical Research Council.

**Multi-agency**
services or activities which involve staff drawn from a range of organisations such as health, social services education and voluntary groups.

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**National Institute for Clinical Excellence (NICE)**
a special health authority that promotes the best possible service and effective use of resources
in the NHS. It sets clear national standards to improve the quality and consistency of NHS services throughout the country.

**National Service Frameworks (NSF)**
NSFs set national standards and define service models for different services or care groups.

**NCC**
Norfolk County Council

**NCH&C / NCH&CT**
Norfolk Community Health and Care NHS Trust

**NHS**
National Health Service

**NHS Anglia CSU**
NHS Anglia Commissioning Support Unit

**NHSCB**
NHS Commissioning Board

**NHS Confederation**
The NHS Confederation is an independent organisation. It influences policy by bringing together the full range of NHS bodies to transform health services. It also connects health leaders through networking opportunities and sharing information.

**NHS Direct**
NHS Direct is a 24 hour, nurse-led telephone helpline with one single national number, 0845 464748. It provides confidential health information and advice to callers.

**NHS Direct online**
NHS Direct online is the gateway to health advice and information on the internet. It includes an easy-to-use guide to treating common symptoms at home and links to thousands of sources of help and advice.

**NHS Estates**
NHS Estates is an executive agency of the Department of Health. It provides advice, information and guidance on estates and facilities management issues to ministers, the Department of Health and the NHS.

**NHS trust**
NHS organisations which provide healthcare.

**NHSWNCCG**
NHS West Norfolk Clinical Commissioning Group

**NICE**
National Institute of Health and Clinical Excellence

**NICE TA**
National Institute of Health and Clinical Excellence Technology Appraisal Guidance

**N&N / NNUH**
Norfolk & Norwich University Hospital
NPSA
National Patient Safety Agency.

NSDC
Norfolk Surgical and Diagnostic Centre

NSFT
Norfolk & Suffolk NHS Foundation Trust

Older age groups
People aged 65 years and above.

Optician/Optometrist
Optometrists are specialist health professionals who test eyes and prescribe lenses to correct sight problems. They are more commonly known as opticians.

Outpatient
An outpatient attends for a consultation, advice and/or treatment but does not stay in a hospital.

Ordinary admission
An admission where the patient is expected to remain in hospital for at least one night, including emergencies.

PACT/ePACT
Prescribing Analysis and Cost Data/Electronic Prescribing Analysis and Cost Data

Patient pathway
The patient pathway is the route followed by a patient through and out of the NHS and social care services. It begins with their first contact with the NHS or local council, takes in all the different stages of their treatment or care and ends when the treatment is completed.

PCT
Primary care trust.

PDS
Personal dental services

Performance management
Performance management is a process for monitoring the commissioning and provision of services. It uses key statistics, targets and indicators.

Personal Social Services (PSS)
Personal care services for vulnerable people, for instance residential care homes for the elderly, home help and home care services.

PET
Patient Experience Team

Pharmacists
Pharmacists are specialist health professionals who prepare and sell medicines.
Primary care
General healthcare services provided in the community close to where people live by GPs and their staff and social care services.

Primary Care Groups (PCGs)
PCGs bring together GP practices and other professional interests within a geographical area, and have a key role in the commissioning of services. There are different levels of PCG, up to Primary Care Trusts.

Primary health care team
Primary health care teams are usually centred around a GP surgery or health centre. They provide community based health services. Teams may include district nurses, GPs, community psychiatric nurses, health visitors and other staff linked to GPs.

PROMS
Patients reported outcome measures

Provider
Provider is the name used to describe any organisation that provides a service to the NHS.

Quality of care
Quality of care is the statutory duty of chief executives of NHS trusts. It was introduced in 1999 to ensure a level of quality in the provision of care.
specific duties to promote equality under the Race Relations Act. All NHS organisations are required to produce a race equality scheme.

**Rapid response team**
rapid response teams provide emergency care at home and prevent unnecessary hospital admission especially of older people.

**R & D**
Research & Development

**RAT**
Rapid Assessment Team

**RCGP**
Royal College of General Practitioners.

**RCN**
Royal College of Nursing.

**Respite care**
respite care provides an opportunity for a carer to have a break. The person in care may spend time in a residential home.

**RMC**
Referral Management Centre

**RTA**
road traffic accidents.

**S**

**SAB**
Safeguarding adults Board

**SDG**
Service Development Group

**SDIP**
Service Development Improvement Plan

**Secondary care**
care typically provided in local hospitals usually on a referral from primary care.

**SHA**
Strategic health authority.

**SI**
Serious Incidents

**SIRIS**
Serious Incidents requiring Investigations

**SLA**
Service Level Agreements
Social care
social care essentially means non-medical care which is aimed at providing vulnerable people (such as the sick and elderly) with care and support to enable them to live their lives as fully as possible.

SOP
Standard Operating Procedures

Spell
Period from when a patient is admitted to when he or she leaves a particular hospital.

Special health authority
special health authorities carry out duties that cannot be carried out by other health bodies. They have UK wide responsibilities. Examples are the National Blood Authority and the National Institute for Clinical Excellence.

SPRG
Service Performance Review Group

Stakeholder
a stakeholder is a person or organisation with a direct interest in a service or practice.

Standardised hospital admissions
Admissions standardised to take account of the different age and/or gender structures of local populations.

Statutory organisations
Organisations with powers to fund or provide services, such as Local Authorities (Borough & County Councils), Health Authorities and NHS Trusts.

Sub-acute Care
An alternative term for intermediate care.

SUI
Serious Untoward Incident

T

Tertiary care
Care of a highly specialist nature typically provided in regional centres. An example of tertiary care is care for people with eating disorders such as Anorexia Nervosa.

TWOC
Trial without Catheter

U

UCN
Urgent Care Network Group

V
Waiting list
the waiting list is the number of people waiting to be admitted to a hospital as an inpatient.

Walk-in centre
a NHS walk-in medical centre that offers fast access to health advice and treatment, open to anyone.

West Quest
West Norfolk’s strategic priorities document

Whole systems approach
terms for strategic, integrated approach to planning and delivering services.

WNCCG
West Norfolk Clinical Commissioning Group

X
No entries for ‘X’

Y

YTD
Year to Date

Z
No entries for ‘Z’