

## Jargon buster

The NHS uses numerous acronyms and phrases which can seem like a different language so we've pulled together the below jargon buster to help you decipher it.

If you can't find what you need or have any questions please contact us.

Either scroll down the document or click on a letter to go straight to it.



5YFV	See Five Year Forward View
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A	
A&E	See Accident and Emergency
A4C	See Agenda for Change
Accessible Information Standard (AIS)	Guidance on how organisations can make sure that people can access and understand the information they are given
Accident and Emergency (A&E)	A medical treatment facility often found in a hospital, for treatment of severe injury, illness, or urgent medical condition
Accountable Care Organisation (ACO)	A number of providers who work together and are responsible for the cost and care for a specific area
Accountable Care System (ACS)	Different NHS organisations and local authorities work together to manage local resources and health to provide co-ordinated care
ACO	See Accountable Care Organisation
ACS	See Accountable Care System
Acute Care	Short-term treatment for severe injury, illness, or urgent medical condition

Acute trust	A service which provides secondary care, mostly in healthcare buildings See Secondary Care
Adult Mental Health Transformation Programme	A plan to support the diagnosis and management of adult mental health
Advanced Personal Medical Services (APMS)	A contract which allows GP practices to negotiate with non-NHS bodies to provide enhanced primary care services
Agenda for Change (AfC)	The national NHS pay scale
AGM	See Annual General Meeting
AHP	See Allied Health Professional
AIS	See Accessible Information Standard
ALB	See Arm's Length Body
Alliance	See NHS Alliance
Allied Health Professional (AHP)	Qualified professionals who work in a range of different roles to provide treatment for people who are ill or have special requirements
Ambassadors (Hull Ambassadors)	Local residents with an interest in health who support the CCG's engagement and public involvement work
Ambulance trust	Ambulance services are managed by either an ambulance trust or a foundation trust See Foundation Trust
Annual General Meeting (AGM)	A mandatory yearly public meeting where members of the CCG present an update on CCG performance and strategy
Annual Report	A mandatory yearly public document outlining the CCG performance and accounts from the previous 12 months
Anonymised Data	Data about an individual which does not identify them
Any Quality Provider (AQP)	When a patient is referred into a service, they may be able to choose who supplies this service from a list of approved qualified providers
Any Willing Provider (AWP)	See Any Qualified Provider
APMS	See Advanced Personal Medical Services

AQP	See Any Quality Provider
Arm's Length Body (ALB)	Independent organisations which regulate health and social care
Austerity	Actions to reduce government budget deficits May include spending cuts and tax increases
AWP (Any Willing Provider)	See Any Qualified Provider

## B

Bariatric	The study and treatment of obesity
BAU	See Business As Usual
BC	See Business Continuity
BCDR	See Business Continuity and Disaster Recovery
BCF	Better Care Fund See Better Care
Better Care	A programme to provide joined up health and care services between the NHS and local authorities This programme incorporates the Better Care Fund
Better Care Fund (BCF)	See Better Care
BHP	See Building Health Partnerships
BI	See Business Intelligence
Black and Minority Ethnic (BME)	A term used to describe members of non-white communities in the UK
BMA	See British Medical Association
BME	See Black and Minority Ethnic

BMI	See Body Mass Index
Body Mass Index (BMI)	A calculation using a person's weight and height to calculate if they are considered to be a healthy weight
British Medical Association (BMA)	The trade union and professional association for doctors in the UK
British Sign Language (BSL)	A form of communication used by some d/Deaf people
BSL	See British Sign Language
Building Health Partnerships (BHP)	A group of local organisations who work together to improve local health
Business As Usual (BAU)	The usual operations of the organisation are continuing as expected No changes to the organisations work
Business Continuity (BC)	See Business Continuity and Disaster Recovery
Business Continuity and Disaster Recovery (BCDR)	See Business Continuity
Business Intelligence (BI)	Using health informatics and predictive modelling to understand NHS performance

## C

C&B	See Choose and Book
CaB	See Choose and Book
Caldecott Guardian (CG)	A Caldecott Guardian is a senior person within an NHS organisation responsible for protecting the confidentiality of patient and service-user information and enabling appropriate information-sharing
CAMHS	See Child and Adolescent Mental Health Services
Cardiovascular Disease (CVD)	Diseases which involve the heart or blood vessels including coronary artery diseases
Care Model	A plan describing how we look after patients

Care Quality Commission (CQC)	Organisation which regulates and inspects the performance of all health and social care providers, both public and private
Casualty	See Accident and Emergency
CCG	See Clinical Commissioning Group
CEfF	See Controlled Environments for Finance
Central Nervous System (CNS)	The name given to the brain and the spinal cord which controls most functions of the body and mind
CFH	See Connecting For Health
CG	See Caldecott Guardian
CHC	See Continuing Health Care
CHCP	See City Health Care Partnership
CHH	Castle Hill Hospital
Chief Executive Officer (EO)	A person who is responsible for the overall management of an organisation under the supervision of a board of directors
Chief Information Officer (CIO)	Senior executive responsible for the information technology and computer systems
Child and Adolescent Mental Health Services (CAMHS)	Services for children and young people who have difficulties with their emotional or behavioural wellbeing
Children and Young People (CYP)	People aged up to 19 or 25 in some cases
Choose and Book (C&B) (CaB)	England's electronic booking system for acute healthcare, currently used for about half of all such bookings Can be used by GPs or other primary care staff, or by patients, online or by telephone Provided by Atos Origin
CHP	See Community Health Partnerships
Chronic Obstructive Pulmonary Disease (COPD)	Lung diseases including emphysema, chronic bronchitis, refractory (non-reversible) and asthma
CIO	See Chief Information Officer

City Health Care Partnership (CHCP)	An independent co-owned business providing community health and integrated social care services
City Plan	A plan to bring investment and opportunity to Hull and to support the residents
Citycare	Company that delivers the NHS LIFT for the CCG and the population of Hull
Clinical Commissioning Group (CCG)	Statutory bodies responsible for planning and commissioning health care
Clinical Reference Group (CRG)	A group of clinicians, commissioners, public health experts, patients and carers who advise NHS England
Clinical Support Services (CSS)	Services which provides a range of essential medical services
Clinically Led	GPs and other clinicians guide commissioning decisions
Clinician	Medically trained staff who have direct contact with patients
CNS	See Central Nervous System
CoM	See Council of Members
Commissioner	The people who carry out commissioning activities for Hull CCG
Commissioning	Buying and monitor healthcare services for the local population
Commissioning for Quality and Innovation (CQUIN)	A framework to support improvements in the quality of services
Commissioning Support Unit (CSU)	Organisations which provide services to CCGs which may include business intelligence, health and clinical procurement services, and contract management
Community and Voluntary Sector (CVS)	Non-governmental organisations and groups that are not-for-profit and non-governmental
Community Health Partnerships (CHP)	Department of Health organisation which sets up partnerships between private and public sector organisations to support healthcare
Community Ophthalmic Referral Refinement Scheme (CORRS)	Scheme which allows Hull patients to be seen free of charge at selected accredited opticians across the city when they have certain symptoms
Community Services / Care	A range of services which take place outside of hospital

Conflict of Interest	A situation with potential to undermine a person's impartiality because of a possibility of a clash between the person's self-interest and professional or public interest See Declaration of Interest
Connecting for Health	An informatics department responsible for delivery the National Programme for IT (NPfIT) See National Programme for IT
Constitution	Fundamental principles which govern an organisation
Continuing Health Care (CHC)	Care which is organised by the NHS for individuals who are not in hospital and have health needs
Continuing Professional Development (CPD)	The increased skills, knowledge and experience gained at work formally and informally
Contract	A written agreement between a commissioner and provider
Controlled Environments for Finance (CEfF)	A secure system to validate and pay invoices
COPD	See Chronic Obstructive Pulmonary Disease
CORRS	See Community Ophthalmic Referral Refinement Scheme
CORRS	See Community Ophthalmic Referral Refinement Scheme
Council of Members (CoM)	Our Council of Members comprises of representatives from the 45 GP practices in the city and has overall authority for everything we do
CPD	See Continuing Professional Development
CQC	See Care Quality Commission
CQUIN	See Commissioning for Quality and Innovation
CRG	See Clinical Reference Group
CSS	See Clinical Support Services
CSU	See Commissioning Support Unit
CVD	See Cardiovascular Disease

CVS	See Community and Voluntary Sector
CYP	See Children and Young People

D	
Daily Situation Reports (SITREPs)	Information reported by acute trusts each week day
Daily Situation Reports (SITREPs) (Situation Reports)	Performance information collected from acute trusts each weekday during winter including areas such as A&E closures
Data Controller	A person who is responsible for identifying the management and processing of personal data
Data matching	Comparing computer records held by one body against other computer records held by the same or another body
Data Protection Act (DPA)	A legal requirement on how personal information is stored and used by organisations, businesses or the government
Data Services for Commissioners Regional Office (DSCRO)	Organisations which process and manage personal data on behalf of the CCG
Day Care Unit (DCU)	Provides support for patients who are able to live at home but need additional help
DCU	See Day Care Unit
Declaration of Interest	The process by which staff can tell the organisation about a conflict of interest See Conflict of Interest
Delegation	CCGs are responsible for commissioning GP services
Department of Education and Employment (DFEE)	Government department responsible for the provision of education and employment services
Department of Health (DH) (DoH)	Directs and funds healthcare services in England
Deprivation of Liberty (DoLs)	When a person is under continuous control and supervision and may be prevented from going places This is against the law unless it is done under the rules set out in the Mental Capacity Act
Dept	Department



DES	See Directed Enhanced Services
DFEE	See Department of Education and Employment
DH	See Department of Health
Did Not Attend (DNA)	A patient does not attend their planned appointment without giving prior notice
Directed Enhanced Services (DES)	Specialist services offered by GPs
Disaster Recovery (DR)	Plans and procedures to respond to a disruptive incident and maintain or restore normal service as soon as possible
Discharge	See Patient Discharge
DNA	See Did Not Attend
DoH	See Department of Health
DoLs	See Deprivation of Liberty
DPA	See Data Protection Act
DPA	See Data Protection Act
DR	See Disaster Recovery
DSCRO	See Data Services for Commissioners
DSCRO	See Data Services for Commissioners Regional Office

## E

E & D	See Equality and Diversity
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Ear, Nose and Throat (ENT)	Medical specialty that deals with conditions of the ear, nose, and throat and related structures of the head and neck
East of England NHS Collaborative Procurement Hub (EoECPH)	Offers NHS organisations purchasing, procurement and commercial support
East Riding (ER)	An area located in the region of Yorkshire and the Humber Also known as East Riding of Yorkshire
ECG	electrocardiogram
e-Consult	Online triage consultation
ECP	See Emergency Care Practitioner
ED	See Accident and Emergency
ED	See Executive Director
Efi	See Elderly Frailty Index
Egton Medical Information Systems (EMIS)	An electronic patient record systems and software used in primary care in England
EHR	See Electronic Health Record
EHRC	See Equality and Human Rights Commission
EIA	See Equality Impact Assessment
EIA	Under the Race Relations Act (2000), Disability Discrimination Act (2005) and Equality Act (2006), all public sector organisations need to undertake race, disability and gender impact assessments on new and existing policies and procedures
EIRs	See Environmental Information Regulations
Elderly Frailty Index (Efi)	A system to identify frail patients
Electronic Care Record	Tool to improve the quality and safety of patient and service user care Each health and social care organisation keeps a record about the patients it sees
Electronic Health Record (EHR)	The systematised digital collection of patient health information

Electronic Patient Record (EPR)	See Electronic Health Record
Electronic Patient Record (EPR)	See Electronic Health Record
Electronic Prescription Service (EPS)	A system for prescriptions to be sent electronically to the pharmacy
EMBED Health Consortium	An organisation which supports the CCG by providing a range of activities including business intelligence, IT and financial services
Emergency Care Practitioner (ECP)	A paramedic or nurse with enhanced skills
Emergency Department (ED)	See Accident and Emergency
Emergency Room (ER)	See Accident and Emergency
EMIS	See Egton Medical Information Systems
End of Life Care	Health care for patients in the final hours or days of their lives and those with a terminal illness or terminal disease condition that has become advanced, progressive and incurable
ENT	See Ear, Nose and Throat
Environmental Information Regulations (EIRs)	The Environmental Information Regulations 2004 (EIR) is a UK Statutory Instrument that provides a right of access to environmental information held by UK public authorities
EO	See Chief Executive Officer
EoECPH	See East of England NHS Collaborative Procurement Hub
EPP	See Expert Patient Programme
EPR	Electronic Patient Record See Electronic Health Record
EPR	Electronic Patient Record See Electronic Health Record
EPS	See Electronic Prescription Service
EqIA	See Equality Impact Assessment

Equality and Diversity (E & D)	Equal opportunity for everyone and giving every individual the chance to be free from prejudice and discrimination
Equality and Human Rights Commission (EHRC)	A body established by the Equality Act 2006 which has responsibility for the promotion and enforcement of equality and non-discrimination laws
Equality Impact Assessment	A process to ensure that a policy, project or scheme does not discriminate
ER	Emergency Room See Accident and Emergency
ER	See East Riding
ER&H	East Riding and Hull
E-Referral	A digital method of arranging for a patient to be seen by a different service
ERY	East Riding of Yorkshire See East Riding
Executive Director (ED)	Employees led by the chief executive who are responsible for the day to day management of the foundation trust
Expert Patient Programme (EPP)	A self-management programme for people with a chronic condition

## F

Falls Intervention Response Safety Team (FIRST)	A scheme involving the CCG and partners to ensure vulnerable patients are treated quickly and appropriately
Federation	See GP Federation
FFT	See Friends and Family Test
Financial Services Framework	A guide for financial management in the NHS
FIRST	See Falls Intervention Response Safety Team
Five Year Forward View	A document describing new models of care

FOI	See Freedom of Information
Footprint	See STP Footprint
Foundation Trust	An organisation which has extra powers over its own operations
Freedom of Information (FOI)	The Freedom of Information Act (FOIA) is a law that gives you the right to access information from the government bodies
Friends and Family Test (FFT)	A simple and anonymous way for patients to feedback to a service
FT	See Foundation Trust
Fully Delegated	See Delegation

## G

General Medical Council	The registration body for doctors in the UK
General Medical Services (GMS)	A contract where primary care practices must provide certain services but can opt out of providing others
General Practice	The work of a healthcare professional outside of hospital who treats a range of illnesses and refers patients onto other services as appropriate
General Practitioner (GP)	A medical doctor
General Practitioner with Special Interest (GPwSI)	Doctors with special experience or training so they can take referrals which would normally be seen by specialists
GMC	See General Medical Council
GMS	See General Medical Services
Governance	Guidance about how the NHS handles data and its business
GP	See General Practitioner

GP 5 Year Forward View (GP5YFV)	Plan to address the pressures primary care faces
GP Federation	A group of GP practices who work together as one organisation See Modality Partnership
GP System of Choice	A range of clinical IT systems that GPs can choose to use along with national systems
GP5YFV	See GP 5 Year Forward View
GPSoc	See GP System of Choice
GPwSI	See General Practitioner with Special Interest

## H

H&S	See Health and Social Care
H&SC	See Health and Social Care
HC	See Health Centre
HCC	Hull City Council
HCC	See Health Care Commission
HCC	See Hull City Council
Health and Social Care (H&S) (H&SC)	A generic term used to refer to the whole of the healthcare provision infrastructure in the public, community and voluntary and private sector
Health and Social Care Information Centre (HSCIC)	Health and Social Care Information Centre is now called NHS Digital It is responsible for information, data and IT systems for commissioners, analysts and clinicians
Health and Social Care Services (HSCS)	The whole of the healthcare infrastructure, including the public and private sector
Health and Wellbeing Board (HWBB)	A multi-agency group to review local priorities and use of resources

Health and Wellbeing Strategy	Hull Healthier Together 2014-2020 A strategy to tackle health inequalities and improve health and wellbeing
Health and Wellbeing Strategy Hull Healthier Together 2014-2020	A strategy to tackle health inequalities and improve health and wellbeing
Health Care Commission (HCC)	The organisation which was responsible for assessing standards of NHS care Its responsibilities were taken over by the Care Quality Commission in 2009
Health Centre (HC)	A building where a range of health services are provided
Health Check	The NHS Health Check is a check of heart health for people aged 40 to 74 in England
Health Education England (HEE)	A national organisation making sure that NHS staff have appropriate skills, values and behaviours, at the right time and in the right place
Health Impact Assessment (HIA)	A method used to understand the affect policies, plans and projects have or will have on health
Health Protection Agency (HPA)	Health Protection Agency has closed The agency's role was to protect public health through the provision of support and advice to various public bodies
Health Visitor (HV)	A nurse or midwife who additional training and experience of children's and public health and health promotion and education
Healthier Hull Community Fund	99 local groups funded by the CCG to deliver projects to help people to be healthier
Healthwatch England	A statutory body established under the Health and Social Care Act 2012 to understand the needs, experiences and concerns of people who use health and social care services and to speak out on their behalf See Healthwatch Kingston Upon Hull
Healthwatch Kingston Upon Hull	Local independent statutory organisation which supports people in Hull who use local health and social care services See Healthwatch England
HEE	See Health Education England
HEY	Hull and East Yorkshire See Hull and East Yorkshire Hospital Trust
HEYHT	See Hull and East Yorkshire Hospital Trust
HFT	See Humber Foundation Trust
HIA	See Health Impact Assessment
HO	See Home Office

Home Office (HO)	The government department dealing with domestic affairs
Hospital Trust	See Acute Trust
HPA	See Health Protection Agency
HR	See Human Resources
HRI	Hull Royal Infirmary
HSAPB	See Hull Safeguarding Adults Partnership Board
HSCIC	See Health and Social Care Information Centre
HSCS	See Health and Social Care Services
Hull 2020	Nine Hull public service organisations which work together in improve the health and wellbeing of the people of Hull
Hull 2020 Champions	A person, or group of people, who are supported by the CCG to help other people in Hull to be healthy and happy
Hull Ambassadors	See Ambassadors
Hull and East Yorkshire Hospital Trust (HEY) (HEYHT)	A health care trust which provides acute services to the people of Hull and East Yorkshire area
Hull City Council (HCC)	The group of elected officials responsible for the government of Hull
Hull City Plan	See City Plan
Hull Safeguarding Adults Partnership Board (HSAPB)	Local lead body for safeguarding adults that may be suffering or at risk of abuse or neglect
Human Resources (HR)	The organisation or department that deals with staff
Humber Foundation Trust (HFT) (Humber FT)	Humber NHS Foundation Trust provides services for people with mental health problems, learning disabilities, addictions and community services See Mental Health
Humber FT	See Humber Foundation Trust



HV	See Health Visitor
HWBB	See Health and Wellbeing Board
HWE	See Healthwatch England
Hypertension	A condition when blood pressure in the arteries is persistently high It is also known as high blood pressure

I	
IAF	See Improvement Assessment Framework
IAPT	See Improving Access to Psychological Therapies
ICC	See Integrated Care Centre
ICD	See International Classification of Diseases
ICO	See Information Commissioner's Office
ICP	See Integrated Care Pathway
ICT	See Information and Communication Technology
IFR	See Individual Funding Request
IG	See Information Governance
IG Toolkit (IGT)	An online system which helps organisations to assess their information governance processes against legal requirements See Information Governance
IGT	See IG Toolkit
IM&T	See Information Management and Technology

Improvement Assessment Framework (IAF)	An outline of how the NHS and CCG can provide better services
Improving Access to Psychological Therapies (IAPT)	An NHS programme for treating people with depression and anxiety
Individual Funding Request (IFR)	A formal request from a healthcare professional to treat a patient using treatment not usually available on the NHS
Informatics	Processing patient and service user data
Information and Communication Technology (ICT)	The use and linking of technology such as computers and communication activities and equipment such as telephones
Information Commissioner's Office (ICO)	A non-departmental public body which protects information rights
Information Governance (IG)	Policies, structures, processes and controls to manage information in a manner within legal and operational guidelines and requirements
Information Management and Technology (IM&T)	The process by which data is stored and used safely and online with governance requirements
Information Technology (IT)	The use of systems including electronic to store, retrieve and use data
Inpatient (IP)	A patient staying in hospital while they receive treatment
Inpatient Services	The care of patients whilst they stay in hospital
Integrated Care Centre (ICC)	A Centre to offer community services to work in a coordinated way to support older people, and people with long term conditions
Integrated Care Pathway (ICP)	A description and timelines of how a patient is managed through different health services
International Classification of Diseases (ICD)	An international diagnostic tool for health management
Invitation to Tender (ITT)	Part of the procurement process An offer from a provider to supply a service
Invoice Validation	The process of checking requests for payment from providers
IP	See Inpatient
IT	See Information Technology

ITT	See Invitation to Tender
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## J

JHWBS	See Joint Health and Wellbeing Strategy
Joint Health and Wellbeing Strategy (JHWBS)	A document which informs decisions about health and social care It is a joint document between different bodies including the CCG
Joint Strategic Needs Assessment (JSNA)	An analysis of local health needs to guide health social care services
JSNA	See Joint Strategic Needs Assessment

## K

Key Performance Indicator (KPI)	A measure to show how the NHS is achieving its objectives
Knowledge and Skills Framework (KSF)	An outline and assessment of staff training and development
KPI	See Key Performance Indicator
KSF	See Knowledge and Skills Framework

## L

LA	See Local Authority
LCFS	See Local Counter Fraud Specialist
LD	Learning and Development
Learning and Development (LD)	Staff training

Length of Stay (LOS)	How long a patient remains in hospital
LES	See Local Enhanced Services
Lesbian, Gay, Bisexual and Transgender (LGBT)	A generally accepted term to represent distinct groups within the gay culture
LGBT	See Lesbian, Gay, Bisexual and Transgender
LIFT	See Local Improvement Finance Trust
Listening Exercise	A way of hearing the views and experiences of service users
LMC	See Local Medical Committee
Local Authority (LA)	The organisation responsible for local public services and facilities In Hull this is Hull City Council
Local Counter Fraud Specialist (LCFS)	Responsible for prevention, detection and investigation of fraud and corruption in the NHS
Local Enhanced Services (LES)	Additional services provided by primary care, above the requirements set out in their core (basic) contract
Local Improvement Finance Trust (LIFT)	A partnership between public and private sectors to improve health buildings and facilities
Local Medical Committee (LMC)	Independent organisation which represents GPs
Local Offer	Services provided for children and young people with special educational needs (SEN) aged 0-25
Local Strategic Partnership (LSP)	A partnership responsible for delivering healthcare services at a local level
Long Term Condition	An illness or disability for which there is currently no cure
LOS	See Length of Stay
LSP	See Local Strategic Partnership

## M

MASH	See Multi-Agency Safeguarding Hub
MAT	See Multi-disciplinary Team
MAU	See Medical Admission Unit
MCA	See Mental Capacity Act
MCP	See Multispecialty community providers
MDT	See Multi-disciplinary Team
Medical Admission Unit (MAU)	A short stay hospital ward linked to the A&E ward
Members of Parliament (MP)	A person elected to parliament
Mental Capacity Act (MCA)	A law which outlines who can make decisions on behalf of people who lack the mental capacity to make their own decisions
Mental Health (MH)	The term used to describe a person's psychology and emotional wellbeing
Mental Health First Aid (MHFA)	A training programme which helps people to know how to help someone experiencing a mental health problem
Mental Health Five Year Forward View (MH5YFV)	A plan to improve mental health
Mental health trusts	The organisations which provide mental health services See Humber Foundation Trust
MH	See Mental Health
MH5YFV	See Mental Health Five Year Forward View
MHFA	See Mental Health First Aid
Minor Ailments Scheme	A scheme for people who don't pay prescription charges to receive advice and some medicines without charge from a pharmacist

Minor Injuries Unit (MIU)	An alternative to A&E when an injury or condition needs immediate attention but is not life threatening
MIU	See Minor Injuries Unit
Modality Partnership	A large GP federation See GP Federation
Model of Care	See Care Model
MP	See Members of Parliament
MSK	See Musculoskeletal Service
Multi-Agency Safeguarding Hub (MASH)	A partnership of the police, NHS, local authorities and other organisations to provide joined up safeguarding services
Multi-agency Team (MAT)	See Multi-disciplinary Team
Multi-disciplinary Team (MDT)	A team of skilled staff or agencies from one or more clinical areas who work together to make decisions on the best treatment for an individual
Multispecialty community providers (MCP)	A group of providers who work together to deliver a model of care which moves care out of hospitals into the community
Musculoskeletal Service (MSK)	Care relating to body muscles, bones and joints
My City My Health My Care	A newsletter which describes some of the changes taking place in local GP services

## N

N3 (NWW) (NHS Wide Web)	Secure data network for health and care organisations
National Health Service (NHS)	A publically funded healthcare system
National Health Service Executive	An organisation which advises the government on the management of the NHS
National Information Governance Board for Health and Social Care	Set up to oversee and provide advice regarding information governance and confidentiality It also took over the responsibilities of the Patient Information Advisory Group The board's responsibilities were transferred to the CQC See Patient Information Advisory Group See CQC

National Institute for Health Research (NIHR)	Provides the NHS with summaries about recent health research to improve decision making
National Institute of Clinical Excellence (NICE)	An agency which provides guidance and recommendations on the effectiveness of medical treatments
National Programme for IT (NPfIT)	A programme to move NHS records to a single central electronic care record See Connecting for Health See Electronic Care Record
NECS	See North of England Commissioning Support
NECS	See North of England CSU
NED	See Non-Executive Director
NEMTS	See Non-Emergency Medical Transport Services
Never Event	A serious, preventable patient safety incidents which should not occur
Next Steps on the NHS Five Year Forward View	A document describing how to achieve the Five Year Forward View See NHS Five Year Forward View
NHS	See National Health Service
NHS 111	A non-emergency number for individuals to obtain basic healthcare advice and information on the most appropriate service for their needs
NHS Alliance	A group of organisations which was set up to build sustainable and community based health services
NHS Choices:	A public website containing comprehensive health advice and information about health services and options
NHS Digital	The organisation responsible for information, data and IT systems for commissioners, analysts and clinicians This replaced the Health and Social Care Information Centre
NHS Direct (NHSD)	Was a nurse led telephone service which provided healthcare advice and directed people to the appropriate service This was replaced by NHS111
NHS England	A national body which oversees CCGs and commissions certain services
NHS Improvement (NHSI)	A national body which supports foundation trusts and NHS trusts to give patients consistently safe, high quality, compassionate care See Foundation Trust
NHS number	A unique number used to match people with their health records

NHS Property Services	An NHS organisation which manages buildings, estates and facilities belonging to the NHS
NHS Wide Web	See N3
NHSD	See NHS Direct
NHSE	See NHS England
NHSI	See NHS Improvement
NICE	See National Institute of Clinical Excellence
NIGB	See National Information Governance Board for Health and Social Care
NIHR	See National Institute for Health Research
NLAG	North Lincolnshire and Goole
Non-Emergency Medical Transport Services (NEMTS)	Planned transport services for patients who are unable to travel to medical appointments due to a medical need
Non-Executive Director (NED)	A member of the board who is not a member of the executive team and is involved in setting organisational objectives but does not manage day to day activities
North of England Commissioning Support (NECS)	An organisation which supports local health and social care
North of England CSU (NECS)	An organisation which provides certain specific services to CCGs See Commissioning Support Unit
NPfIT	See National Programme for IT
NWW	See N3
NY&H	North Yorkshire and Humberside



Official Journal of the European Union (OJEU)	A website which advertises tender opportunities
OJEU	See Official Journal of the European Union
OOH	See Out of Hours Care
OOHC	See Out of Hospital Care
OP	See Outpatient
Ophthalmology	Medicine relating to the anatomy and conditions of the eye
OSC	Overview and Scrutiny Committee
Out of Hospital Care (OOHC)	Health care given in the community, at home or in a community assessment centre
Out of Hours Care (OOH)	Health care for urgent medical problems outside normal surgery hours
Outpatient (OP)	A patient who attends a hospital for treatment without staying there overnight
Overview and Scrutiny Committee (OSC)	A multiagency committee responsible for reviewing local NHS policy and activities

P	
PA	See Physicians Associate
PACS	See Picture Archiving and Communication System
PACS	See Primary and Acute Care Systems
Palliative care	Care for people who are living with a terminal illness where a cure is not possible It can also refer to the control of symptoms of a complex condition
PALS	See Patient Advisory Liaison Service

Paramedic	Healthcare professional who respond to 999 and 111 calls and are trained in all aspects of urgent and emergency care
Parity of Esteem	Recognition that mental health is as important as physical health
Partner organisation	An organisation which may or may not be an NHS organisation or public sector but which works closely with the NHS to achieve joint goals
Pathway	See Patient Pathway
Pathway Information Portal (PIP)	An electronic platform which provides local health care staff key information about treatments
Patient Advisory Liaison Service (PALS)	Patient advice and liaison services, intended to represent patients in NHS trusts in England
Patient and Public Involvement (PPI)	See Patient Public Engagement
Patient discharge	When a patient leaves a hospital and either goes home or their care is transferred to another service
Patient Group Directives (PGD)	Legal frameworks allowing some health care professionals to supply and administer medicines to groups of patients that fit set criteria
Patient Information Advisory Group (PIAG)	A body which advised the secretary of state regarding the application of information governance laws It's responsibilities transferred to the National Governance Board for Health and Social Care See National Information Governance Board for Health and Social Care
Patient Participation Group (PPG)	Patient groups in GP practices where patients can feedback about their experiences and can identify and solve problems for all practice patients
Patient pathway	The route a patient takes from their first contact with the NHS to completion of treatment
Patient Reported Outcome Measures (PROMs)	A series of measures to assess the quality of care patients receive from a patients point of view
Patient Transport Services	See Non-Emergency Medical Transport Services
Payment by Results (PbR)	A system of paying service providers based on how many patients are seen or treated
PBC	See Place Based Commissioning
PBC	See Practice Based Commissioning
PBP	See Place Based Plan

PbR	See Payment by Results
PC	See Primary Care
PCCC	See Primary Care Commissioning Committee
PCD	See Personal Confidential Data
PCJCC	Primary Care Joint Commissioning Committee This is now known as the Primary Care Commissioning Committee See Primary Care Commissioning Committee
PCO	See Primary Care Organisations
PCT	See Primary Care Trust
PDB	See Programme Delivery Board
PDF	See Portable Document Format
People's Panel	A quarterly survey programme to gather local people's thoughts on a range of subjects
Personal Confidential Data (PCD)	Data about someone which may identify that person Or data which when used with other data may identify a person
Personal Health Budget (PHB)	Money to support an individual's healthcare needs which is agreed between the individual and the CCG
Personal Medical Services (PMS)	A primary care contract which allows individual GPs to negotiate with the CCG to provide services
PFI	See Private Finance Initiative
PGD	See Patient Group Directives
PH	See Public Health
PHB	See Personal Health Budget
PHE	See Public Health England

Physicians Associate (PA)	Support doctors to diagnose and manage patients
PIAG	See Patient Information Advisory Group
Picture Archiving and Communication System	The methods used to manage images and data including the digitisation, storage and transfer of x-rays and scans
PIP	See Pathway Information Portal
Place Based Commissioning (PBC)	Seamlessly integrated local services which may be delivered with partners at venues and times appropriate for the patient
Place Based Plan (PBP)	A plan to implement place based commissioning See Place Based Commissioning
PMS	See Personal Medical Services
Portable Document Format (PDF)	A file format for saving and sending electronic documents
PPE	See Public Patient Engagement
PPG	See Patient Participation Group
PPI	Patient and Public Involvement See Patient Public Engagement
PPP	See Public Private Partnership
Practice	See General Practice
Practice Based Commissioning (PBC)	The opportunity for local healthcare professionals to decide and influence how NHS funds are spent locally
Practice Grouping	A group of GP surgeries which work together on either a formal or less formal basis
Primary and Acute Care Systems (PACS)	A system which joins up GP, hospital, community and mental health services
Primary Care	The first point of contact for patients, often a GP, community pharmacy, community optometrist or dentist
Primary Care (PC)	Primary care is a term used to describe the first contact point of care for patients, typically GP services, community pharmacy, community optometry or dentistry See Secondary Care

Primary Care Blueprint	A strategic document to ensure patients have access to high quality and sustainable primary care
Primary Care Commissioning Committee (PCCC)	A joint committee between the CCG and NHS England It is responsible for commissioning primary care services across the city Previously known as Primary Care Joint Commissioning Committee (PCJCC)
Primary Care Joint Commissioning Committee (PCJCC)	This is now known as the Primary Care Commissioning Committee (PCCC) See Primary Care Commissioning Committee
Primary Care Organisations (PCO)	Boards and trusts responsible for managing local primary care
Primary Care Trust (PCT)	Responsible for planning and commissioning local health services PCTs were abolished in 2013 with their work taken over by clinical commissioning groups See Clinical Commissioning Group
Prime Financial Policies	A system of control to manage an organisations finances
Private Finance Initiative (PFI)	A method of providing funds for major investments Private firms are contracted to manage an complete the projects
Private Sector	Businesses owned by individuals or companies which aim to make a profit See Public Sector See Community and Voluntary Sector
Procurement	The act of identifying and commissioning an organisation to provide a service
Programme Delivery Board (PDB)	The board agrees priorities and monitors CCG progress on delivering the Commissioning Strategy and Operational Plan
PROMs	See Patient Reported Outcome Measures
Property Services	See NHS Property Services
Protected characteristics	Refers to individuals or groups with certain characteristics that are protected from discrimination under The Equality Act 2010
Providers	Organisations who are commissioned to run services
Pseudo personalised data	Information which may in some circumstances identify an individual
PTS	Patient Transport Services See Non-Emergency Medical Transport Services
Public Health (PH)	The health of a population as a whole See Public Health England
Public Health England (PHE)	A national body which is responsible for researching, advising and guiding policy on health protection and improvement Each local authority also has a public health local team See Public Health

Public Patient Engagement (PPE)	Opportunities for patients and the general public to feedback on with and influence local health care
Public Private Partnership (PPP)	A formal arrangement between public sector and private sector organisations
Public sector	These organisations are responsible for providing all public services in the UK including health, education and council services See Private Sector See Community and Voluntary Sector

## Q

Q&A	Question and Answer
Q&P	See Quality and Performance
QA	See Quality Assurance
QIPP	See Quality Improvement Productivity Programme
QOF	See Quality Outcome Framework
Quality and Performance (Q&P)	A measurement of how an organisation is performing
Quality Assurance (QA)	The assessment and maintenance of a set standard
Quality Innovation Productivity and Prevention (QIPP)	A national programme to improve the quality of NHS services whilst making efficiency savings
Quality Outcome Framework (QOF)	An annual reward and incentive programme for GP practices based on the provision of care they provide

## R

R&D	See Research and Development
RCA	See Running Cost Allowance

RCP	Royal College of Physicians
Reablement	Short term health and social care support to help people after a period in hospital to learn or re-learn the activities they need for everyday life
Read Codes	Coded clinical terms which are used healthcare professionals to record patient information They have been replaced by Systematised Nomenclature of Medicine Clinical Terms See Systematised Nomenclature of Medicine Clinical Terms
Referral to Treatment (RTT)	The amount of time between a patient being referred to a service and the patient being seen by the service
Rehabilitation	Therapy to help people become independent after a period in hospital
Research and Development (R&D)	Work carried out to understand and develop healthcare services
Right Care	National programme to ensure patients get the right care in the right place at the right time
Risk Stratification	Predicting, identifying and managing patients which are or have a likelihood of being affected by poor health
Royal College of Physicians (RCP)	The organisation which carries out GP accreditation
RTT	See Referral to Treatment
Running Cost Allowance (RCA)	The budget an organisation has for general running costs such as lighting, salaries and rent

## S

Safe Haven	NHS procedures to ensure that confidential patient data can be transmitted and stored securely
Safeguarding	Protecting people from abuse or neglect or the risk of abuse or neglect
SALT	See Speech and Language Therapy / Therapist
SAU	See Surgical Admission Unit
Scheduled care	The opposite to Unscheduled care Services which are pre-bookable

Scheme of Delegation	A framework identifying when organisational decisions are made and who by
SCR	See Summary Care Record
SDIP	See Service Development and Improvement Plan
Secondary Care	Health care usually provided in a hospital or clinic Patients must be referred to secondary care See Primary Care
Section 251 NHS Act	This section of the NHS Act allows the Secretary of State for Health to make regulations to set aside the common law duty of confidentiality for defined medical purposes
SEN	Special Educational Need See Special Educational Needs and Disability
SEND	See Special Educational Needs and Disability
Senior Leadership Team (SLT)	A team of the most senior individuals in the organisation who manage the day to day running of the organisation
Senior Responsible Owner (SRO)	The staff member responsible for business change in an organisation
Serious Incident (SI)	An occurrence which has caused or has the potential to cause serious harm or death or when service provision is threatened See Serious Incident Requiring Investigation
Serious Incident Requiring Investigation (SIRI)	A serious incident when one or more people have experienced harm See Serious Incident
Serious Untoward Incident (SUI)	A event which should never happen
Service Development and Improvement Plan (SDIP)	Performance improvement plans for providers
Service Level Agreement (SLA)	A formal document describing how organisations will work together
Service users	A term used to scribed anyone who is a patient or other user of health and social care
SFI	See Standing Financial Instructions
SHA	See Strategic Health Authority
SI	See Serious Incident



Single Point of Access (SPA) (SPoA)	A first point of contact for a service
SIRI	See Serious Incident Requiring Investigation
SITREPs	See Daily Situation Reports
Situation Reports	See Daily Situation Reports
SLA	See SLA
SLT	See Senior Leadership Team
Snomed CT	See Systematised Nomenclature of Medicine Clinical Terms
SO	See Standing Orders
Social Prescribing	Advice and support for people who may not need medical treatment, but could benefit from a community or social service
Social Services (SS)	A government organisation which provides support for people and promotes welfare
SPA	See Single Point of Access
Special Educational Needs (SEN)	See Special Educational Needs and Disability
Special Educational Needs and Disability (SEND)	When a person requires additional help to learn and develop than peers their age and/or has a disability which may not affect their ability to learn but may stop them doing other things Some services provide support for children and young people with SEN and disabilities
Specialist Care	See Acute Care
Speech and Language Therapy / Therapist (SALT)	A professional who provides treatment for children and adults who have difficulties with communicating, eating, drinking or swallowing
Spine	A central database of everyone's Summary Care Record, available to NHS staff anywhere in the country See Summary Care Record
SPoA	See Single Point of Access
SRO	See Senior Responsible Owner

SS	See Social Services
Stakeholder	A person or partner with an interest in the organisation and/or its activities
Standing Financial Instructions (SFI)	Detailed information about NHS financial policies and procedures
Standing Orders (SO)	A process of making regular payments to particular providers or services
STP	See Sustainability and Transformation Partnership
STP Footprint	The area covered by the STP See Sustainability and Transformation Partnership
Strategic Health Authority (SHA)	Organisation which was responsible for regional implementation of financial policies They were abolished under the Health and Social Care Act on 2013
Strategy	A plan to achieve organisational goals
Stroke	A condition when blood flow to an area of the brain is disrupted
SUI	See Serious Untoward Incident
Summary Care Record (SCR)	An element of the Care Records Service which will be made available to NHS staff through the Spine See Spine
Surgical Admission Unit (SAU)	A unit where patients are admitted on the day of planned surgery
Sustainability and Transformation Partnership (STP)	CCGs and local partners working together to improve health and wellbeing within the area
Systematised Nomenclature of Medicine Clinical Terms (Snomed CT)	A computerised language for healthcare It replaces Read Codes

T	
TASL	Thames Ambulance Service Limited
TBA	To be announced

TBC	To be confirmed
TCP	See Transforming Care Partnerships
Telecare	Technology used to monitor and communicate with patients in their homes
Telehealth	Healthcare which uses telecommunications for instance electronic systems which allow staff to access patient records in a patients house
Telemedicine	Technology to enable healthcare staff to view and discuss patient notes and needs remotely
Terms of Reference (TOR)	Guidance on the scope of the activity of a group or committee
The National Institute for Health Research	An NHS organisation which carries out and reports on health research and science
TOR	See Terms of Reference
Transfer of Undertakings (Protection of Employment) Regulations 1981 (TUPE)	Protection of employee terms and conditions when they are transferred to a new employer
Transforming Care Partnerships (TCP)	Partnership to enable community services and inpatient services to support people with mental health conditions, learning disabilities and autism effectively See Transforming Care Plan
Transforming Care Plan	A plan to improve services for people with learning disabilities who display challenging behaviour See Transforming Care Partnerships
Trust	The name used for most NHS bodies
TUPE	See Transfer of Undertakings (Protection of Employment) Regulations 1981
Two Week Referral (TWR)	The maximum wait between a patient being referred and being seen for suspected cancer
TWR	See Two Week Referral

## U

UBRN	See Unique Booking Reference Number
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UCC	See Urgent Care Centre
Unique Booking Reference Number (UBRN)	Each patient is given a unique code when they are electronically referred to a secondary care service
Unscheduled Care	The opposite to Scheduled Care Services which are available to patients without an appointment or in an emergency
Urgent Care	Injuries or illnesses requiring immediate care
Urgent Care Centre (UCC)	Urgent care centres usually treat injuries or illnesses that need immediate care, but are not serious enough to require an Accident and Emergency visit See Accident and Emergency

## V

Value For Money (VFM)	The consideration of whether funds are spent efficiently and effectively and achieve appropriate outcomes
Vascular Disease	Conditions which affect the circulatory system
VCS	See Voluntary and Community Sector
Very Senior Manager (VSM)	Members of staff with overall responsibility for planning and directing the organisation
VFM	See Value For Money
Voluntary and Community Sector (VCS)	Organisations and groups which provide a range of services and support on a not for profit basis
Voluntary Sector National Advisory Group (VSNAG)	Independent body which represents a number of voluntary organisations It provides feedback to the NHS
VSM	See Very Senior Manager
VSNAG	See Voluntary Sector National Advisory Group

## W

Waiting List	The number of people waiting for treatment
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Waiting Times	The time between being referred for treatment and receiving treatment
Walk in centre (WIC)	Medical facilities which do not need a pre-booked appointment
WBC	See Wellbeing Co-ordinators
Weight Management – Tier 1	Universal services to help people become and stay a healthy weight such as health promotion
Weight Management – Tier 2	Lifestyle interventions for people who wish to lose weight, for instance weight loss classes
Weight Management – Tier 3	Specialist weight management services for people who are very overweight and require support
Weight Management – Tier 4	Bariatric surgery
Wellbeing Co-ordinators (WBC)	Individuals who support service users to access the services they need
WHO	See World Health Organisation
Whole Time Equivalent (WTE)	The workload a member of staff would be expected to carry out over a set period of time
WIC	See Walk in centre
Women's health	Health issues relating to female anatomy
Workforce	Staff, volunteers and other people who carry out work on behalf of an organisation
Workforce Race Equality Standard (WRES)	The NHS standard for governing all that NHS organisations do with regard to race equality
Working at Scale	Working collaboratively with other practices and healthcare providers
Working Voices	An initiative to engage with local working people by targeting local employers to ensure their workforce has opportunities to share their views on local health
World Health Organisation (WHO)	An international organisation which monitors and advises on public health throughout the world
WRES	See Workforce Race Equality Standard

WTE	See Whole Time Equivalent
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## X

X Ray	A image produced by passing an electromagnetic wave through an object
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## Y

YAS	See Yorkshire Ambulance Service
Year to Date (YTD)	The period between the start of the year to the current date
Yorkshire Ambulance Service (YAS)	A service providing emergency response and care in the Yorkshire area
YTD	See Year to Date

## Z