

## JARGON BUSTER

This glossary has been put together to offer definitions and explanations for some of the most commonly used - and largely unavoidable - jargon and terminology associated with health and social care.

Acronyms, in particular, are second nature to the NHS and other health related organisations. Rumour has it that there is a special department creating acronyms - probably ACD (Acronym Creating Department). Acronyms range from A & E (Accident and Emergency) through to ZBB (Zero-Base Budgeting). Here are a few (in alphabetical order) that might be relevant.

<b>ACCESS</b>	The availability of NHS services.
<b>ACUTE</b>	Used to describe a disorder or symptom that comes on suddenly and needs urgent treatment. It is not necessarily severe, and is often of short duration. Acute is also used to describe hospitals where treatment for such conditions is available.
<b>ACUTE SERVICES</b>	Medical and surgical treatment provided mainly in hospitals.
<b>AMBULATORY CARE</b>	Services where people do not stay in hospital overnight. For example: Outpatients, X-Ray, Day Surgery and Medical Diagnostics.
<b>ASSESSMENT</b>	Taking into consideration the circumstances of an individual, a family, a group or a community when looking at a future plan of action.
<b>BOOKED ADMISSIONS</b>	The NHS national booked admissions scheme is a style of booking system which enables patients to arrange convenient out-patient and in-patient admission dates, leading to fewer cancelled operations, less bureaucracy and more efficient use of NHS time and resources.
<b>BMA</b>	British Medical Association - The professional association of Doctors.
<b>CALDICOTT STANDARDS</b>	A set of standards that regulate the use of patient information throughout the NHS.
<b>CARE PATHWAY</b>	An approach to managing a specific disease or clinical condition that identifies early on what treatments and care are required, along with the possible outcome.

CARER	A person who provides a substantial amount of care on a regular basis, and who is not employed to do so by an agency or organisation. A carer is usually a friend or relative looking after someone who is frail or ill at home.
CLINICAL GOVERNANCE	A framework through which NHS organisations are accountable for continuously improving the quality of their services and safeguarding high standards of care. Clinical governance is monitored by the Commission for Health Improvement (CHI).
CLINICAL TEAM	A clinical team may comprise of doctors, nurses and other health staff who provide services of a particular type, eg audiology.
CLINICIAN	A health professional who is directly involved in the care and treatment of patients, for example, nurses, doctors, therapists.
CHI COMMISSION FOR HEALTH IMPROVEMENT	An independent Government body that carries out reviews of NHS organisations and publishes reports about the quality of health services throughout England and Wales.
COMMISSIONING	The process by which the needs of the local population are identified, priorities set and appropriate services purchased and evaluated. Primary care trusts do not provide all the healthcare services needed for their population. They 'buy in' or commission services from other 'providers', such as local hospitals, mental health trusts and voluntary organisations
COMMUNITY CARE	Care, particularly for older people, people with learning disabilities or a mental illness, which is provided outside a hospital setting.
CMHT COMMUNITY MENTAL HEALTH TEAM	A team of health and social services professionals working together to provide services to those with a mental illness.
CO-MORBIDITY	Term used to signify multiple illnesses.
CORPORATE GOVERNANCE	A framework through which organisations are accountable for standards in conducting corporate business, including meeting statutory financial duties.
DAY CARE ADMISSION	Day care patients are admitted for care or treatment which can be completed in a few hours and does not required a hospital bed overnight.

DEMOGRAPHIC TRENDS	Changes in age, sex and size of the population over time
DENTAL ACCESS CENTRE	Dental access centres provide a complete range of NHS dental services, including routine as well as urgent care. Patients do not need to register to see a dentist in an access centre.
DoH DEPARTMENT OF HEALTH	The Government body responsible for delivering a fast, fair, convenient and high quality health and social care service in England.
ELECTIVE ADMISSION	A patient who is admitted from a waiting list.
ELECTRONIC BOOKING	A system allowing patients to make appointments directly and be able to obtain information on waiting times
EMERGENCY ADMISSION	A patient admitted to hospital at short notice because of clinical need or because alternative care is not available.
ESSENCE OF CARE	An initiative aimed at improving patient experience by identifying best practice in areas such as nutrition and privacy and dignity.
FHS FAMILY HEALTH SERVICES	Services provided in the community through GPs, dentists, pharmacist and opticians.
GMS GENERAL MEDICAL SERVICES	Personal medical services provided by general medical practitioners, for example; giving appropriate health advice; offering consultations and physical examinations; offering appropriate examinations and immunisations.
GP GENERAL PRACTITIONERS	Doctors who provide family health services to a local community. They are usually based in a surgery or GP practice and are often the first port of call for most patients with a concern about their health.
HDA HEALTH DEVELOPMENT AGENCY	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 INEQUALITY	The gap in health status, and in access to health services, between different social classes and ethnic groups and between populations
HOSPITAL AT HOME	Hospital at Home provides care in the patient's home which otherwise would have been provided in hospital

INTEGRATED CARE PATHWAYS	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.
INPATIENT	A patient who has been admitted to hospital for treatment and is occupying a hospital bed.
ICU INTENSIVE CARE TREATMENT UNIT	Dedicated unit for intensive care of patients. Also known as High Dependency Unit.
INTERMEDIATE CARE	Nursing home, rehabilitation or home care services provided to ease the transition of the patient from hospital to home and from medical dependence to functional independence.
JOINED-UP WORKING	When organisations such as councils, the NHS and schools work together to identify and solve local problems, close gaps between public services and improve overall performance.
JOINT FUNDING	Where two or more agencies, for example, health and social services, agree to share the cost of running a project or service.
JIP JOINT INVESTMENT PLAN	A plan for purchasing care services jointly, produced by the NHS and local authorities as well as other key agencies and representatives of service-users and carers.
LENGTH OF STAY	The time from admission to discharge, based on the number of nights in hospital.
LINK LOCAL INVOLVEMENT NETWORK	An independent patients' group which will, subject to Parliamentary approval, monitor the work of each NHS Trust and Primary Care Trust; inspect all premises that NHS patients use; report on the quality of patient health and social care services of each Trust.
NHS DIRECT ON-LINE	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. <a href="http://www.nhsdirect.nhs.uk">www.nhsdirect.nhs.uk</a>
NHS TRUSTS	NHS organisations that provide health care.
NICE	Body set up in April 1999 to decide which health treatments and technologies - from drugs to artificial hips - should be

NATIONAL INSTITUTE FOR CLINICAL EXCELLENCE	available on the NHS.
NHS DIRECT	A telephone helpline and website that gives access to a 24-hour nurse advice and health information service, providing confidential information on: what to do if you or your family are feeling ill; particular health conditions; local healthcare services such as doctors, dentists or late-night opening pharmacies, and self-help and support organisations.
OLDER AGE GROUPS	People aged 65 years and over.
ORDINARY ADMISSION	An admission, including one that is an emergency, where the patient is expected to remain in hospital for at least one night.
OUT PATIENT	A patient who attends hospital for treatment, consultation and advice but does not require a stay in hospital.
PALLIATIVE CARE	The care of patients whose disease is no longer curable, eg cancer, HIV/Aids, and motor-neurone disease. It takes into account the physical, psychological, social and spiritual aspects of care of patients, with the aim of providing the best quality of life for them.
PALS PATIENT ADVICE AND LIAISON SERVICE	This service is available in every NHS Trust and Primary Care Trust and provides advice and support to patients, friends and carers, as well as resolving problems and giving information about the NHS.
PTS PATIENT TRANSPORT SERVICE	The PTS transports patients with non-urgent conditions to and from hospitals and day care centres, and carries out non-urgent inter-hospital transfers.
PERSONAL SOCIAL SERVICES	Personal care services for vulnerable people, including those with special needs because of old age or physical disability and children in need of care and protection, which are provided through home care and home help services, social workers and residential care homes.
PRIMARY CARE	Primary care is usually the first place people contact for health advice and treatment. The service is provided near to or in a person's home by GPs, nurses or therapists.

<b>PCT</b> <b>PRIMARY CARE TRUST</b>	The NHS body that has responsibility for the planning and securing of health services in a local area. It must ensure the availability and accessibility of GPs, dentist and other health providers, as well as hospital treatment, to all in the community it covers.
<b>PRIMARY HEALTH CARE TEAM</b>	Professional staff working in or attached to general practices to provide a range of health care needs. Includes GPs and community nursing staff.
<b>RISK MANAGEMENT</b>	A systematic approach to reducing loss of life, financial loss, loss of staff availability, safety, or loss or reputation.
<b>SECONDARY CARE</b>	Specialist care, typically provided in a hospital setting or following referral from a primary or community health professional.
<b>SERVICE LEVEL AGREEMENTS</b>	Agreement between organisations and/or agencies setting out how services must be provided, what their standards will be and how monitoring will take place.
<b>SERVICE USER</b>	An individual who uses, requests, applies for, or benefits from health or local authority services. They may also be referred to as a client, patient or consumer.
<b>STAKEHOLDERS</b>	People who have an interest in an organisation, its activities and its achievements, including customers, partners, employees, shareholders, owners, government and regulators. Modern consultation is usually 'stakeholder-focused'.
<b>STATUTORY ORGANISATIONS</b>	Organisations with powers to fund or provide services, such as local authorities and NHS Trusts.
<b>SHA</b> <b>STRATEGIC HEALTH AUTHORITY</b>	An authority to provide strategic management support for Primary Care Trusts and hospitals in improving NHS performance.
<b>TERTIARY CARE</b>	Care of a highly specialist nature typically provided in regional centres.
<b>THERAPY SERVICES</b>	These are provided by 'allied health professionals' who include dietitians, hearing therapists, occupational therapists, physiotherapists, podiatrists (chiropodists) and speech & language therapists.
<b>WALK-IN CENTRES</b>	Nurse-led drop-in centres managed by the NHS that provide minor treatments, self-help advice and information on the NHS, social services and other local healthcare organisations.