Glossary of terms for Engagement and Patient Experience Committee (EPEC)
(Version 0.2 – 23 August 2013)

111: a 24 hours a day 7 days a week contact number (free from landlines and mobiles) which can provide medical help when it is not a 999 emergency situation.

A&E (Accident & Emergency): a hospital service which provides care for emergency, life threatening and critical conditions for patients of all ages, twenty-four hours a day, seven days a week.

Acute care: short-term treatment, usually provided in hospital.

Acute trust: an NHS acute trust manages hospitals. Some acute trusts also provide community services, such as Guy’s and St Thomas’ NHS Foundation Trust.

ALOS (Average Length of Stay): is an average of the length of time a patient stays in a hospital when admitted.

AQP (Any Qualified Provider): patients or GPs can, for certain conditions, choose from a range of approved providers rather than automatically be assigned to one.

B&R (Bermondsey and Rotherhithe): one of the four locality areas within the borough of Southwark.

B&W (Borough and Walworth): one of the four locality areas within the borough of Southwark.

Care Pathway: the care and treatment a patient receives from start to finish for a particular illness or condition, irrespective of which part of the health service or social care service deliver the care or treatment.

Carer: a person who is unpaid and looks after or supports someone else due to illness or disability. Carers may be family members, including children and young people, who live with the person they care for, or family, friends or neighbours who live elsewhere.

CCG (Clinical Commissioning Groups): Organistaions which plan and organise (commission)health services which replaced primary care trusts (PCTs) in April 2013. CCGs are led by GPs and other clinicians all GP practices in their area are members.
CHD (Coronary Heart Disease): the narrowing or blockage of the coronary arteries, the major blood vessels around the heart.

CHC (Community Health Care): covers a range of community based services which can range from district nursing, health visiting, foot health, sexual and reproductive health and specialist nursing services.

CIP (Cost Improvement Plan): plans to meet the cost savings targets by NHS organisations.

CoM (Council of Members): formal meeting made up of representatives from all member practices in Southwark with responsibility for holding the CCG Governing Body to account.

Commissioning: the planning and organising, procurement and contract management of health and health care services for a local community or specific population.

COPD (Chronic Obstructive Pulmonary Disease): the name for a collection of lung diseases including chronic bronchitis and emphysema.

CSC (Commissioning Strategy Committee): a sub-committee of the CCG Governing Body. It’s role is to oversee the development and implementation of the CCG’s strategic plans and commissioning intentions.

CSU (Commissioning Support Unit): an organisation providing commissioning support (such as IT, contract monitoring and Communications) to 13 CCGs across south London and north west Surrey.

CQC (Care Quality Commission): an organisation funded by the Government to check all hospitals, care homes and care services in England to make sure they are meeting government standards and to share their findings with the public.

CQUINs (Commissioning for Quality and Innovation): a contractual mechanism that allows commissioners to pay providers for completing activities that directly relate to improving the quality of care received by patients.

CVD (Cardiovascular Disease): also known as heart disease refers to diseases that affect the heart or blood vessels. Hypertension (high blood pressure) is the most common form.

Day case or day surgery: patients who have a planned investigation, treatment or operation and are admitted and discharged on the same day.
Deficit: the net financial position of an organisation where expenditure is greater than income.

DES (Directed Enhanced Service): additional services that GPs can choose to provide that are financially incentivised by NHS England. These services are nationally directed but must be commissioned for the local population.

D&N (Dulwich and Nunhead): one of the four locality areas within the borough of Southwark.

ECG (Electrocardiogram): a test of the electrical activity of the heart.

Elective centre: a hospital which provides elective (planned) care.

Elective surgery: planned surgery (i.e. not immediately necessary to save life) carried out in a hospital either as a day elective surgery case or an inpatient.

Emergency admission: a patient who is admitted to hospital on the same day due to urgent need (also known as urgent admission and unplanned care).

EPEC (Engagement and Patient Experience Committee): a sub-committee of the Governing Body made up of patient participation group representatives from each locality, along with some wider community representation, to monitor patient experiences and patient and public engagement activities, as well as feeding patient experience into the CCG decision making structures.

Financial surplus: the net financial position of an organisation where income is greater than expenditure.

Foundation Trust: a NHS hospital that is run as an independent, public benefit corporation, controlled and run locally. Foundation Trusts have increased freedoms regarding their options for capital funding to invest in delivery of new services. They are regulated by Monitor – The Independent regulator of NHS Foundation Trusts.

GP: General Practitioner, your local doctor.

GSTT: Guy’s and St Thomas’ NHS Foundation Trust, which runs Guy’s and St Thomas’ hospital and community services across Lambeth and Southwark.

GSTCHS: Guy's and St Thomas’ Community Health Services. See above.

Governing Body:

Healthwatch: giving people a local voice about their health and social care services. Healthwatch Southwark is a member of EPEC.
HEIA (Health and Equality Impact Assessments): a combination of procedures, methods and tools by which a policy, programme or project may be judged as to its potential effects on the health of a population, and the distribution of those effects within the population.

IAPT (Improving Access to Psychological Therapies):

Independent sector: a range of non-public organisations involved in service provision, including both private, voluntary and charitable organisations

JSNA (Joint Strategic Needs Assessment): a document which analyses the health needs of a population to inform the commissioning of health, well-being and social care services.

KCH: King’s College Hospital NHS Foundation Trust.

KHP (King’s Health Partners): one of five Academic Health Science Centres in England, made up of Guy’s and St Thomas’ KCH Foundation Trust, SLaM and King’s College London. It works to transfer research into practice, teaching and clinical practice to the benefit of patients.

LIS (Local Incentive Scheme): a process to engage GPs in working to address specific health objectives for the local population. This has included long term conditions (such as COPD and diabetes), early cancer diagnosis and effective prescribing.

LES (Locally Enhanced Service): local scheme of additional services provided by GPs (agreed by the CCG) in response to local needs and priorities, sometimes adopting national service specifications.

LTC (Long Term Condition): a long term or chronic condition or illness that cannot be cured (but can be managed through medication and/ or therapy) and that people live with for a long time, such as diabetes, heart disease, dementia and asthma.

MH: Mental Health

Mortality rate: a measure of the number of deaths (in general or due to a specific cause) in a defined population, scaled to the size of that population, per unit of time.

Midwife led unit: a unit which specialises in delivering babies by midwives, without the intervention of a consultant obstetrician.

NHS England: contracts with GPs and primary care providers, performance manages CCGs’ and commissions some specialist services. This body oversees the
day-to-day operation of the NHS from April 2013 as set out in the Health and Social Care Act 2012 and is responsible commissioning some local services.

Obstetrics: the medical specialty that deals with care for women during pregnancy, childbirth and the postnatal period.

OoH (Out of Hours): services available between 6.30pm and 8.00am.

P&C (Peckham and Camberwell): one of the four locality areas within the borough of Southwark.

Planned Care: where a patient is referred for treatment and there is a pre-determined pathway of care.

PPG (Patient Participation Group): group within a GP practice to engage with patients. It can have its own terms of reference and the flexibility to determine how they will work with the practice and its population.

Primary Care: GP surgeries, high street dentists, opticians and pharmacies.

PRG (Patient Reference Group): similar to a PPG and is part of the patient engagement DES (see page 3) which practices choose to deliver.

Primary Care Trust: NHS bodies that commissioned primary, community and secondary care from providers. Many of their functions transferred to CCGs and NHS England from April 2013.

PFI (Private Finance Initiative): 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.

QIPP (Quality, Innovation, Productivity and Prevention): an NHS-wide initiative to deliver more and better services and care with fewer resources.

RTT: Referral to Treatment Time targets are standards included in the NHS Constitution that establish a patient’s right to be treated within a specified time frame (18 weeks where the patient requires admission to hospital for surgery and 21 weeks where the patient is treated without needing an admission).

SEL: South East London, the six London boroughs of Bromley, Bexley, Greenwich, Lambeth, Lewisham and Southwark.

SLaM: South London and Maudsley NHS Foundation Trust, providing a range of hospital and community mental health services.
The best possible health outcomes for Southwark people

**SLICare** (South London Integrated Care: a programme across Lambeth and Southwark looking at how to co-ordinate care for older people and people with long term conditions, so that people have a better experience of care and are supported to keep healthy and maintain independence. This involves a range of organisations working together including Lambeth and Southwark CCGs, GPs, Guy’s and St Thomas’ NHS Foundation Trust, King’s College Hospital Foundation Trust, South London and Maudsley NHS Foundation Trust and Lambeth and Southwark Councils.

**Social Care**: a range of non-medical services arranged by local councils to help people who are in need of support due to illness, disability, old age or poverty. Social care services are available to everyone, regardless of background. However rules about eligibility apply.

**Specialist hospital**: a hospital which provides specialist care for complex conditions.

**TSA** (Trust Special Administrator): Appointed by the secretary of state in 2012 to look make recommendations in order to secure sustainable health services in south east London.

**UCC** (Urgent Care Centre): a centre which provides care and treatment for minor illnesses and injuries that require urgent attention but that are not critical or life-threatening.

**Unplanned Care**: is care that is not planned or pre-booked with your GP or hospital.

**Vfm** (Value for money): a term used to demonstrate the quality of a healthcare service balanced against the cost of delivering that service.

**Voluntary and Community Sector / Organisations**: not-for-profit organisations set up to offer services to specific groups in society. These can be run by paid professionals as well as volunteers.