

## Southwark Primary Care Commissioning Committee

# GLOSSARY of TERMS

This list provides explanations of acronyms and terms that appear in documents that are referred to and discussions that are held at Southwark CCG's Primary Care Commissioning Committee.

If there are any other terms or phrases that are referred to at these meetings (or the papers that inform them) that you feel are unclear please let us know so that we can update this document accordingly. Contact [souccg.southwark-ccg@nhs.net](mailto:souccg.southwark-ccg@nhs.net) to do so.

## GLOSSARY

Term	Abbreviation	Explanation
111		A 24 hours a day 7 days a week contact number (free from landlines and mobiles) which provides medical help when it is not a 999 emergency situation.
999		<p>A 24/7 telephone service provided to enable emergencies of all types to receive rapid responses. Paramedics are usually dispatched or the caller is directed to alternative services.</p> <p>In south east London, London Ambulance Service (LAS) emergency vehicles are staffed by paramedics able to assess and give emergency treatment. Attendance of an LAS vehicle and crew is not a guarantee of being taken to A&amp;E.</p>
Accident and Emergency	A&E	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. This is also known as ED – Emergency Department. It is common for paediatric (children) emergencies to be managed in a separate area of the departments.
Accountability		One of the three foundations of public service. Everything done by those who work in the NHS must be able to stand the test of parliamentary scrutiny, public judgements on propriety and professional codes of conduct.
Acute Assessment Unit	AAU	A short-stay department, usually less than 48 hours, within some hospitals that is separate from the Emergency Department, Acute Assessment Units deliver emergency ambulatory care to ensure swift and effective decision-making and allow assessment of patients with the aim of preventing prolonged length of stay.
Acute Care		A branch of secondary health care where a patient receives active but short-term treatment for a severe injury or episode of illness, an urgent medical condition, or during recovery from surgery.
Acute Commissioning Unit	ACU	Responsible for managing contracts relating to the purchasing of services within acute trusts.
Acute Hospital		See Acute Trust
Acute Trust		An NHS Hospital Trust or Foundation Trust providing secondary care or hospital-based services from one or

		more hospital sites. Some Acute Trusts also provide community services, such as Guy's and St Thomas' NHS Foundation Trust.
Advocacy		Where a person acts as a champion for a patient or carer. An advocate could be one of a range of people including pharmacists, doctors, voluntary workers or the carer themselves.
Allied Health Professions	AHP	Clinical health care professions other than dentistry, nursing and medicine. Examples include physiotherapists, speech/language therapists, radiographers, paramedics.
Ambulatory Care		<p>Medical care provided on an outpatient basis, including diagnosis, observation, consultation, treatment, intervention, and rehabilitation services. This care can include advanced medical technology and procedures even when provided outside of hospitals.</p> <p>For some conditions it is intended to avoid the need for an overnight stay in Hospital for patients.</p>
Any Qualified Provider	AQP	A contractual system within the NHS, widely seen as a way in which more NHS services could be provided by external providers, giving more choice to patients.
Audit Commission		A public corporation whose focus is to improve economy, efficiency and effectiveness in local government, housing and the health service, directly through the audit and inspection process and also through value for money studies.
'At scale' provision		<p>Existing or proposed services which are or can potentially be provided across a greater population or geographical area (larger scale). Usually used in the context of the whole of south east London or across more than one borough.</p> <p>In primary care, this term is also used to mean a service provided at a much larger scale than found in current GP practices e.g. serving populations of 50,000 or more.</p>
Average length of stay	ALOS	An average of the length of time a patient stays in a hospital when admitted. Collection of this data is essential to service planners and audit. (See also LOS - Length of Stay)

Attendance Allowance		A state benefit for people whose physical or mental health requires regular daily or whole time attention from carers.
Audiology		A range of techniques used to determine ability to hear at all ages and may lead to the provision of hearing aids.
Benchmarking		A process whereby organisations identify best performers. In particular, they examine how results are achieved in order to bring their own performance in line with the best performers.
Better Care Fund	BCF	The Better Care Fund was announced in June 2013 to drive the transformation of local services to ensure that people receive better and more integrated care and support. The fund will consist of at least £3.8 billion to be deployed locally on health and social care through pooled budget arrangements between local authorities and Clinical Commissioning Groups.
Birth Centres		Small maternity units which are staffed and, in most cases, run by midwives which offer a homely rather than a clinical environment, supporting women who want a birth with no or few medical interventions.
Black & Minority Ethnic Group	BME	Identified as a vulnerable group in health terms. Local health improvement programmes may include strategies to deal with the health needs of minority ethnic groups.
Better Payment Practice	BPP	The requirement of all health bodies to pay external suppliers within 30 days of receipt of goods, or a valid invoice, whichever is the later.
Blue Light Case		Patient transported to hospital A&E by emergency ambulance in response to a 999 call or GP request.
Capital Resource Limit	CRL	The limit on capital spend that a CCG is required to meet each year.
Cardiology		A medical specialty concerned with the study and treatment of the structure, function, and disorders of the heart.
Cardiovascular		Also known as heart disease, this refers to diseases that affect the heart or blood vessels. (CVS). Hypertension (high blood pressure) is the most common form.

Care Home		A residential home that provides accommodation with nursing and personal care.
Care Pathway		The care and treatment a patient receives from start to finish for a particular illness or condition, usually across several parts of the health service and often including social care. A care pathway as planned for a condition is intended to ensure full seamless integration of all the necessary services.
Carer		<p>A person who looks after or supports someone else due to illness or disability. This can be an unpaid, informal carer, who may be a family member, including children and young people, who live with the person they care for; or family, friends or neighbours who live elsewhere.</p> <p>Carer is also used to describe paid staff working in care homes and/or supporting people at home, particularly staff who do not have professional qualifications</p>
Carer's Allowance		A state benefit paid to qualifying carers of people receiving attendance allowance.
Care Quality Commission	CQC	A regulatory organisation funded by the Government to inspect all hospitals, GP Practices, care services and care homes in England to ensure that they are meeting national standards and to share their findings with the public.
Case for Change		Sets out the reasons why current health and integrated services need to change if south east London is to improve health, reduce health inequalities and deliver health and integrated care services which are of consistently high quality within the money available.
Community Health Care	CHC	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.
Child and Adolescent Mental Health Services	CAMHS	NHS-provided services for children in the mental health arena in the UK organised around a 4-Tier system.
Children's Services		Healthcare services aimed at the care of children and adolescents.

Children's Trust		A multi-agency set of management arrangements enabling integration of general and specialist services to children and adolescents in the local community.
Choose and Book		A service that allows patients and their GP to choose the date, time and hospital for their initial referral and book it on-line.
Chronic Disease / Long Term Condition		A disease, condition or health problem which persists over a long period of time. The illness may recur frequently and in some cases may lead to partial or permanent disabilities. Examples include: arthritis, diabetes and hypertension.
Chronic Obstructive Pulmonary Disease	COPD	The term for a collection of lung diseases including chronic bronchitis and emphysema. Characterised by irreversible airways and lung damage.
Clinical		Relating to the treatment of a patient or to the course of a disease or condition.
Clinical Audit		A cyclical evaluation and measurement by health professionals of the clinical standards they are achieving.
Clinical Commissioning Groups	CCGs	Statutory organisations which plan, procure and contract manage (commission) most local health services. These replaced primary care trusts (PCTs) in April 2013. CCGs Governing Bodies include GPs and other clinicians. All GP practices in a CCG area are members. Each CCG in south east London covers one borough. CCGs do not commission or fund GP contracts (NHS England holds this responsibility).
Clinical Executive Group	CEG	This brings together clinical leaders (medical and nursing directors from NHS providers, clinical chairs from CCGs) and patient, public and Healthwatch representation. It provides the clinical leadership for the Our Healthier South East London strategy programme as a whole; provides challenge and assurance to the individual clinical leadership groups; and manages interdependencies across groups.
Clinical Evidence		Authoritative medical resource for informing treatment decisions and improving patient care.
Community Education Provider Networks	CEPN	Local CCG-led group of providers including social services, co-ordinating and prioritising a more network-based approach to designing and delivering health education and training.

Clinical Reference Group	CRG	Clinical Reference Groups are where clinical leaders, patients and their representatives work in partnership with hospitals, the local authority and local other organisations to make real changes to NHS services so that patients benefit from improvements to local health services.
Clinical Working Group	CWG	A forum for GPs and clinicians based in both acute and primary care to discuss issues relating to the delivery of health care.
Clostridium Difficile	CDifficile	A bacterium that can infect the bowel and cause diarrhoea. The infection most commonly affects people who have recently been treated with antibiotics, but can spread easily to others.
Community of Interest Networks	CoIN	Community of Interest Networks enable multiple Trusts to network their services more efficiently. Each CoIN is bespoke to meet the specific requirements of the community.
Commissioning		The planning, buying (procurement) and contract management of health and health care services. This can be for a local community, a specific population or a specific condition and at a national or local (CCG) level.
Commissioning for Quality & Innovation	CQUIN	A contractual mechanism that enables commissioners to pay providers for completing activities that directly relate to improving the quality of care received by patients, via the achievement of locally agreed quality metrics.
Commissioning Strategy Plan	CSP	NHS Commissioners are required to have clear and credible strategic commissioning plans that best meet the needs of their local population within the resources available to them. These must then be actively managed to ensure the plans deliver safe and high quality care for patients and the public.
Commissioning Support Unit	CSU	Commissioning Support Units were established in April 2013 as part of the reorganisation of the National Health Service in England following the Health and Social Care Act 2012. They are contracted to provide back-office administrative functions, such as IT, HR, contract management, business intelligence and communications.
Community Adult Health Services	CAHS	Community adult health services offer a broad range of care and treatment to local residents. They offer

		support to some of the most vulnerable groups of patients - those with long-term conditions and on-going disabilities. Community services include health visiting, district nursing and a wide range of therapy services.
Community Based Care		Covers a range of community based services, including district nursing, health visiting, foot health, sexual and reproductive health and specialist nursing services.
Community Children's Nursing Network		A network which supports those members whose main focus is children with acute or long-term nursing care needs in the community.
Community Nurses		School Nurses, Health Visitors, District Nurses, Nursery Nurses and other staff nurses working in the community.
Community pharmacists		Community pharmacists work from their own pharmacies or out of local NHS healthcare centres and doctor's surgeries. The role of Community pharmacists has increased in recent years as they have taken on more clinical aspects such as the management of asthma and diabetes as well as blood pressure testing. They are also able to help people give up smoking, alter their diets to make them healthier and advise on sexual health matters.
Community Ward		A term used to describe how Community Nursing services are aligned in a multi-disciplinary approach to deliver pro-active case management to patients with a long-term condition, g caring for patients in their own home (see also termed as "Virtual Ward").
Co-Morbidities		The presence of one or more disorders (or diseases) in addition to a primary disease or disorder, or the effect of such additional disorders or diseases.
Continuing Care		Continuing Care services are provided in hospital, at home, in a care home, in a day hospital or day centre, or in a hospice. These services are funded by CCGs for patients meeting a set criteria.  Services may include continuing NHS health care in a care home or other setting, rehabilitation and recovery services, palliative care, respite health care, specialist health care support, specialist health care equipment, and specialist transport.

Coordinate My Care	CMC	An end-of-life care register to improve the coordination of care so that patients' wishes are met during the final stages of their lives.
Coronary Heart Disease	CHD	The narrowing or blockage of the coronary arteries, the major blood vessels around the heart. Examples of CHD include heart attack and angina.
Day case or day surgery		Patients who have a planned investigation, treatment or operation and are admitted and discharged on the same day.
Deliberative Event		Event where public, patients, service users and staff become actively involved in the shaping of NHS policy by discussing evidence, challenges and potential solutions in detail.
Dementia		A progressive long term condition affecting mental ability which leads to problems with normal activities of daily living.
Department of Health	DH	A department of the UK government with responsibility for government policy for health in England
Directed Enhanced Service	DES	Additional services that GPs can choose to provide to their patients that are financially incentivised by NHS England.
Elective Admission		An admission in which the decision to admit can be separated in time from the actual admission", and usually requires at least a one-night stay.
Elective Care / Treatment		Pre-arranged, non-emergency care that includes scheduled operations. It is provided by medical and surgical specialists in a hospital or other secondary care setting.
Elective Care Centres		A hospital or a distinct part of a hospital which provides elective (planned) care, separated from unscheduled and emergency care.
Electrocardiogram	ECG	A test of the electrical activity of the heart.
Electronic Staff Record	ESR	An Oracle-based human resources and payroll database system used by the NHS in England and Wales to manage the payroll for NHS staff members.
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).

Emergency Care		Providing life-saving measures in life-threatening situations.
Emergency Department	ED	See A&E
End of Life Care	EOLC or EoLC	Dignified care of the dying planned as far as possible to include the patient's wishes as to where they are cared for.
End-to-End Pathway		A pathway which focuses on defining the complete care path from start to finish for patients. See also Care Pathway.
Equality Act 2010		The Equality Act 2010 legally protects people from discrimination in the workplace and in wider society. It replaced previous anti-discrimination laws with a single Act, making the law easier to understand and strengthening protection in some situations. It sets out the different ways in which it is unlawful to treat someone.
Equality Delivery System	EDS	The EDS is a tool to help local NHS commissioners and providers, in discussion with local partners including local people, to review and improve their performance for people with characteristics protected by the Equality Act 2010. It applies to both people who use services and to the workforce. By using the EDS NHS organisations can be helped to deliver on the public sector Equality Duty (PSED). The EDS was originally launched in 2011. It was refreshed and relaunched – as EDS2 – in 2013.
Equality Impact Analysis	EqIA	When formulating policies or making changes to services or workforce practices, public bodies can analyse the impact on people with protected characteristics through use of an EqIA. This type of analysis typically centres on the three limbs of the general duty of the Equality Act, and asks how what is being proposed will help or hinder organisations to: eliminate discrimination, harassment and victimisation; to advance equality of opportunity; and to foster good relations.
European Working Time Directive	EWTD	As part of the Working Time Regulations, the Directive states that by 2009 training doctors will by law not be expected to work more than 48 hours per week.
Evidence-based practice		Concerns the development of clinical practice guidelines, which are based on a thorough review of all the available research in a given area.

Expert Patient Programme	EPP	Programme designed to teach good self-care and self-management skills to people with long-term conditions.
Financial deficit		The net financial position of an organisation where expenditure is greater than income. (Opposite: Surplus.)
Financial surplus		The net financial position of an organisation where income is greater than expenditure (outgoings) – resulting in a surplus of money at year end.
Foundation Trusts	FTs	A NHS hospital that is run as an independent, public benefit corporation, controlled and run locally. Foundation Trusts have greater freedoms than NHS Trusts, including around funding of and investment in services. Until 1 <sup>st</sup> April 2016 they were regulated by Monitor – The independent regulator of NHS Foundation Trusts. Monitor was replaced by NHS Improvement (which also regulates NHS Trusts) from this date.
FREDA		FREDA stands for the five broad principles that underpin a human-rights-based approach to the planning, commissioning and provision of public services or the development and application of workforce policies. These principles are: fairness; respect; equality; dignity; and autonomy.
Friends and Family Test	FFT	<p>This a simple question that patients are asked when they leave hospital or a GP surgery about whether they would recommend the service provided to their friends or family. This gives providers a better understanding of the needs of their patients to help them continually improve services.</p> <p>The test asks the following standardised question: “How likely are you to recommend our ward/A&amp;E department to friends and family if they needed similar care or treatment?” Patients will use a descriptive six-point response scale to answer the question with the following response categories:</p> <ol style="list-style-type: none"> <li>1. Extremely likely</li> <li>2. Likely</li> <li>3. Neither likely nor unlikely</li> <li>4. Unlikely</li> <li>5. Extremely unlikely</li> <li>6. Don't know</li> </ol>

		<p>GP practices have been required to make the opportunity to provide feedback through the FFT available to their patients since 1 December 2014, and submit data to NHS England each month since the end of January 2015.</p> <p>Further information can be found on the FFT webpage: <a href="http://www.england.nhs.uk/ourwork/pe/fft/">http://www.england.nhs.uk/ourwork/pe/fft/</a></p>
General Medical Services	GMS	The General Medical Services (GMS) contract is the national contract between general practices and NHS England for delivering primary care services to local communities.
General Medicine		The assessment, diagnosis and treatment of disease and the maintenance of health via non-surgical means.
General Practitioner	GP	Local/family doctor. Usually practicing in groups. Qualified to assess and treat acute and chronic illnesses and provides preventive care and health education to patients.
GP Patient Survey	GPPS	<p>The GP Patient Survey (GPPS) is an England-wide survey, providing practice-level data about patients' experiences of their GP practices. Ipsos MORI administers the survey on behalf of NHS England.</p> <p>For more information about the survey please visit <a href="https://gp-patient.co.uk/">https://gp-patient.co.uk/</a>.</p>
General Practitioners with Special Interest	GPSIs	GPs that supplement their generalist role through specialist training to deliver a clinical service beyond the normal scope of general practice.
Genito-Urinary Medicine	GUM	Branch of medicine concerning the male and female sexual organs and the urinary system (that stores and removes urine from the body).
Gold Standards Framework	GSF	A systematic evidence-based approach to optimising the care for patients nearing the end of life, delivered by generalist frontline care providers.
GP-led Health Centre	GP-led HC	Health centre, which offers appointments and walk-in services, led by GPs, for any member of the public. See also General Practitioners (GPs).
Governing Body		Sets the direction of a CCG by developing plans and priorities for improving NHS services to ensure people

		in their borough receive the best healthcare services possible; ensures strong and effective leadership, management and accountability. Governing Body members are primarily GPs, together with CCG executive staff and lay members.
Health and Wellbeing Strategies		Jointly-agreed and locally-determined set of priorities for local partners (between CCGs and local Authorities) to use as basis of commissioning plans.
Health and Wellbeing Board	HWBB	A forum for local commissioners across the NHS, public health and social care, elected representatives, and representatives of HealthWatch to discuss how to work together to improve the health and wellbeing outcomes of local people. The HWBB takes a lead role in the Joint Strategic Needs Assessment; promote and support joined up commissioning across NHS social care and public health; support pooled budget arrangements with other agencies such as CCGs; and undertakes a scrutiny role with respect to major service redesign.
Health Education England – South London region	HESL	Health Education England (HEE) is responsible for the education, training and personal development of the workforce in the NHS, and recruiting for values; HESL is the organisation with responsibility for south London within the overall umbrella of HEE.
Health Inequalities		The gap in access to health services between different groups, social classes and ethnic groups and between populations in different geographical areas.
Health Needs Assessment	HNA	The process of exploring the relationship between health problems in a community and the resources available to address those problems in order to achieve a desired outcome.
Health Promotion	HP	Programmes designed to inform the public about health risks and ways to prevent or reduce health problems. The programmes often target specific populations.
Health Visiting Service		The Health Visiting Service is a workforce of specialist community public health nurses who provide expert advice, support and interventions to families with children in the first years of life, and help empower parents to make decisions that affect their family's future health and wellbeing.
Healthcare Acquired	HCAI	Infections such as MRSA and Clostridium Difficile that

Infections		patients or healthcare workers might acquire from a healthcare environment such as a hospital or care home.
Healthcare Assistants	HCA	Healthcare Assistants (also known as Support Workers, Nursing Assistants, or Nursing Auxiliaries) support healthcare professionals with the day-to-day care of patients, either in hospitals or in patients' own homes.
Healthcare for London	HFL	A 10-year programme to transform healthcare and standards of health in the capital.
HealthWatch		Bexley, Bromley, Greenwich, Lambeth, Lewisham and Southwark Boroughs each have a Healthwatch. The six south east London Healthwatches have representation on all the CLGs and PPAG.
Healthwatch England		An independent statutory organisation that gives people a local voice about their health and social care services. It supports and co-ordinates the activity of all the Local Healthwatch. Each borough or CCG area typically has its own largely autonomous Healthwatch. It aims to give citizens and communities a stronger voice to influence and challenge how health and social care services are provided within their locality. They have a seat on Health and Wellbeing Boards, ensuring that the views and experiences of patients, carers and other service users are taken into account when preparing local needs assessments and strategies such as the Joint Strategic Needs Assessment (JSNA).
Home ward		A care pathway (system) in which professional care is delivered to patients in their own homes rather than on a ward in hospital, organising the care in a similar way to a ward. It is a cost effective system and avoids hospital admissions which can cause stress to elderly and vulnerable patients.
Human Rights		Human rights are the basic rights and freedoms that all humans should be guaranteed. They are founded on the principle of fairness, respect, equality, dignity and autonomy for every human being no matter their background or circumstance. They include traditional civil liberties, which protect individuals from the abuse of power by the state.
Human Rights Act		The Human Rights Act 1998 came into force in the United Kingdom in October 2000. It is composed of a

		series of sections that have the effect of codifying the protections in the European Convention on Human Rights into UK law. All public bodies, including the NHS, and those carrying out public functions have to comply with the Convention rights. This means, among other things, that individuals can take human rights cases in domestic courts; they no longer have to go to Strasbourg to argue their case in the European Court of Human Rights. The rights and freedoms of the Act – some of which are referred to as ‘articles’ - include: the right to life; freedom from torture or inhuman or degrading treatment; the right to liberty and security; respect for your private and family life; the right to a fair trial.
Improving Access to Psychological Therapies	IAPT	A programme which supports the frontline NHS in implementing National Institute for Health and Clinical Excellence (NICE) guidelines for people suffering from depression and anxiety disorders. See also National Institute for Health and clinical Excellence (NICE).
Independent Sector	IS	A range of non-public sector organisations involved in service provision, including private, voluntary and charitable organisations.
Indicator		A statistic that has been chosen to monitor health or service activity. For example, the number of women attending for breast cancer screening or the number of deaths from coronary heart disease in a defined population.
Information Governance	IG	Information Governance is the NHS framework setting standards of practice that enables organisations and individuals to ensure information is processed legally, securely, efficiently and effectively.
Inpatient		A patient who stays overnight and for an indeterminate period of time in hospital, either following an emergency admission or a planned procedure.
Intensive Care Unit	ICU	An intensive care unit (ICU), also known as an Intensive Therapy Unit or Intensive Treatment Unit (ITU) or Critical Care Unit (CCU), is a special department of a hospital or health care facility that provides intensive treatment medicine.
International Financial Reporting Standards	IFRS	Accountancy reporting standards that NHS bodies are legally required to use from 1 April 2009. IFRS replaced UK Generally Accepted Accounting

		Standards (UK GAAP).
Intervention		The term for the point at which a medical, social care or other professional gets involved in a person's healthcare. Early intervention is when this happens before a person's health is severely affected. This term is also used as a general name for a medical or nursing procedure.
Joint Strategic Needs Assessment	JSNA	A document which analyses the health needs of a population to inform the commissioning of health, well-being and social care services. This document is updated annually.
Key Performance Indicators	KPIs	Measure how well organisations, services, projects or individuals are performing compared to a set performance standard or benchmark.
King's Fund		An independent charitable foundation working for better health, in England.
Learning Disabilities	LD	A disorder in the basic cognitive and psychological processes involved in using language or performing mathematical calculations, affecting persons of normal intelligence and not the result of emotional disturbance or impairment of sight or hearing.
Length of Stay	LOS	The period of time a patient remains in a hospital or other health care facility as an inpatient.
Life expectancy		Life expectancy is a statistical measure of the average time a person is expected to live, based on the year of their birth, their current age and other demographic factors including sex.  Life expectancy equals the average number of years a person born in a given country would live if mortality rates at each age were to remain constant in the future.
Local Area Agreements	LAAs	A 3-year agreement between central government and a local area working through its Local Strategic Partnership. It contains a set of improvement targets which local organisations are committed to achieving and a delivery plan setting out what each partner is intending to do to achieve those targets.
Local Authority	LA	The governing body of a county, borough or district.
Local Care Network	LCN	LCNs bring together local health and social care

		providers (including the voluntary sector and citizen forums) to work collaboratively to address common challenges. By working together, providers can look at the range of services that they provide for our populations and see how they can work better together to improve and further integrate them.
Local Enhanced Service	LES	GP Practices can opt to provide services over and above the essential services normally provided to patients. These services are delivered to a higher specified standard. By providing these services GPs help reduce the burden on secondary care and expand the range of services to meet local need and improve convenience and choice for patients.
Local Incentive Scheme	LIS	A process to encourage GPs to proactively look at specific health objectives for the local population. This has included long term conditions (such as COPD and diabetes), early cancer diagnosis and effective prescribing.
Local Medical Committee	LMC	Local medical committee is a statutory body in the UK. LMCs are recognised by successive NHS Acts as the professional organisation representing individual GPs and GP practices as a whole to the Primary Care Organisation. The NHS Act 1999 extended the LMC role to include representation of all GPs whatever their contractual status.
Local Strategic Partnerships	LSPs	Non-statutory, multi-agency partnerships which match local authority boundaries. LSPs bring together at a local level the different parts of the public, private, community and voluntary sectors, allowing different initiatives and services to support one another so that they can work together more effectively.
Locum		A person who temporarily fulfills the duties of another. For example, a locum physician is a physician who works in the place of the regular physician when that physician is absent, or when a hospital/practice is short-staffed.
London Quality Standards	LQS	These are the minimum standards of care that patients attending A&E / admitted as an emergency or using maternity services should expect to receive in every acute hospital in London. These standards are set out by NHS England and have been agreed by all CCGs. Although they are specific to London, they are consistent with, and sometimes build on, national standards.

Long Term Conditions	LTC	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.
Low Birth Weight		A baby born weighing less than 2,500 grammes (5 pounds, 8 ounces).
Major Acute / Specialist Centre		A large centre which provides acute and /specialist care for patients with rapid onset or specific illnesses. See also Acute Care.
Make A Difference		Lunched in July 2013, the Make A Difference button is an on-line form allowing GPs, nurses and other primary healthcare professionals to flag any concerns, issues, or good practice about services so they can be relayed to the relevant provider.
Maternity Services		Services which care for mothers during pregnancy, labour and after birth, together with their newborn babies.
Mental Health	MH	A state of emotional and psychological wellbeing in which an individual is not able to use his or her cognitive and emotional capabilities, and/or function in society and meet the ordinary demands of everyday life.
Mental Health Trust	MHT	A Trust that provides specialist mental health services in hospitals and local communities.
Minor Injury Unit	MIU	A unit for less serious injuries, such as deep cuts, eye injuries, broken bones, severe sprains, minor head injuries, minor burns and scalds. See also Urgent Care Centre (UCC).
Morbidity		Illness or disease.
Mortality		Death. On a death certificate in England and Wales, a death is defined by a primary and an underlying cause.
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. National and local mortality rates can be compared and are essential in determining local priorities for services.
Multi-Disciplinary Team	MDT	Teams comprising a range of health professionals

		involved in patient care. This could include GPs, nurses, psychologists, occupational therapists, pharmacists, social care staff, hospital doctors and other specialists.
Musculo-skeletal pain		Pain that affects the muscles, tendons and ligaments along with the bones.
National Audit Office	NAO	An organisation which scrutinises public spending on behalf of Parliament.
National Health Service	NHS	Each of the four countries of the United Kingdom has a publicly funded health care system referred to as the NHS. The terms "National Health Service" or "NHS" are also used to refer to the four systems collectively. All of the services were founded in 1948, based on legislation passed in 1946, 1947 and 1948, by the Labour Government that had been elected in 1945.
NHS Constitution		<p>The NHS Constitution establishes the principles and values of the NHS in England. It sets out the rights to which patients, public and staff are entitled, and the pledges which the NHS is committed to achieve, together with responsibilities, which the public, patients and staff owe to one another to ensure that the NHS operates fairly and effectively.</p> <p>The Secretary of State for Health, all NHS bodies, private and voluntary sector providers supplying NHS services, and local authorities in the exercise of their public health functions are required by law to take account of this Constitution in their decisions and actions.</p> <p>The Constitution will be renewed every 10 years, with the involvement of the public, patients and staff.</p> <p>For further information on the NHS Constitution visit:</p> <p><a href="https://www.gov.uk/government/publications/the-nhs-constitution-for-england/the-nhs-constitution-for-england">https://www.gov.uk/government/publications/the-nhs-constitution-for-england/the-nhs-constitution-for-england</a></p>
NHS England	NHSE	With effect from April 2013, this body oversees the day-to-day operation of the NHS (as set out in the Health and Social Care Act 2012). It is responsible for commissioning some local services, such as GPs, and all specialised services (such as renal dialysis, secure inpatient mental health services, treatments for rare cancers and life threatening genetic disorders). It also

		assures the performance of CCGs.
NHS Five Year Forward View		<p>The NHS Five Year Forward View was published by NHS England on 23 October 2014 and sets out a new shared vision for the future of the NHS based around the new models of care.</p> <p>It was developed with the partner organisations that deliver and oversee health and care services including Care Quality Commission, Public Health England and NHS Improvement (previously Monitor and National Trust Development Authority).</p> <p>Patient groups, clinicians and independent experts have also provided their advice to create a collective view of how the health service needs to change over the next five years if it is to close the widening gaps in the health of the population, quality of care and the funding of services.</p> <p>For more information visit:  <a href="https://www.england.nhs.uk/ourwork/futurenhs/">https://www.england.nhs.uk/ourwork/futurenhs/</a></p>
National Health Service Litigation Authority	NHSLA	A specialist health authority responsible for handling negligence claims made against NHS bodies in England. In addition to dealing with claims when they arise, it oversees an active risk management programme.
National Health Service Trusts	NHSTs	An organisation within the English NHS generally serving either a geographical area or a specialised function (such as an ambulance service). In any particular location there may be several trusts involved in the different aspects of healthcare for a resident.
National Institute for Clinical Excellence	NICE	An executive non-departmental public body of the Department of Health in the United Kingdom. NICE publishes guidelines in four areas: the use of health technologies within the NHS (such as the use of new and existing medicines, treatments and procedures); clinical practice (guidance on the appropriate treatment and care of people with specific diseases and conditions); guidance for public sector workers on health promotion and ill-health avoidance; and guidance for social care services and users. These appraisals are based primarily on evaluations of efficacy and cost-effectiveness in various circumstances.
National Service	NSF	A framework focused specifically on the needs of

Framework		people with neurological disease, brain or spinal injury. The framework is designed to set standards for the knowledge and skills base of all health professionals working in this area.
Neonatal Care		The provision of care for newborn infants up to 28 days after birth.
Neonatal Intensive Care Unit	NICU	A hospital unit containing specialist equipment for the management and care of premature and seriously ill newborn babies.
Never Events		Serious, largely preventable patient safety incidents that should not occur if the available preventative measures have been implemented. CCGs are required to monitor never events in their areas and report on them.
Non Clinical		Staff within the NHS who do not have clinical responsibilities, for example management, administrative, IT, HR.
Non Emergency		Not being or requiring emergency care. See also Emergency Care.
Obesity		Description of an individual with a Body Mass Index of equal to or greater than 30kg/m <sup>2</sup> .
Obstetrics		The medical specialty that deals with care for women during pregnancy, childbirth and the postnatal period.
Options Appraisal		An options appraisal is a technique for reviewing options and analysing the costs and benefits of each one. It helps to ensure informed decision making by providing a process that requires the key objectives that must be achieved to be identified, the different means of achieving these objectives to be described, and the pros and cons of each of these means to be considered in terms of the benefits (financial and non financial) that they can deliver.
Our Healthier South East London	OHSEL	<p>A five year health and care commissioning strategy led by a partnership of NHS providers and Clinical Commissioning Groups serving the boroughs of Bexley, Bromley, Greenwich, Lambeth, Lewisham and Southwark, working with NHS England (London).</p> <p>The strategy is being developed in partnership with local councils, primary and community care services, the six borough Healthwatch organisations and local</p>

		<p>people and patients.</p> <p>The way health services are delivered needs to change in order to meet the emerging needs of an ageing population in which many more people live with long term conditions. This means that more resources must be directed towards services based in the community, keeping people out of hospital unless they really need to be there.</p>
Out of Hospital Care		Services that are provided in GP Practice or community settings that give treatment to patients without them having to go into hospital.
Out of Hours	OOH	NHS services that are available between 6.30pm and 8.00am and sometimes also at weekends. This often specifically refers to GP services.
Outcome		The result of a health intervention or treatment.
Outpatient / Outpatient Services	OP	A patient who is not hospitalised for 24 hours or more but who attends a hospital, clinic or associated facility for scheduled diagnosis or treatment.
Palliative Care		A multidisciplinary approach to specialised medical care for people with serious illnesses. It focuses on providing patients with relief from the symptoms, pain, physical stress, and mental stress of a serious illness. The goal of such therapy is to improve quality of life for both the patient and the family.
Pan London Network		Any network that covers all of London.
Patient Advice and Liaison Service	PALS	Provides patients, carers and their families with confidential advice and support on NHS Services. All information provided to PALS is treated confidentially and no action will be taken without the agreement of the patient or the person concerned. PALS are accessible by phone, email or letter.
Patient and Public Advisory Group	PPAG	The collective forum for the Our Healthier South East London (OHSEL) strategy's patient and public voices (or patient, public and Healthwatch representation and reports to the south east London Clinical Executive Group.
Patient and Public Involvement	PPI	The active participation of citizens, users and carers and their representatives in the development of health care services.

Patient Identifiable Data	PID	Patient identifiable data might include anything which could identify a patient (for example name, address, post code, date of birth, NHS number, local patient identifiable code).
Patient feedback		Feedback received from the public via such methods as deliberative events. See also Deliberative Event.
Patient Participation Group	PPG	A group within a GP practice to engage with patients. It can have its own terms of reference and the flexibility to determine how it will work with the practice and its patients. All patients are eligible to participate. Sometimes they are called Patient Reference Groups.
Payment by Results	PbR	Transparent national rules-based system that sets fixed prices (a tariff) for clinical procedures and activity in the NHS, enabling all Trusts to be paid the same for equivalent work.
Personal Health Budgets	PHB	An amount of money to support an individual's identified health and wellbeing needs, planned and agreed between them and their local NHS team. The aim is to give people with long-term conditions and disabilities greater choice and control over the healthcare and support they receive. Personal health budgets work in a similar way to the personal budgets that many people are already using to manage and pay for their social care.
Personal Medical Services	PMS	PMS agreements are locally agreed contracts between NHS England and a GP practice. PMS contracts offer local flexibility compared to the nationally negotiated General Medical Services (GMS) contracts by offering variation in the range of services which may be provided by the practice, the financial arrangements for those services and the provider structure (who can hold a contract).
Planned Care	PC	Where a patient is referred for treatment and there is a pre-determined pathway of care.
Point of Delivery	POD	The setting, within a hospital, where a patient receives care (for example A&E, Inpatient or Outpatients departments).
Primary Care		The services provided by GPs, NHS dentists, optometrists (opticians) and community pharmacists. This may also include other community health services. These are often a patient's first point of contact with NHS services.

Primary Care Support Service	PCSS	The PCSS is part of NHS England and provides administrative and payment services to GPs, Dentists, Pharmacies and Opticians.
Primary Care Trust	PCT	NHS bodies that commissioned primary, community and secondary care from providers prior to the Health Act 2012, which transferred this statutory responsibility to Clinical Commissioning Groups (CCGs), with effect from April 2013.
Privacy Impact Assessment	PIA	A process which helps assess privacy risks to individuals in the collection, use and disclosure of information. PIAs help to identify privacy risks, foresee problems and bring forward solutions.
Private Finance Initiative	PFI	A procurement method which uses private sector capacity and public resources in order to deliver public sector infrastructure and/or services according to a specification defined by the public sector.
Programme Management Office	PMO	A single, central support structure, designed to provide assistance to change and delivery initiatives within an organisation.
Protected characteristic		Nine types of characteristic are protected by the Equality Act 2010. They are: age; disability; gender re-assignment; marriage and civil partnership; pregnancy and maternity; race including nationality and ethnic origin; religion or belief; sex; sexual orientation. Each of these characteristics should usually be considered as organisations: think through the general duty when formulating their policies; apply the EDS; carry out Equality Impact Analyses; and report on compliance with the Public Sector Equality Duty (PSED).
Provider		<p>An organisation and legal entity, acting as a direct provider of health care services via an NHS contract.</p> <p>The following organisations may act as healthcare providers:</p> <ul style="list-style-type: none"> <li>• GP Practice</li> <li>• NHS Trust</li> <li>• NHS Foundation Trust</li> <li>• Registered non-NHS Provider (e.g. Independent Provider, Independent Sector Healthcare Provider etc)</li> <li>• Unregistered non-NHS Provider</li> <li>• Care Trust</li> <li>• Local Authorities with social care responsibilities</li> <li>• Other agencies</li> </ul>

Public Health	PH	<p>The focus of public health intervention is to improve health and quality of life through prevention and treatment of disease and other physical and mental health conditions. This is done through surveillance of cases and health indicators, and through promotion of healthy behaviours.</p> <p>Examples of common public health measures include promotion of hand washing, breastfeeding, delivery of vaccinations, and distribution of condoms to control the spread of sexually transmitted diseases.</p>
Public Health Professionals		Professionals who specialise in the science of preventing disease, prolonging life and promoting health amongst the public.
Public Sector Equality Duty	PSED	<p>The PSED of the Equality Act 2010 has two components: a general duty and specific duties. The general duty requires public bodies – including all NHS organisations – when considering, carrying out and reviewing their policies, services and functions to have due regard to the need to: eliminate discrimination, harassment and victimisation; advance equality of opportunity; and foster good relations with regard to people with protected characteristics. The specific duties require public bodies to publish information to demonstrate compliance with the PSED and set equality objectives.</p>
Pulmonary		Pertaining to the lungs or the respiratory system.
Quality and Outcomes Framework	QOF	<p>The QOF is the annual reward and incentive programme detailing GP practice achievement results.</p> <p>It is nationally negotiated and rewards practices for the provision of quality care and helps standardise improvement in the delivery of primary medical services.</p>
Quality, Innovation, Productivity and Prevention	QIPP	An NHS-wide initiative to deliver more and better services and care with fewer resources.
Referral Management (Booking) Service	RMS or RMBS	Central referral system for agreed clinical pathways.
Referral to Treatment Times	RTT	Standards included in the NHS Constitution that establish a patient's right to be treated within a specified time frame. These standards are the Referral to Treatment (RTT) operational standards, that 90 per cent of admitted (requiring at least

		<p>overnight stay) and 95 per cent of non-admitted (outpatient/day case) patients should start consultant-led treatment within 18 weeks of referral.</p> <p>In order to sustain delivery of these standards, 92 per cent of patients who have not yet started treatment should have been waiting no more than 18 weeks.</p>
Revenue Resource Limit	RRL	The revenue funding that a CCG receives each year.
Ring-Fencing		When a portion of an organisation's assets are financial separated without necessarily being operated as a separate entity. In the NHS, this may mean, for example, protecting time for certain procedures, such as operations, to be carried out, or protecting a budget so that it cannot be cut or used for other things.
Risk Assessment		The determination of quantitative or qualitative value of risk related to a concrete situation and a recognised threat.
Screening		Screening tests detect health/medical problems that have not yet caused symptoms. Screening may identify risk factors, genetic predisposition, and precursors, or early evidence of disease.
Secondary Care		More specialised care, usually following a referral from a GP (primary care). This can be provided in a hospital or in a community-based service.
Secure Hospitals		High security hospitals or a hospital with secured services.
Self Care		Health decisions that people (as individuals or consumers) make for themselves and their families to get and stay physically and mentally fit.
Self Management Programme	SMP	Programme helping participants to build the skills, knowledge and self-belief needed to effectively manage depression.
Serious Incident	SI	<p>An incident where one or more patients, staff members, visitors or member of the public experience serious or permanent harm, alleged abuse or a service provision is threatened.</p> <p>SI's are graded 0, 1 or 2 - the grading reflects the increased degree of severity, harm or complexity.</p> <p>Once identified, SI's are investigated by the healthcare provider and then reviewed by the local</p>

		CCG's Patient Safety Quality Team together with clinical leads.
Sexually Transmitted Infection	STI	Infections that can be transferred from one person to another through sexual contact.
Single Point of Access	SPA	The Single Point of Access (SPA) is a service that manages patient referrals from health professionals into all community health services.
Smoking Cessation		A nationwide NHS strategy to help people who want to stop smoking.
Social Care		A range of non-medical services arranged by local councils to help people in need of support due to a range of requirements that might be brought about by illness, disability, old age, poverty, safeguarding issues. Social care services are accessible to all citizens, regardless of background (although rules on eligibility apply).
Social Services		Personal care services provided by local authorities for vulnerable people, including those with special needs because of old age, physical or mental disability and children in need of care and protection.
South east London	SEL	Refers to the six CCGs in south east London: <ul style="list-style-type: none"> <li>• NHS Bexley Clinical Commissioning Group;</li> <li>• NHS Bromley Clinical Commissioning Group;</li> <li>• NHS Greenwich Clinical Commissioning Group;</li> <li>• NHS Lambeth Clinical Commissioning Group;</li> <li>• NHS Lewisham Clinical Commissioning Group; and</li> <li>• NHS Southwark Clinical Commissioning Group.</li> </ul>
South east London Primary Care Joint Committees	SEL PCJC	The role of the Joint Committees is to work jointly with NHS England and in association with Clinical Commissioning Groups in South East London, namely: <ul style="list-style-type: none"> <li>• NHS Bexley Clinical Commissioning Group;</li> <li>• NHS Bromley Clinical Commissioning Group;</li> <li>• NHS Greenwich Clinical Commissioning Group;</li> <li>• NHS Lambeth Clinical Commissioning Group;</li> <li>• NHS Lewisham Clinical Commissioning Group; and</li> <li>• NHS Southwark Clinical Commissioning</li> </ul>

		<p>Group.</p> <p>to carry out the functions relating to the commissioning of primary medical services under section 83 of the NHS Act except those relating to individual GP performance management, which have been reserved to NHS England and those functions relating to primary Care, (including the duty to support NHS England improve the quality of primary care).</p>
Specialist hospital		<p>A hospital which provides specialist care for complex conditions. There are none in south east London but patients might be referred to one – for instance, the Royal Marsden cancer hospital or Moorfields Eye Hospital.</p>
Specialised Services		<p>Specialised services are those provided in relatively few hospitals, accessed by comparatively small numbers of patients but with catchment populations of usually more than one million.</p> <p>These services tend to be located in specialised hospital trusts that can recruit a team of staff with the appropriate expertise and enable them to develop their skills.</p> <p>NHS England is responsible for commissioning £15.6 billion of specialised services to meet a wide range of health and care needs. These include a range of services from renal dialysis and secure inpatient mental health services, through to treatments for rare cancers and life threatening genetic disorders.</p>
Stakeholders		<p>The NHS has a wide range of stakeholders that all share an interest in its work, including patients and the public, local and regional NHS organisations, professional membership organisations and Unions, local authorities and social care providers, central government, charities, and the voluntary and community sector.</p>
Standard Operating Procedure	SOP	<p>Written instructions intended to document how to perform a routine activity, to help ensure consistency and quality in how this activity is carried out.</p>
Sustainability and Transformation plan	STP	<p>All local health and care systems in England will produce a multi-year Sustainability and Transformation Plan (STP), showing how local services will evolve and become sustainable over the next five years – ultimately delivering the Five Year</p>

		<p>Forward View vision of better health, better patient care and improved NHS efficiency.</p> <p>The local geographical areas responsible for the delivery of the STPs are not statutory bodies, but collective discussion forums which aim to bring together health and care leaders to support the delivery of improved health and care based on the needs of local populations. They do not replace existing local bodies, or change local accountabilities.</p> <p>STPs will be submitted in June 2016, with a view to implementation starting in Autumn 2016.</p>
Tele-Health		The delivery of health-related services and information via telecommunications technologies.
Termination of Pregnancy	TOP	Foetal death due to induced abortion.
Tertiary Care		Very specialised care, usually provided in hospital, where a patient is referred by a secondary care provider. Tertiary care is supplied by Specialists to Specialists.
Trauma		Serious or violent shock to the body, caused by an act of violence or a serious accident.
Trust Special Administrator	TSA	Appointed by the Secretary of State in 2012 to make recommendations in relation to South London Healthcare NHS Trust, which was identified as not sustainable in its existing form.
Unplanned Care		Care that is not planned or pre-booked with your GP or hospital.
Urgent Care (unscheduled)	UC	Care for people needing medical advice, diagnosis and/or treatment quickly and unexpectedly. See Urgent Care Centre.
Urgent Care Centre	UCC	A centre which provides care and treatment for minor illnesses and injuries that require urgent attention but that are not critical or life-threatening. Urgent Care Centres can be standalone sites, or on the same Hospital site as the Emergency Department/Accident and Emergency Department.

Virtual Ward:		A care pathway (system) in which professional care is delivered to patients in their own homes rather than on a ward in hospital, organising the care in a similar way to a ward. It is intended to help avoid hospital admissions which can cause stress to elderly and vulnerable patients.
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.
Waiting Times		<p>The NHS Constitution says that patients have the right to access certain services commissioned by NHS bodies within maximum waiting times. Where this is not possible and a patient asks for this, the NHS will take all reasonable steps to offer a range of suitable alternative providers.</p> <p>For a guide to NHS waiting times visit:</p> <p><a href="http://www.nhs.uk/choiceintheNHS/Rightsandpledges/Waitingtimes/Pages/Guide%20to%20waiting%20times.aspx">http://www.nhs.uk/choiceintheNHS/Rightsandpledges/Waitingtimes/Pages/Guide%20to%20waiting%20times.aspx</a></p>
Walk-In Centre	WIC	Patients who are not registered with a GP practice can attend a Walk-In-Centre if they need to see a GP or nurse without an appointment.
White Paper		White papers are policy documents produced by the Government that set out their proposals for future legislation.
Whole Time Equivalent	WTE	A unit that indicates the workload of an employed person in a way that makes workloads comparable across various contexts. This is sometimes referred to as FTE.