

Jargon Buster

A		
Abbreviation	Term	Definition
AandE	Accident and Emergency	The hospital department dealing with people who need treatment resulting from sudden illness or injury.
ABV	Alcohol by Volume	The strength of pure alcohol in an alcoholic drink, e.g. 12% ABV
AC	Audit Commission	National organisation responsible for ensuring Public Services is provided in the most cost effective way.
ACCI	African Caribbean Community Initiative	
-	Acute Care	Hospital-based health services
-	Activity	The level of work carried out in a given period - e.g. the number of patients seen
ADSS	Association of Directors of Social Services	National body and forum for those responsible for providing social (non clinical) care.
ADV	Advocate	An advocate is a person who supports or speaks in favour of another person.
AHP	Allied Health Professionals	Professional services which are allied to Medicine, Physiotherapy, Speech and Language Therapy, Podiatry, and Occupational Therapy.
ALD	Adults with Learning Disability	-
-	Ambulance Trust	A legal entity responsible for providing ambulance services within a defined geographic area
AWP	Any willing provider	Model for providing healthcare by selecting who provides care from a list of those willing to offer it and who meet certain standards.
APH	Association for Public Health	National organisation concerned with the Health of the population.
APMS	Alternative Provider Medical Services	-
AQH	Association for Quality in Healthcare	National organisation ensuring our healthcare is of the highest standard.
AQP	Any qualified provider	Any Qualified Provider (AQP) means patients can choose from a range of providers, all of whom meet NHS standards and prices
ASW	Approved Social Worker	Social worker recognised through qualification and experience.
AT	Area Team	Area teams have taken on direct commissioning responsibilities for GP services, dental services, pharmacy, and certain aspects of optical services
AfC	Agenda for Change	Government proposal for reforming NHS staff pay systems.
Attn	Attention (For the attention of)	Directed to a particular person or department of an organisation.
-	Acute	A disease or condition with severe symptoms that only lasts for a short time.
-	Acute Trust	An NHS body that provides medical and surgical services from one or more hospitals

B		
Abbreviation	Term	Definition
-	Bill	A draft of intended legislation that becomes an Act once both Houses of Parliament approve it.
-	Booked Admission Scheme	Electronic booking system for admission into hospital.
BACCH	British Association for Community Child Health	National organisation concerned with matters relating to the health of children.
BBV	Blood Borne Virus	Virus carried in the blood stream.
BCFT	Black Country Foundation Trust	
BDA	British Dental Association	National association responsible for Dentists.
-	Best Value	Sets a duty to deliver services of a clear standard, covering cost and quality, by the most effective, economic and efficient means available. Newly introduced for the health service under the NHS Plan
-	Better Care Better Value indicators	National benchmarks of good practice
BHF	British Heart Foundation	A national voluntary organisation concerned with Heart Disease.
BIR	British Institute of Radiology	National body for the science of x-rays and radioactive substances used in diagnoses and treatment.
	Block Contract	An agreed level of service is purchased, usually at a fixed price over a set period of time. The contract will include a specification, or equivalent schedule, detailing the service requirements.
BMA	British Medical Association	Professional association of doctors, which acts as a trade union, a scientific and an educational body.
BME	Black Minority Ethnic	
BMJ	British Medical Journal	Journal for use by medical professionals.
BMS	Booking Management System	The systems to manage the way appointments are made.
BPAS	British Pregnancy Advisory Service	National organisation providing advice for pregnant women.
BS	Beacon Services	A service, which has been, identified as providing outstanding quality.
BTS	Blood Transfusion Service	National service for the collection and distribution of blood supplies.
BUPA	British United Provident Association	Private healthcare company.

C		
Abbreviation	Term	Definition
-	Caldicott Guardian	A person with responsibility for policies that safeguard the confidentiality of patient information.
-	Care Home	A residential home providing nursing and personal care, in addition to living accommodation.
-	Carer	A friend or relative who looks after an ill, disabled or older person on an informal, voluntary and long term basis.
-	Choice	Patients acting as consumers in exercising a "choice" of treatment provided.
-	Commissioning	The process of identifying, quantifying, monitoring and evaluating, a service within the NHS
-	Compact	An agreement between the Government and the voluntary and community sector, designed to improve relationships with commitments on both sides
CA	Clinical Audit	An evaluation by health professionals of the clinical standards they are achieving.
CAB	Citizens Advice Bureau	'National organisation with local branches to provide advice and help
-	Care pathway	The process of diagnosis, treatment and care negotiated with the involvement of the patient and his/her carer or family
-	Care plans	Written agreements setting out how care will be provided to individuals
-	Carewell	Telephone healthcare service for people with long term conditions providing one-to-one nurse led coaching and support to patients to help manage their condition
CAMHS	Child and Adolescent Mental Health Services	A Service provided for children and young people with emotional, behavioural and mental health needs
-	Capital	Money spent on buying land, constructing, adapting or modernising buildings and buying major items of equipment
CC	Community Care	Provides social care and treatment outside of hospitals.
CCG	Clinical Commissioning Group	
CCF	Congestive Cardiac Failure	Disease of the Heart.
CCF	Congestive Cardiac Failure	Disease of the Heart.
CCP	Community Care Plan	A document which lays out the care and treatment of patients outside of hospital.
CDC	Child Development Centre	A service devoted to the study and delivery of help related to child development.
C diff	Clostridium difficile (C. difficile)	Clostridium difficile (C. difficile) is a bacterium that can be present naturally in the gut. It does not cause any problems in healthy people however some antibiotics that are used to treat other health conditions can cause the bacteria to multiply and produce toxins (poisons) causing illness.
CDS	Community Dental Service	Dental services provided in the District by non-contracted staff.

CE	Chief Executive	The most senior manager within an organisation.
CFS	Chronic Fatigue Syndrome	A condition with a wide range of symptoms but particularly characterised by profound muscular fatigue after physical activity.
CG	Corporate Governance	A system that incorporates processes to minimise all risks in an organisation.
CG	Caldicott Guardian	A person with responsibility for policies that safeguard the confidentiality of patient information.
CG	Clinical Governance	A system of steps and procedures adopted by the NHS to ensure that patients receive the highest possible quality of care.
CGR	Clinical Governance Review	Assesses NHS trusts across seven components of performance
CGSU	Clinical Governance Support Unit	A group of staff that offer support to Health Services to measure the success/value of the services being offered.
CH	Care Home	A residential home providing nursing and personal care, in addition to living accommodation.
CHAI	Commission for Healthcare Audit and Inspection	National organisation involved with performance of the NHS.
-	Chair (person)	A chairman, also commonly chair is the highest officer of an organised group.
CHD	Coronary Heart Disease	Diseases affecting the heart or connecting arteries/veins.
CHI	Commission for Health Improvement	The process of providing information for better healthcare.
CHRC	Community Health and Resource Centres	Places where local people can get information on health and health care.
CHS	Community Health Services	NHS services provided outside a hospital.
CIP	Capital Implementation Plan	
	Clinical Dashboard	A 'Clinical Dashboard' is a toolset developed to provide clinicians with the relevant and
-	Clinician	timely information they need to inform daily decisions that improve quality of patient care
CMHT	Community Mental Health Teams	
-	Cluster	Birmingham and Solihull NHS Cluster
CMO	Chief Medical Officer	The government's principal advisor and the professional lead for all medical staff in England.
CN	Clinical Negligence	Is a breach of duty by a healthcare practitioner in the performance of their duties.

CNO	Chief Nursing Officer	The government's principal advisor and the professional lead for all Nursing staff in England.
CNS	Clinical Nurse Specialist	
CNST	Clinical Negligence Scheme for Trusts	Standards based on legislative requirements/codes of practice.
CNT	Clinical Network	A network of health professionals from different NHS organisations working together across institutional and local boundaries, to provide care for a particular disease or patient group.
CO	Carbon Monoxide	A poisonous gas.
COMAH	Control of Major Accident Hazards	A system to help reduce accidents and the hazards that cause them.
-	Commissioning	Process of identifying, quantifying, procuring, monitoring and evaluating a service within the NHS
-	Community care	Locally-based health or social care services provided to patients in and around their home designed to keep people independent
-	Community services	Care provided outside hospital by nurses, midwives, therapists and other professionals
Comm. Paed	Community Paediatrician	A doctor specialising in conditions affecting children working in a community (not hospital).
-	Compact	An agreement to work in partnership on key priority areas, signed up to by all NHS Trusts and Local Authorities across Birmingham and Solihull.
-	Concordat	Agreement
-	Consortium	Two or more individuals, companies or organisations with the objective of participating in a common activity or pooling their resources to achieve a common goal. Here relates to groups of general practices.
-	Constitution	A set of fundamental principles or established precedents according to which an organization is governed.
-	Contingency	Action to manage risk
-	Continuing care	Health care provided over an extended period of time for people with long-term needs or disability / people's care needs after hospital treatment has finished
COPD	Chronic Obstructive Pulmonary Disease	Another name for lung conditions including emphysema and bronchitis
-	Co-terminosity	Having the same geographic boundaries
CP	Care Pathway	The diagnosis, treatment and care of an individual.
CPA	Care Programme Approach	A system for assessing the health and social (non clinical) care needs of people living with a mental illness.
CPD	Continuing Professional Development	Part of a process of lifelong learning for all healthcare professionals helping them to care for patients.
CPK	Care Package	Following individual assessment, an appropriate package or programme of care is agreed.
CPL	Care Plan	A signed written agreement setting out how care will be provided for people with more complex needs.
CQC	Care Quality Commission	Regulates, inspects and reviews all adult social care services in the public, private and voluntary sectors in England
CQUINS	Commissioning for Quality and	-

	Innovation	
CRB	Criminal Records Bureau	
CSR	Comprehensive Spending Review	A full inquiry into an area of spending by a public body.
CSU	Commissioning Support Unit	-
CT	Care Trust	NHS trusts that work in both health and social (non clinical) care.
CTs	Children's Trusts	A future idea for bringing all local Health Services for children into one organisation.
CVD	Cardiovascular Disease	Heart disease.

D		
Abbreviation	Term	Definition
-	Datix	leading supplier of patient safety incidents healthcare software and risk management software systems for incident reporting and adverse events
-	Day Case	A patient who has an investigation, treatment or operation and is admitted and discharged on the same day.
-	Day Care	Social support that is provided in a non-residential centre.
-	Day Surgery	A surgical procedure/treatment completed in one day.
-	Delayed Discharge	Where a patient who is fit for discharge remains in an acute hospital bed.
-	Dentist	Independent contractor who may provide National Health Services or private dental treatment.
-	Dental UDAs	Unit of activity for dentists
-	Disinvestment	The process of reducing or removing funds
DAT	Drug Action Team	A group of staff/services involved with the treatment and prevention of drug use.
DDA	Disability Discrimination Act	Law to end discrimination faced by disabled people.
DDG	Design and Delivery Group	
DEAS	Department of Education and Skills	Government Department
DEFRA	Department of Environmental, Food and Rural Affairs	Government Department
DES	Directly Enhanced Service	Extra services (usually of a specialist nature) specified by a Primary Care Trust.
DfES	Department for Education and Skills	Government Department.
DfT	Department for Transport	Government Department.
DGH	District General Hospital	A Hospital servicing one geographical area, e.g. Wythenshawe Hospital.
DGOH	Dudley Group of Hospitals	
DLA	Disability Living Allowance	An allowance paid to disabled people.
DN	District Nurse	A registered nurse who has been trained to provide nursing care to people in their own homes.
DNA	Did not Attend	Failure to keep an appointment by a patient.

DNR	Do not resuscitate	
DOH	Department of Health	The department that supports the government in improving the health and well being of the population in England.
DOS	Directory of Services	A book containing lists of services available.
DRC	Disability Rights Commission	A body which promotes the rights of disabled people.
DRE	Disability Resource Exchange	A local service for all the aspects of disability, run by disabled people.
DTI	Department of Trade and Industry	Government Department.
DWP	Department for Work and Pensions	Government Department

E		
Abbreviation	Term	Definition
-	Elective	Care that is planned in advance. It may be as a day case or inpatient
EandD	Equality and Diversity	A Code of Conduct that recognises areas where improvements are needed, takes action to make appropriate improvements, and has clearly defined performance management systems to measure those improvements.
EA	Earned Autonomy	NHS Organisations that are rated with three stars under the performance assessment framework and have earned some independence from Central NHS Management.
EAZ	Education Action Zone	National Government initiative aimed at building on the roles of schools by using partnerships and raising levels of educational attainment.
EBP	Electronic Booking Programme	A process to book hospital appointments at both a time and place that is convenient to the patient.
EBP	Evidence Based Practice	Planning and Managing services based on previously successful activities.
EC	Elective Care	Elective care is given at a planned/prearranged time rather than in response to an emergency.
EDBN	European Deaf Blind Network	Network of voluntary sector groups of deaf/blind people and their supporters.
EFL	External Financing Limit	Term used to describe financial limits.
EH	Electronic Health	Electronic health is more commonly called e-health and relates to the whole environment.
EHC	Emergency Hormonal Contraception	Contraceptive drug taken within 72 hours of sexual intercourse.
EMA	Emergency Medical Admission	An admission to hospital, which has not been planned.
EMAS	Employment Medical Advisory Service	Service which helps decide an individual's ability/inability to work through illness/incapacity.
ENT	Ear, nose and throat	A specialist within medicine.
-	EoL	End of Life
EP	Emergency Plan	A plan outlining how to deal with a serious or major incident.
EPP	Expert Patient Programme	A programme aimed at increasing a patient's skills in managing their medical conditions.
EPR	Electronic Patient Records	Medical records are held electronically for each individual registered with a GP.
ES	Essential Services	Services of a basic standard, which are indispensable.
EWTD	European Working Time Directive	Rules about the maximum hours which can be worked.

Exec	Executives	Are responsible for the day-to-day management of an NHS organisation.
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F		
Abbreviation	Term	Definition
FAQ	Frequently Asked Questions	A list of common questions that, when put together, is a good method to explain a complex plan.
FB	Future builders	Future builders will contribute to the development of four key government public service priorities including health and social care.
FFS	Five Facet Survey	Examination of aspects of a building such as space, condition, health and safety etc.
FIA	Freedom of Information Act 2000	A law giving people the general right to recorded information held by public authorities.
FOI	Freedom of Information	The general right to recorded information held by public authorities.
FPA	Family Planning Association	National body associated with sexual health and contraception.
FPC	Family Planning Clinic	A clinic that specifically deals with supplying advice on family planning and contraceptives.
FT	Foundation Trust	An Acute Trust which has earned the right to govern itself, through the provision of excellent service.
FTE	Full time equivalent	-

G		
Abbreviation	Term	Definition
GDC	General Dental Committee	National body regulating Dentists.
GDP	General Dental Practitioner	Dentist
GMC	General Medical Council	National body regulating Doctors.
GMS	General Medical Services	Services provided by NHS general practitioners.
GNA	Generic Nursing Assistant	Assistant or a nurse who is not specialised.
GNP	Gross National Product	The total economic outputs of a country.
GOC	General Optical Council	National body regulating Opticians.
-	Governing Body	A body of persons or officers having ultimate control. They are mainly constituted for the purpose of administration.
GP	General Practitioner	A local Doctor within Primary Health Care Services.
-	GP consortia	Groups of GP practices who will be taking over the role and responsibilities from Primary Care Trusts (PCTs) for commissioning health services for the local population
-	GP consortia pathfinder	GP groups who are forming the first wave of emergent GP Consortia, helping to set out the new direction for the NHS
GPWSI	G P With Specialist Interest	A local Doctor within Primary Health Care who also has some interest in a particular area of medicine.
GUM	Genito-Urinary medicine	Specialist in Medicine concerned with diseases and conditions, which result from sexual activity.

H		
Abbreviation	Term	Definition
-	Health inequality	Differences in health which can be seen observed between groups due to one group experiencing an advantage over another group
-	Health Overview and Scrutiny Committee	Overview and Scrutiny Committees are structured to cover every aspect of Local Authority work ensuring that Cabinet Members are accountable for the decisions they make and for the services being delivered across the city.
HAD	Health Development Agency	A special health authority that aims to improve the health of people in England.
HAS	Health Advisory Service	A service to give advice on all health matters.
HC	Health Community	This includes all health organisations and staff within an identified area.
HCA	Health Care Assistant	Assistant employed to support other health care professions.
HE	Health Economy	All organisations within a local area who are engaged in providing services.
HEA	Health Equity Audit	Supports the narrowing of the health inequalities gap by informing the planning process to reduce inequalities in a local area.
-	HealthWatch	Please refer to http://bhwb.net/healthwatch/about-healthwatch/
HER	Electronic Health Record	Patient's records kept electronically (on computer).
HES	Hospital Episode Statistics	Record of activity in hospitals.
HFEA	Human Fertilisation and Embryology Authority	National body to oversee scientific assisted conception.
HI	Health Improvement	Increasing the well-being of individuals or communities.
HIMP	Health Improvement and Modernisation Programme	A programme set up to modernise health improvement.
HIMP	Health Improvement Programme	A programme set up to improve health.
HIQ	Health Inequalities	Differences in the health of people across communities or geographical areas.
HLC	Healthy Living Centre	A project aimed at improving people's health through community action.
HMR	Hospital Medical	Patient records held at a hospital.

	Record	
HP	Health Promotion	Promotion of healthier living.
HPC	Health Professions Council	Government regulating body set up to protect the health and wellbeing of people who use the services of the Allied Health Professionals registered with them. At the moment, they register members of 13 professions.
HPE	Health Promotion England	It develops and delivers public education campaigns and promotes healthy living.
HR	Human Resources	The management of people as employees.
HSE	Health and Safety Executive	Health and safety inspectors who are the enforcers for all risks associated with working activity.
HSG	Health Service Guidelines	Guidelines to which the Health Service should follow.
HSJ	Health Service Journal	Health Service's weekly magazine.
HV	Health Visitor	A trained nurse who has done further training to specialise in the prevention of ill health.
HWBB	Health and Wellbeing Board	-

I		
Abbreviation	Term	Definition
-	Inpatient	An inpatient is a patient who has been admitted to a hospital and is occupying a bed
-	Integrated services	Services that are provided across professions and organisations according to people's needs
I/C	Intermediate Care	Treatment and care given after an acute hospital stay or to prevent a person needing one.
ICAS	Independent Complaints Advisory Service	A national system to assist people to make a complaint about treatment and care.
ICATS	Integrated Clinical Assessment Service	This type of service aims to provide the most appropriate care for a patient at the most appropriate time by the most appropriate person.
ICU	Intensive Care Unit	Units within Hospitals devoted to the care of seriously ill people.
IMandT	Information Management and Technology	The computer department.
OIG	Outcomes Improvement Guidance	
IPPC	Integrated Pollution Prevention and Control	Controlling or preventing the emission of pollution.
IRP	Independent Reconfiguration Panel	An independent panel established to provide the Secretary of State with advice when issues of substantial variation or development have been referred to him for a decision.
IS	Income Support	Benefits paid for people to reach a minimum income.
IT	Information Technology	The use of computer equipment.
IV	Intravenous	Into a vein in the body.
IWL	Improving Working Lives	A blueprint by which NHS employers and staff can measure the management of human resources.

J		
Abbreviation	Term	Definition
JAQ	Job Analysis Questionnaire	A technique for comparing different types of jobs through the Agenda for Change Process to enable the correct pay to be set.
JC	Joint Commissioning	Where two or more Trusts join together to plan services.
JCB	Joint Commissioning Board	Group of people set up to commission a service for more than one area.
JSNA	Joint Strategic Needs Assessment	Combined process between local authorities and Primary Care Trusts to identify the current and future health and wellbeing needs of a local population and inform the collective priorities, investment and targets to lead to improved outcomes and reduce health inequalities

K		
Abbreviation	Term	Definition
KSF	Knowledge Skills Framework	A system implemented within a Trust to measure an individual's performance.

L		
Abbreviation	Term	Definition
-	Long Term Sustainability Model	The financial model which is linked to planning of health care expenditure
LA	Learning Accounts	A way of paying for learning for employees who work within the NHS.
LA	Local Authority	-
LATs	Local Area Teams	(working with the National Commissioning Board)
LC	Local Compacts	Agreements with councils and other public bodies, including the NHS.
LCN	Local Commissioning Network	Local leadership groups of the CCG, forming the link between member practices. They support the Governing Body in developing the key priority areas and determine what actions need to be taken at local level to enable collective delivery of the CCG's objectives.
LD	Learning Difficulties	People with development impairment.
LDC	Local Dental Committee	Committee which considers Dentists and local services.
LDP	Local Delivery Plan	Shows how the NHS, working with Social Services and other partners, plans to make improvements in health and health care.
LES	Local Enhanced Service	Extra services provided by a local GP Practice.
LGA	Local Government Association	National body of all local councils.
LINKS	Local Involvement Networks	LINKs ask people what they like and dislike about NHS care services and adult social care services and seek ideas from the public to help improve services. LINKs were abolished in April 2013 and local HealthWatch's have now been set up to take on this responsibility
LIT	Local Implementation Team	A team set up to implement local changes to practice.
LMC	Local Medical Committee	Committee which considers Doctors and local services.
LOS	Length of Stay	Varying length of a hospital stay.
LPC	Local Pharmaceutical Committee	Committee, which considers Pharmacists and local services.
LSCB	Local Safeguarding Children Board	-
LSCG	Local Specialised Commissioning Group	This is a group of several Primary care Trusts (PCTs) which together commission specialised services.
LSOA	Lower Super Output Area	Super Output Area is a unit of geography used in the UK for statistical analysis. They are developed and released by Neighbourhood Statistics. Lower Super Output Area - consists of a population of around 1500.
LSP	Local Strategic Partnership	A local grouping of all public service providers (including voluntary sector) to plan joint actions.
LTC	Long Term Condition	-
LTFM	Long Term Financial Model	
LVF	Left Ventricular Failure	Particular type of Heart failure.

M

Abbreviation	Term	Definition
-	Morbidity	A disease or the incidence of disease within a population.
-	Mortality	The number of deaths in a given time or a community.
-	Multi-disciplinary	Involving representatives from a number of different services and organisations, with different skills
MCA	Mental Capacity Act	Act of Parliament
MDT	Multi-Disciplinary Team	A Team made up of both Health and Social Care workers.
MH	Manual Handling	Moving objects and people without the help of a machine.
MH	Mental Health	Disorder of the Mind.
MHT	Mental Health Trust	Provides treatment and care for patients who are mentally ill either provided from a hospital or in the community.
MM	Modern Matrons	Provide strong leadership on wards and are highly visible and accessible to patients.
MMR	Measles, Mumps and Rubella Vaccination	Vaccines combined in one injection.
MPW	Making Partnerships Work	An agreement between the Department of Health, the NHS and the voluntary and community sector, which aims to promote the voluntary and community sector's increasing role in contributing to the delivery of the NHS.
MRC	Medical Research Council	National body which regulates Medical Research.
MRSA	Meticillin-Resistant Staphylococcus Aureus	A common skin bacterium that is resistant to some antibiotics

N		
Abbreviation	Term	Definition
NHS CB	NHS Commissioning Board	Proposed entity that will have the responsibility for holding GP Consortia to account and for allocating and accounting for NHS resources. NHS Commissioning Board will be established in shadow form as a Special Health Authority in 2011/12 and will become fully operational from 1 April 2012
-	NHS Confederation	An independent organisation that influences policy by bringing together the full range of NHS bodies to transform health services.
-	NHS Direct	A 24 hour, nurse-led telephone help line providing confidential health care advice and information.
-	NHS Direct Online	Health advice and information on the internet.
-	NHS Operating Framework	Each year details the national expectations for progress on reform and improving services to patients. The framework includes a description of key national priorities.
-	NHS Trust	A generic term for a legal entity/organisation providing health and social care services within the NHS.
-	Non-elective	Unplanned, emergency procedure
NAO	National Audit Office	National system of financial control of Public services.
NAPP	National Association of Patient Participation	-
Nat Pact	National Primary and Care Trust Development Programme	A Programme that provides organisational development support for PCTs and care Trusts.
NCA	Non Contract Activity	
NCAA	National Clinical Assessment Authority	A national body that provides a support service to the NHS. It gives advice to PCTs, NHS trusts and Strategic Health Authorities when they are faced with concerns over the performance of a certain doctor.
NCSC	National Care Standards Commission	A body that oversees standards in care homes.
NELH	National Electronic Library for Health	A website for health professionals providing up-to-date best practice information on diagnosis and treatment.
NES	National Enhanced Service	
NEW	Nights, Evenings and Weekends Service	Primary Care provided out of normal daytime hours.
	Never Event	Never Events are serious, largely preventable patient safety incidents that should not occur if the available preventative measures have been implemented.
NICE	National Institute of Health and Clinical Excellence	Statutory body responsible for deciding what treatment should be made available on the NHS / provide patients, health professionals and the public with authoritative, robust and reliable guidance on current best practice.
NHS	National Health Service	the national health service: in the UK, a system that provides free medical care and is paid for through taxes
NMAC	National Medical Advisory Committee	National Committee set up to advise the government on medical matters.
Non-exec	Non-executive Director	A member of the public appointed to the Board of NHS Trusts.
NPFIT	National Programme for IT	National plan for development of computerised systems in the NHS.
NPS	Net Promoter Score	Also known as the NHS friends and family test. The test provides feedback on the care and treatment patients receive.
NPSA	National Patient Safety Agency	A body whose one core purpose is to improve patient safety by reducing the risk of harm through error.

NRT	Nicotine Replacement Therapy	The use of patches and gum to help smokers quit.
NSF	National Service Framework	A series of standards for a variety of conditions/groups within the community, which lay down minimum standards for service.
NSPCC	National Society for the Prevention of Cruelty to Children	National charity for children.
NVQ	National Vocational Qualification	A nationally recognised qualification, which recognises a person's ability to do a particular job well.

O

Abbreviation	Term	Definition
OA	Open Appointment	No appointment necessary.
OATs	Out of Area Treatments	Out of Area Treatments.
OD	Organisational Development	Modernisation and change within an organisation.
OOH's	Out of hours	
OP	Out Patient	Treatment and care provided at a Hospital whilst the patient stays at home.
OPT	Optician	Specialist health professionals who test eyes and prescribe lenses to correct sight problems.
OSC	Overview and Scrutiny Committee	Committee of local councillors and others who oversee and scrutinise the work of the NHS.
OT	Occupational Therapy	To support and advise people who have been injured/ill, enabling them to get back to normal/return to work.

P		
Abbreviation	Term	Definition
-	Paediatric care	The clinical specialty dealing with children's illnesses
-	Palliative Care	Care which gives relief from symptoms but does not cure diseases. It is often given to people who are terminally ill
-	Performance Indicators	Measures of achievement in particular clinical and managerial areas used to assess the performance of a Trust.
-	Performance Management	A process for monitoring the commissioning and provision of services.
-	Pharmacists	Specialist health professionals who make, dispense and sell medicines.
-	Provider	The name used to describe any organisation that provides a service to the NHS.
PAF	Performance Assessment Framework	The framework against which all NHS organisations are assessed, leading to the star ratings.
PALS	Patient Advice and Liaison Service	A service to support patients or their relatives with concerns about their NHS care/treatment and to provide information about local health services
PAS	Patient Administration System	A computer system to manage patient records.
PBC	Practice Based Commissioning	PBC engages GPs and other primary health care professionals in the commissioning of health services.
PbR	Payment by Results	Financial system to provide a transparent, rules based system for paying Trusts. The money hospitals receive is linked to the amount of work they do, is fixed by a national tariff and aims to reward efficiency, support patient choice and encourage activity for sustainable waiting time reductions
PC	Patient Choice	A scheme that offers choice to patients in England who have been waiting for more than six months for heart surgery.
PC	Primary Care	Health services, which are first point of contact for patients, e.g. GP's Surgeries, Pharmacists, Local Dentists and Opticians.
PCA	Patient Choice Advisor	Advisors who can help patients make a choice about their treatment.
PCT	Primary Care Trust	Local NHS organisations responsible for the planning and securing of health services and improving the health of the local population.
PEAT	Patient Environment Action Team	PEAT teams include people from outside the Trust, such as infection control, personnel and patient representatives
		and provide a local 'snapshot' of environmental cleanliness
		and food standards in a hospital on the day.
PEC	Professional Executive Committee	A committee made up of local GP's, nurses, Allied Health Professionals, a Social Service Representative as well as the Trust's Executive Directors who are responsible for making decisions affecting clinical practice.
PF	Patients Forum	An officially constituted forum of local people.

PFI	Private Finance Initiative	An initiative to attract private money into the NHS.
PFP	Payment for performance	Providers under this arrangement are rewarded for meeting pre-established targets for delivery of healthcare services
PH	Public Health	Improving, promoting and protecting our quality of life and reducing health inequalities, working in partnership with others.
PHSO	Parliamentary and Health Service Ombudsman	-
PHC	Primary Health Care	Health services which are provided as a first response to illness - for example, General Practice.
PHEL	Public Health Electronic Library	On-line information service for Public Health.
PI	Performance Indicator	A system to measure how a system is working.
PIL	Patient Information Leaflet	Written information for patients.
PIN	Personal Identification Number	A code number for a user of a system.
PLP	Personal Learning Plan	A record which shows the learning undertaken for an individual.
PLT	Protected Learning Time	GP practices within CCPCT close for half a day each month for training.
PMI	Private Medical Insurance	Insurance to pay for Private Medicine.
PMS	Personal Medical Services	Allows Primary care providers such as GPs to test different ways of delivering services.
PNA	Partial Nail Avulsion	Partial removal of a toenail.
PP	Patient Pathway	The route followed by a patient through and out of the NHS and Social Care Services.
PPA	Prescription Pricing Authority	Organisation that sets the prices of drugs.
PPG	Patient Participation Group	
PPI	Patient and Public Involvement/ Influence	Increasing the involvement and influence of patients and the public (Local people) on the decisions made by NHS locally.
PR	Performance Ratings	The Government is responsible for setting priorities that in turn determine the indicators relating to key targets.
PRP	Performance Related Pay	System of bonuses for good work.
PS	Patient Surveys	A survey that enables local managers and health professionals to take account of patients' views and provide data.

-	Public Health	The science and art of preventing disease, prolonging life and promoting health through the organised efforts and informed choices of society, organisations, public and private, communities and individuals.
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Q		
Abbreviation	Term	Definition
QA	Quality Assurance	All actions taken to ensure that standards and procedures are adhered to and that delivered products or services meet performance requirements.
QARC	Quality Assurance Reference Centres	Regional centres that monitor and ensure that NHS screening services meet minimum standards.
QIPP	Quality Innovation Productivity and Prevention	-
QOF	Quality and Outcomes Framework	System of bonuses for good work in Primary care.

R		
Abbreviation	Term	Definition
-	Rag Rating	A traffic light rating system used for indicating the status of a variable using the red, amber, or green of traffic lights.
-	Reablement	Reablement is a range of services focused on helping a person maximise their independence by learning or re-learning the skills necessary
-	Recurring costs	All funding that is guaranteed to be received every year is recurrent
-	Resource Allocation System	A formula used to allocating funding dependant on need
-	Respite Care	Provides an opportunity for a carer to have a break.
-	Right Care Right Here	A Transformation Programme between Sandwell and West Birmingham NHS Trust, Sandwell PCT and HoB PCT
-	Ringfenced	Usually referring to money or other resources where it can only be used for defined purpose
RandD	Research and Development	Research and Development.
RCGP	Royal College of General Practitioners	National body for GPs.
RCN	Royal College of Nursing	National body for Nurses.
RES	Race Equality Scheme	A statement of how a public body plans to meet both its general and specific duties to promote equality under the Race Relations Act.
RNCC	Registered Nursing Care Contribution	The assessed care provided by a registered general nurse to a patient in a nursing bed in a care home setting.
RNIB	Royal National Institute for the blind	National body concerned with blindness.
RNID	Royal National Institute for Deaf People	National body concerned with deafness.
RRT	Rapid Response Team	Provide emergency care at home and prevent unnecessary hospital admission especially of older people.
RWT	Royal Wolverhampton Trust	

S		
Abbreviation	Term	Definition
-	Services	A term used to cover all patient treatments and consultations offered by the NHS
-	Specialised services	Services, which are unusual or complex and may have to be provided outside the area in larger centres of population.
SAP	Single Assessment Process	This ensures that older people receive appropriate, effective and timely responses to their health and social care needs.
SATH	Shrewsbury and Telford Hospitals	
SC	Secondary Care	Services provided by medical specialists who generally do not have first contact with patients (e.g. cardiologist, urologists, dermatologists; a hospital).
SC	Social Care	Non-medical care which is aimed at providing vulnerable people with care and support to enable them to live their lives as fully as possible.
SCBU	Special Care Baby Unit	Specialists who care for very ill babies.
SCG	Specialised Commissioning Group	A group of many PCTs who collaboratively commission very specialised services.
SCR	Serious Case Review	-
SE	Social Exclusion	This refers to people who are excluded from society. This is usually caused by lack of money, work, education, disability, ethnic grouping or gender.
SHA	Strategic Health Authority	A health authority who manages the performance of the NHS across a region.
SIRI	Serious Incidents Requiring Investigation	-
SLA	Service Level Agreement	A contract between a service provider and a customer. It should specify which services are to be provided, and how they are to be measured and delivered.
SLT	Speech and Language Therapy	Help for people with speech or language Problems.
SMR	Standardised Mortality Ratio	Statistical measure used to assess the health of a population.
SO	Standing Orders	Basic rules of an organisation.
SOA	Super Output Area	A unit of geography used in the UK for statistical analysis. They are developed and released by Neighbourhood Statistics.
SoS	Secretary of State	UK cabinet position responsible for the Department of Health
SPL	Service Plan	The written end product of a process to identify the aims and objectives and the resource requirement of an organisation over a three to five year period.
SPS	Specialised Services	Services, which are unusual or complex and may have to be provided outside the area in larger centres of population.
-	Secretary of State for Health	Government Minister responsible for Health.
-	Section 251	Section 251 was established to enable the common law duty of confidentiality to be overridden to enable disclosure of confidential patient information for medical purposes, where it was not possible to use anonymised information and where seeking consent was not practicable

SSI	Social Services Inspectorate	Undertakes reviews of social service departments.
STD	Sexually Transmitted Disease	Disease transmitted from person to person during sexual activity.
STKH	Stakeholder	A person or organisation with an interest in a particular issue.
-	Step down beds	They are a way of enabling people to leave hospital by moving to and being specially cared for in a residential care home bed.

T		
Abbreviation	Term	Definition
-	Topslice	Removal of part of a budget so that it can be used to fund some centralised service
-	Trust	A generic term for a legal entity/organisation providing health and social care services within the NHS.
TBA	To Be Announced	-
T/C	Transitional Care	Care services provided to a patient moving from acute to community care.
TC	Treatment Centre	A centre for diagnosis and treatment of patients, often taking place in one day.
TC	Tertiary Care	The third and highly specialised stage of treatment, usually provided in a specialist hospital centre. See also primary care and secondary care
TCS	Transforming community services	-
ToR	Terms of reference	Terms of reference describe the purpose and structure of a project, committee, meeting, negotiation, or any similar collection of people who have agreed to work together to accomplish a shared goal

U		
Abbreviation	Term	Definition
UC	Urgent Care	
-	Unscheduled Care	Services that operate outside of normal working hours, such as AandE and Walk-in Centres
-	Uplift	Inflation
-	Upstream interventions	Upstream interventions target the circumstances that produce adverse health behaviours
-	User	In the NHS context: a person who uses health and/or social services.

V		
Abbreviation	Term	Definition

W		
Abbreviation	Term	Definition
	Walk in Centre	The provision of primary care services to people without the need for an appointment
WCC	Wolverhampton City Council	
WCCG	Wolverhampton Clinical Commissioning Group	
-	Working Together for Health programme	A Transformation programme between Solihull Care Trust, Birmingham East and North PCt and HEFT
W3C Web Guidelines	World Wide Web Consortium Guidelines	Guidelines that were developed to facilitate optimal website accessibility
WDC	Workforce Development Confederation	The development of staff employed to provide NHS services.
WHO	World Health Organisation	
WIC	Walk-in Centre	The provision of primary care services to people without the need for an appointment.
WLA	Wolverhampton Local Authority	
WMAHSN	West Midlands Academic Health Science Network	
WMAS	West Midlands Ambulance Service	
WUCTAS	Wolverhampton Urgent Care Triage and Access Service	
WVSC	Wolverhampton Voluntary Sector Council	

X		
Abbreviation	Term	Definition

Y		
Abbreviation	Term	Definition

Z		
Abbreviation	Term	Definition