

Wokingham Borough Health & Wellbeing Board

Glossary of Terms: Updated 1st August 2017

- **ACS** – Accountable Care System: These involve a provider or, more usually, an alliance of providers that collaborate to meet the needs of a defined population. These providers take responsibility for a budget allocated by a commissioner or alliance of commissioners to deliver a range of services to that population, and then work under a contract that specifies the outcomes and other objectives they are required to achieve within the given budget, often extending over a number of years. Variations on these core elements centre on the involvement of general practitioners in the network of providers delivering care and of local authorities as providers and commissioners of services. (Kings Fund, 2017)
- **ARP** – Ambulance Response Programme
- **AUD** – Alcohol Use Disorders
- **BCF** – Better Care Fund: The Better Care Fund (BCF) is a programme spanning both the NHS and local government which seeks to join-up health and care services, so that people can manage their own health and wellbeing, and live independently in their communities for as long as possible. The BCF has been created to improve the lives of some of the most vulnerable people in our society, placing them at the centre of their care and support, and providing them integrated health and social care services, resulting in an improved experience and better quality of life.
- **BHFT** – Berkshire Healthcare NHS Foundation Trust: The community and mental health provider Trust for Berkshire.
- **BSEP** – Business, Skills and Enterprise Partnership
- **C&B – (Choose and Book)**: A national electronic referral service which gives patients a choice of place, date and time for their first outpatient appointment in a hospital or clinic.
- **CALM** – Campaign Against Living Miserably: A suicide prevention organisation targeting men
- **CAM** - Confusion Assessment Method
- **CAMHS** – Child and Adolescent Mental Health Services
- **CBNRT** - Community Neuro Rehabilitation Team
- **CCG** – Clinical Commissioning Group
- **CDU** – Clinical Decisions Unit
- **CHASC** - Community Health and Social Care

- **CHD** – Coronary heart disease
- **CHIMAT** – Child Health Profiles
- **CNS** – Clinical Nurse Specialist
- **Community Enhanced Service:** A service provided in a community setting which goes above and beyond what is normally commissioned by NHS England, including primary care services that go beyond the scope of the GP contract.
- **Contract Query Notice:-** A specific action taken by the commissioner against the Provider as per the contract. It is a notice served when a contractual target is not being met. As a result of such a notice, an action must be agreed that results in recovery of performance within a set timescale.
- **COF** - Commissioning Outcomes Framework
- **Commissioning:** The process used by health services and local authorities to: identify the need for local services; assess this need against the services and resources available from public, private and voluntary organisations; decide priorities; and set up contracts and service agreements to buy services. As part of the commissioning process, services are regularly evaluated.
- **COPD** – Chronic obstructive pulmonary disease
- **CoSRR** - Continuity of Services risk rating
- **CPA - Care Programme Approach:** A system of delivering community mental health services to individuals diagnosed with a mental illness
- **CPN** - Community Psychiatric Nurse
- **CQC** – Care Quality Commission
- **CQUIN – Commissioning for Quality and Innovation:** An incentivised financial reward scheme that has been developed to allocate payments to providers if they meet quality outcomes identified to improve local quality issues.
- **CST** - Cognitive Stimulation Therapy
- **CSU** - Commissioning Support Unit
- **DALYs** – Disability Adjusted Life Years: One DALY can be thought of as one lost year of "healthy" life. The sum of these DALYs across the population, or the burden of disease, can be thought of as a measurement of the gap between current health status and an ideal health situation where the entire population lives to an advanced age, free of disease and disability (WHO).
- **DAAT** – Drugs and Alcohol Team
- **DHR** – Domestic Homicide Reviews

- **DPH** – Director of Public Health
- **DTOC** – Delayed Transfer of Care
- **ECIST** - Emergency Care Intensive Support Team
- **ECO** – Emergency Operations Centre
- **EDT** – Electronic Document Transfer
- **EIP** – Early Intervention Psychosis
- **EOL** – end of life care
- **EPR** – **Electronic Patient Record**: Means of viewing a patient’s medical record via a computerised interface.
- **ESD** – Early Supported Discharge service: Pathways of care for people transferred from an inpatient environment to a primary care setting to continue a period of rehabilitation, reablement and recuperation at a similar level of intensity and delivered by staff with the same level of expertise as they would have received in the inpatient setting.
- Frimley
- **FPH** – Frimley Park Hospital
- **GMS** – General Medical Services
- **GRACe** - General Referral Assessment Centre
- **Health inequalities**: The gap in health status and in access to health services between different groups, for example, those with different socioeconomic status or different ethnicity, or populations in different geographical areas.
- **Health-related quality of life**: A combination of a person’s physical, mental and social well-being; not merely the absence of disease.
- **HCA** – Health Care Assistants
- **HIPI** – Health Impact of Physical Inactivity
- **HWPFT** - Heatherwood and Wexham Park Hospitals NHS Foundation Trust (Now part of Frimley Health)
- **IAPT** - Improving Access to Psychological Therapies
- **Incidence**: The number of new cases of a disease among a certain group of people during a specific period of time. It is different from prevalence.

- **JSNA** – Joint Strategic Needs Assessment
- **LA** – local authority
- **LAC** – Looked After Children
- **LD** – Learning Difficulties
- **LES** – Local Enhanced Service
- **LOS** - Length of Stay
- **LSCB** – Local Safeguarding Children’s Board
- **LSOA** – Lower Layer Super Output Area
- **LTC** – long term conditions
- **MARAC** - Multi Agency Risk Assessment Conference
- **MASH** – Multi Agency Safeguarding Hub
- **MDT** – multi disciplinary team
- **MECC** – Making Every Contact Count:
- **MH** – Mental Health
- **MHFA** – Mental Health First Aid
- **MHP** - mental health practitioner
- **MIU** – Minor Injuries Unit
- **MSLC** - Maternity Services Liaison Committees
- **MVPA** – Moderate to vigorous physical activity
- **Never Events:** Never Events are serious, largely preventable patient safety incidents that should not occur if the available preventative measures have been implemented
- **NHS Safety Thermometer:** Tool to measure 4 high volume patient safety issues – falls in care; pressure ulcers; urinary infections (in patients with a urinary catheter); and treatment for VTE
- **NICE** – National Institute of Health and Care Excellence
- **NICE advice:** NICE products that update healthcare, public health and social care practitioners on new evidence, or help put NICE guidance into context. They do not contain recommendations. Examples of NICE advice include local government

briefings, evidence summaries - new medicines, and evidence summaries - unlicensed and off-label medicines.

- **NICE guidance:** Evidence-based recommendations produced by NICE. There are 6 types of guidance: guidelines covering clinical topics, medicines practice, public health and social care; diagnostics guidance; highly specialised technology guidance; interventional procedures guidance; medical technologies guidance; technology appraisals guidance.

All guidance is developed by independent committees and is consulted on. NICE may also publish a range of supporting documents for each piece of guidance, including advice on how to put the guidance into practice, and on its costs, and the evidence it is based on.

- **NEET** – Not in Education, Employment, or Training
- **NEA/ NEL** - Non elected admissions
- **OBPs** – Out of Borough Placements
- **ONS** – Office of National Statistics
- **OOH** – Out of Hours
- **OPMHS** – Older Persons Mental Health Services
- **OT** – Occupational Therapy
- **Outlier** - a person or thing situated away or detached from the main body or system.
- **PALS** – Patient Advice and Liaison Service
- **PHE** – Public Health England: An executive agency that delivers services to protect the public's health through a nationwide integrated health protection service, provides information and intelligence to support local public health services, and supports the public in making healthier choices.
- **PHOF** – Public Health Outcomes Framework
- **PMS** – Primary Medical Services/ Psychological Medicine Service
- **Prevalence:** How common a disease or condition is within a population, either at a point in time or over a given period of time (it includes new and existing cases). It is different from incidence.
- **PROMs - Patient Reported Outcome measures** are questions asked of patients before and after a specific treatment, to measure improvements to quality of life from the patient's point of view.

- **QALY - Quality-Adjusted Life Year:** A measure of the state of health of a person or group in which the benefits, in terms of length of life, are adjusted to reflect the quality of life. One QALY is equal to 1 year of life in perfect health. QALYs are calculated by estimating the years of life remaining for a patient following a particular treatment or intervention and weighting each year with a quality-of-life score (on a 0 to 1 scale). It is often measured in terms of the person's ability to carry out the activities of daily life, and freedom from pain and mental disturbance.
- **QIPP - Quality, Innovation, Productivity and Prevention.** The purpose of the programme is to support commissioners and providers to develop service improvement and redesign initiatives that improve productivity, eliminate waste and drive up clinical quality.
- **QOF - Quality and Outcomes Framework :** A national incentive scheme for all GP practices in the UK, which rewards them financially for how well they care for patients. Under the scheme, GP practices score points according to their level of achievement against a series of indicators, such as the percentage of patients with a new diagnosis of a disease who are referred for certain tests. NICE makes sure the clinical and health improvement indicators used in the scheme reflect new evidence and rising service standards.
- **RAT – Rapid Access Treatment**
- **RBFT/ RBH:** Royal Berkshire NHS Foundation Trust. Acute hospital trust working from the Royal Berkshire Hospital
- **RCA – Root Cause Analysis** - When incidents happen, Roots Cause Analysis Investigation is a means of ensuring that lessons are learned across the NHS to prevent the same incident occurring elsewhere.
- **RCT - Randomised controlled trial:** A study in which a number of similar people are randomly assigned to 2 (or more) groups to test a specific drug, treatment or other intervention. One group (the experimental group) has the intervention being tested, the other (the comparison or control group) has an alternative intervention, a dummy intervention (placebo) or no intervention at all. The groups are followed up to see how effective the experimental intervention was. Outcomes are measured at specific times and any difference in response between the groups is assessed statistically. This method is also used to reduce bias.
- **RGN** - Registered General Nurses
- **RMN** - Registered Mental Health Nurses
- **RTT - referral to treatment time:** Waiting time between being referred and beginning treatment.
- **SCAS – South Central Ambulance Service**
- **SCR – Summary Care Record:** Electronic record which contains information about the medicines you take, allergies you suffer from and any bad reactions to medicines you have had in the past.

- **SIRI** – Serious incidents that require investigation
- **SLA** – Service Level Agreement
- **SME** – Small and Medium Enterprises
- **SOBS** - Survivors of Bereavement by Suicide: A national charity providing local support to those bereaved by suicide. There are groups in Wokingham & Newbury
- **SPIN** – Suicide Prevention and Intervention Network
- **SPOC** – Single point of contact
- **SRG** – Systems Resilience Group
- **STAR-PU - Specific Therapeutic group Age-sex Related Prescribing Units:** A way of weighting patients to account for differences in demography when distributing resources or comparing prescribing.
- **START** – Short Term Assessment and Reablement Team
- **STP** – Sustainability and Transformation Plan
- **SUSD** – Step Up Step Down
- **Tertiary care:** Care for people needing complex treatments. People may be referred for tertiary care (for example, a specialist stroke unit) from either primary care or secondary care.
- **TVPCA** – Thames Valley Primary Care Agency
- **TVPS** – Thames Valley Positive Support – support to those affected by HIV and HIV testing in Berkshire.
- **UCC** – Urgent Care Centre
- **VTE** - venous thrombosis - blood clot that forms within a vein
- **WBCH** – West Berkshire Community Hospital
- **WIC** – Walk in Centre
- **WISP** – Wokingham Integration Strategic Partnership
- **WTE** - whole-time equivalents (in context of staff)
- **YLL** – years of life lost
- **YPWD** - Younger People with Dementia
- **YTD** – Year to date

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