

Glossary

Term	Abbreviation	Definition
Accident and Emergency / Emergency Department	A & E/ ED	Accident & emergency is a service available 24 hours a day, seven days a week where people receive treatment for medical and surgical emergencies, for example, severe pneumonia, diabetic coma, bleeding from the gut, complicated fractures that need surgery, and other serious illnesses.
Accident & Emergency Delivery Board	AEDB	The AEDB provides oversight of the health and social care system's response to A&E performance improvement.
Accountable Care System	ACS	Are systems in which NHS organisations (both commissioners and providers), often in partnership with local authorities, choose to take on clear collective responsibility for resources and population health. They are responsible for providing better coordinated care within a specific area.
Acute Medical Unit	AMU	A unit within a hospital that specialises in the assessment and initial care of patients with an acute medical illness.
Adverse Childhood Experiences	ACEs	Adverse childhood experiences (ACEs) are stressful or traumatic events, including abuse and neglect. They may also include household dysfunction such as witnessing domestic violence or growing up with family members who have substance use disorders.
Ambulatory Care		Ambulatory Care is a patient focused service where some conditions may be treated without the need for an overnight stay in Hospital. Many patients seen within the ambulatory care units would have previously received the same treatment as an inpatient.

Glossary

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Ambulatory Emergency Care model		An AEC facility is resourced to offer emergency care to patients in a non-bedded setting. Models may vary between hospitals, including emergency department (ED) based models and physician-led models outside of the ED.
Asset Based Community Development	ABCD	<p>Builds on the assets that are already found in the community and mobilises individuals, associations, and institutions to come together to build on their assets-- not concentrate on their needs.</p> <p>Assets: A health asset is: “any factor or resource which enhances the ability of individuals, communities and populations to maintain and sustain health and well-being. These assets can operate at the level of the individual, family or community as protective and promoting factors to buffer against life’s stresses.” (Foot and Hopkins, 2010)</p> <p>Other assets include the following:</p> <ul style="list-style-type: none"> • the practical skills, capacity and knowledge of local residents • the passions and interests of local residents that give them energy for change • the networks and connections – known as ‘social capital’ – in a community, including friendships and neighbourliness • the effectiveness of local community and voluntary associations • the resources of public, private and third sector organisations that are available to support a

Glossary

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		community <i>f</i> <ul style="list-style-type: none"> the physical and economic resources of a place that enhance well-being.
Black and Minority Ethnic	BME	Used to refer to members of non-white communities in the UK A term used to describe people from minority groups, or are in the minority because of their skin colour and/or <u>ethnicity</u> .
Cardiovascular		This refers to the heart and blood vessels.
Cardiovascular Disease	CVD	Cardiovascular disease generally refers to conditions that involve narrowed or blocked blood vessels that can lead to a heart attack, chest pain (angina) or stroke. Other heart conditions, such as those that affect the heart's muscle, valves or rhythm, also are considered forms of heart disease.
Care plan		A care plan is an agreement between a patient and their health or care professional to help them to manage their health or care on a day-to-day basis. It can be a written document or something recorded in a patient's notes.
Carter Review		Lord Carter of Coles' final report sets out how non-specialist acute trusts can reduce unwarranted variation in productivity and efficiency across every area in the hospital to save the NHS £5 billion each year by 2020 to 2021.
Chronic Obstructive Pulmonary Disease	COPD	A lung disease characterized by chronic obstruction of lung airflow that interferes with normal breathing and is not fully reversible.
Clinical Commissioning Group	CCG	These are organisations, led by GPs, set up by the Health and Social Care Act 2012, to plan and design local health services.

Glossary

Term	Abbreviation	Definition
		<p>They do this by “commissioning” or buying health services including:</p> <ul style="list-style-type: none"> • Planned hospital care • Urgent and emergency care • Rehabilitation care • Community health services • Mental health and learning disability services
Commissioner		<p>Organisations or individuals authorised to buy health services for the benefit of patients accessing the NHS. Commissioning is about getting the best possible health outcomes for the local population by assessing local needs and then buying services on behalf of the population from hospitals, clinics, community health services etc. Clinical Commissioning Groups are commissioners for certain types of care (see definition for Clinical Commissioning Group).</p>
Community Asset		<p>Community assets are land and buildings owned or managed by community organisations. These assets cover a wide spectrum and include town halls, community centres, sports facilities, affordable housing and libraries.</p>
Community Connectors		<p>These are people within Neighbourhood Health and Wellbeing Teams who help residents access early support within their neighbourhoods during episodes of health and social need.</p>
Complex needs		<p>A term to describe people who may have multiple needs, both medical (e.g., diagnostic, therapeutic, rehabilitative) and social (e.g., housing, nutritional, interpersonal).</p>
Continuing Health Care	CHC	NHS continuing healthcare is the

Glossary

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		name given to a package of care that is arranged and funded solely by the NHS for individuals who are not in hospital and have been assessed as having a "primary health need" (this is where the majority of the individual's care needs are focussed on addressing and preventing health needs).
Delayed Transfer of Care	DTC	Where a person is unable to transfer between required support services usually due to an internal or external influencing factor. Often used to described transfer from hospital to rehabilitation services etc.
Delegated Authority/Freedom to Act		Delegation of responsibility or authority to another person to carry out specific activities or to authorise specific decisions.
Diabetes		<p>Diabetes is a serious, lifelong condition where a person's blood glucose level is too high.</p> <p>Type 1 – where the pancreas doesn't produce any insulin</p> <p>Type 2 – where the pancreas doesn't produce enough insulin or the body's cells don't react to insulin)</p>
Discharge to Assess	D2A	Assessment of a person's ongoing need taking place in a suitable environment outside hospital (preferably a person's own home).
District		This is the term used to describe the area and population within a local authority boundaries Population aligned through District Council boundaries.
Elective (Scheduled or planned) care		This is planned care. Planned care is the name we give to those services and treatments which are not carried out in an emergency, often those which patients are referred to by their GP.

Glossary

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Emergency Care		Urgent and emergency care is the range of healthcare services available to people who need medical advice, diagnosis and/or treatment quickly and unexpectedly.
End of Life Care	EOL	Individualised care and planning for a person and their family who is considered to be in the last year of their life.
Expert Patient Programmes	EPP	An NHS self-management programme designed to improve patients' confidence, skills and knowledge of their disease(s) so they can better manage it/them and be more in control of their lives. EPP patients may be invited to advise the NHS on how to better provide service for them.
“Front Door” services		Services that are predominantly provided at point of entry into the Emergency Department. Services fluctuate but Front Door Services are designed to offer people a range of options for support prior to entering the hospital system or to support the person to leave the Emergency Department following triage, assessment and treatment.
General Practice	GP	Part of primary care services, general practice includes your family doctor (a General Practitioner or GP) and other health services including nurses that care for you often in GP surgeries and in your home.
Getting It Right First Time	GIRFT	This is a programme which aims to improve the quality of care within the NHS by reducing unwarranted variations, bringing efficiencies and improving patient outcomes.
GP Federation	GP Fed	A group of general practices or surgeries forming an organisational entity and working together within the local health economy. The remit of a GP

Glossary

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		Federation is generally to share responsibility for delivering high quality, patient-focussed services for its communities.
GP Super Practices	Super Practices	Super-practices are typically formed to develop or rationalise back-office functions, create economies of scale, and/or to enable more efficient and effective ways of delivering clinical care for a larger registered population.
GP with a special interest	GPSWI	A general practitioner with additional training and experience in a specific clinical area who takes referrals for patients who may otherwise have been sent directly to a secondary care consultant, or one who provides an enhanced service for particular conditions or patient groups.
Health and Wellbeing Improvement Priorities	HWIMPS	Those areas where Pennine Lancashire is performing poorly compared to other similar, either in terms of population outcomes, quality of care, or spend on service provision.
Healthy Living Pharmacy		The Healthy Living Pharmacy (HLP) framework is a tiered commissioning framework aimed at achieving consistent delivery of a broad range of high quality services through community pharmacies to meet local need, improve the health and wellbeing of the local population and help to reduce health inequalities.
Improving Access to Psychological Therapies	IAPT	Improving access to psychological therapies is a national programme to increase the availability of 'talking therapies' on the NHS. IAPT is primarily for people who have mild to moderate mental health difficulties, such as depression, anxiety, phobias and post-traumatic stress disorder.

Glossary

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Institutionalisation		When a movement institutionalises when it embeds some change (e.g. service, solution, belief, behaviour, norm) into an organisation, social system or society at large.
Integrated Better Care Fund	IBCF	This brings together health and social care funding, with a major injection of social care money announced at Spring Budget 2017. This policy framework for the Fund covers two financial years to align with NHS planning timetables and to give areas the opportunity to plan more strategically.
Integrated Discharge Service		A multi – agency approach to discharge for those who require a more co-ordinated approach by the Complex Case Manager, therapist, social worker etc.
Integrated MSK, Pain and Rheumatology Service	IMPReS	A service offering Musculoskeletal / Physiotherapy clinics at different geographical locations based within East Lancashire including Accrington, Bacup, Burnley, Blackburn, Clitheroe, Darwen, Nelson and Rawtenstall.
Intensive Home Support Service	IHSS	This service provide a rapid response to individuals living in their own homes who would otherwise be at risk of an unplanned admission and supports patients with additional needs on discharge from hospital.
Intermediate Care	IMC	Services that help people to stay out of hospital following deterioration in their health and circumstances (step up) as well as those that support people to get back home after spending time in hospital (step down). They are designed to be short-term in nature, usually six weeks or less.
Interdependency		Where some clinical services need other clinical services to be based on the same

Glossary

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		site for particular types of care to be successfully and fully delivered together.
Landlord Accreditation		Accreditation can give tenants confidence that landlords will act professionally and offer good standards.
Local Authority	LA	The Governing body of a County or district.
Local Delivery Partnership Plan	LDP	The Lancashire and South Cumbria Sustainability and Transformation Partnership is comprised of five Local Delivery Partnership areas: <ul style="list-style-type: none"> • Bay Health & Care Partners • Central Lancashire • Fylde Coast • Pennine Lancashire • West Lancashire Each LDP is responsible for developing a Local Delivery Plan which sets out how health and social care services will be transformed to improve health outcomes, care quality and achieve financial sustainability.
Local Government Association	LGA	This is a politically-led, cross-party organisation that works on behalf of councils to ensure local government has a strong, credible voice with national government. We aim to influence and set the political agenda on the issues that matter to councils so they are able to deliver local solutions to national problems.
Locality Services		Services provided by a number or organisations in a particular geographical area
Long Term Conditions		Long term conditions are health conditions that last a year or longer, impact on a person's life, and may require ongoing care and support.
Medical Triage Unit	MTU	Is an assessment area for patients

Glossary

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		arriving in hospital after being referred by their GP. This area is led by the Acute GP service which is a hospital based primary care service.
Mental Health Five year Forward View	MH FYFV	The Mental Health Taskforce, set up by NHS England in March 2015, had responsibility for creating and publishing a new five-year all-age national strategy for mental health in England to 2020, aligned to the Five Year Forward View.
Minor Ailment Schemes	MAS	The Minor Ailments Scheme enables eligible patients to obtain treatment and advice from a designated community pharmacy, for a defined range of conditions such as mild skin conditions, aches and pains, vomiting, etc
Multi – Disciplinary Team (meeting)	MDT	A multidisciplinary team is a group of health care workers who are members of different disciplines (professions e.g. Psychiatrists, Social Workers, etc.), each providing specific services to the patient.
Musculoskeletal	MSK	Musculoskeletal is a term meaning 'muscles' and the 'skeleton'
National Health Service	NHS	The publicly funded national healthcare system in the United Kingdom. The organisation, funded primarily by taxation, provides free or low-cost healthcare to all legal residents of the U.K.
Neighbourhood		A district or community within a town or city. 30,000 to 50,000 population size.
New Model Of Care		New Models of Care aim to transform delivery of local care. Specifically joining up health and care services between GP, community based services, mental health services, specialist services, in hospital services,

Glossary

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		enhanced care in care homes as well as integration of the community voluntary and faith sector.
NHS England	NHSE	NHS England is an executive public body of the Department of Health. NHS England oversees the budget, planning, delivery and day-to-day operation of the commissioning side of the NHS in England as set out in the Health and Social Care Act 2012. It holds the contracts for GPs and NHS dentists. The main aim of NHS England is to improve the health outcomes for people in England.
NHS Five Year Forward View(2014)	FYFV	The NHS five year forward view, published in October 2014 by NHS England, sets out a positive vision for the future based around seven new models of care.
NICE		National Institute for Health and Care Excellence provides of national guidance and advice to improve health and social care in England.
Optometry		The occupation of measuring eyesight, prescribing corrective lenses, and detecting eye disease.
Orcha		The Organisation for the Review of Care and Health Applications carries out independent and impartial reviews of health and care related apps. The organisation uses a clinically and academically validated framework to thoroughly assess apps and present the results in an easy to search app database.
Pennine Lancashire		The geographical area comprising the six districts of Blackburn with Darwen, Burnley, Hyndburn, Pendle, Ribble Valley and Rossendale.
Personal Health Budget	PHB	This is an amount of money to support identified health and

Glossary

Term	Abbreviation	Definition
		wellbeing needs, planned and agreed between an individual and their local NHS team. The aim is to give people with long-term conditions and disabilities greater choice and control over healthcare and support.
Primary Care		Primary Care encompasses all healthcare taking place outside acute and mental health trusts. It is multi-disciplinary with a whole range of professionals including GPs, community nurses, allied health professionals such as physiotherapists and occupational therapists, midwives and pharmacists contributing to the care of individual patients.
Primary Care Home	PCH	Primary Care Home brings together a range of health and social care professionals to work together to provide enhanced personalised and preventative care for their local community closer to home.
Primary Care Networks	PCN	Primary Care Networks comprise of GP surgeries working together to share community nursing, mental health, and clinical pharmacy teams, expand diagnostic facilities, and pool responsibility for urgent care and extended access. They also involve working more closely with community pharmacists, to make fuller use of the contribution they make.
Provider		Individuals and/or organisations that provide health and care services to patients.
Reablement		Reablement services provide short term therapy and support by working with adults in their own home or care home to prevent hospital admission, to facilitate early hospital discharge and to

Glossary

Term	Abbreviation	Definition
		provide rehabilitation and support in order to help people maintain/regain their independence.
Red2Green		Red 2 Green Is a national drive to assist hospital wards to identify those patients who are ready for discharge and to help speed up the process.
SAFER		<p>Combines 5 elements of best practice</p> <p>S – Senior review. All patients will have a senior review before midday by a clinician able to make management and discharge decisions.</p> <p>A – All patients will have an expected discharge date and clinical criteria for discharge. This is set assuming ideal recovery and assuming no unnecessary waiting.</p> <p>F – Flow of patients will commence at the earliest opportunity from assessment units to inpatient wards. Wards that routinely receive patients from assessment units will ensure the first patient arrives on the ward by 10 am.</p> <p>E – Early discharge. 33% of patients will be discharged from base inpatient wards before midday.</p> <p>R – Review. A systematic multi-disciplinary team review of patients with extended lengths of stay (>7 days – ‘stranded patients’) with a clear ‘home first’ mindset</p>
Secondary Care		A patient who has been provided with primary care may be referred to a secondary care professional –

Glossary

Term	Abbreviation	Definition
		<p>a specialist with expertise on the patient's issue. These are consultant-led services which include psychology, psychiatry and orthopaedics.</p> <p>Secondary care is usually (but not always) delivered in a hospital/clinic with the initial referral being made by the primary care professional</p>
Smile4Life		A programme that supports co-ordinated activity with the aims of reducing dental caries (tooth decay) in children and laying solid foundations for good oral health throughout life.
Social Care		Social care is the provision of social work, personal care, protection or social support services to children or adults in need or at risk, or adults with needs arising from illness, disability, old age or poverty.
Social movement for health		Social movements are a type of group action. They are large, sometimes informal, groupings of individuals or organisations which focus on specific political or social issues.
Social prescribing		Social prescribing enables GPs, nurses and other primary care professionals to refer people to a range of local, non-clinical services.
Solution Design		A design process to translate high level customer requirements into a design solution
Spirometry services		Spirometry is a test that can help diagnose various lung conditions, most commonly chronic obstructive pulmonary disease (COPD). Spirometry is also used to monitor the severity of some other lung conditions and their response to treatment.

Glossary

Term	Abbreviation	Definition
Stroke		A stroke is the sudden death of brain cells in a particular area due to inadequate blood flow.
Sustainability and Transformation Partnership	STP	The NHS and local councils have formed Sustainability and Transformation Partnerships in 44 areas covering all of England, to improve health and care. Each area has developed proposals (Sustainability and Transformation Plan) built around the needs of the whole population in the area, not just those of individual organisations. Pennine Lancashire is part of the Sustainability Partnership for Lancashire and South Cumbria.
System-Wide Commissioning Function		System wide commissioning endeavours to make use of all resources available inside and outside of the NHS through the transformation of: <ul style="list-style-type: none"> - Commissioning of services and pathways that improve quality of care, health outcomes and efficiency of services - More clinically led commissioning
Telecare		Telecare is still evolving, but the term is used when technology is used to enable care to be provided remotely for patients. For example, a consultation with a GP by video or by telephone, or where patients are monitored remotely such as when a fall sensor in a patient's home triggers an alert to a central team.
The King's Fund		The King's Fund is an independent charity working to improve health and care in England.
Transforming Care Programme	TCP	This is a national programme to improve services for people with learning disabilities and/or autism, who display behaviour that

Glossary

Term	Abbreviation	Definition
		challenges, including those with a mental health condition.
Trusted Assessment	TA	A core assessment that is trusted amongst professionals and therefore does not require duplication, within a given timeframe and can be enhanced to include specialist information.
Up and Active		An online tool that covers East Lancashire and provides access to an Up and Active network of activities and allows an individual to track and monitor progress.
Urgent and Emergency Care	UEC	<p>Urgent Care is treatment for injuries or illnesses requiring immediate or same day care but not serious enough to require an Emergency Department visit or to result in the need for a hospital admission. It can be required to prevent serious deterioration of health following the onset of an unforeseen condition or injury.</p> <p>Emergency Care is treatment for serious or life-threatening conditions and will always require the back up of further hospital services such as in-patient treatment or surgery, though this may not be required for every patient that attends.</p>
Urgent Care Centre	UCC	Urgent Care Centres will treat most illnesses and injuries that people have which are not likely to need treatment in hospital. This includes chest infections, asthma attacks, simple fractures, abdominal pain and infections of the ear, nose and throat.