

South Kent Coast CCG Jargon Buster

A	
A&E	Accident and Emergency Department
Acute Services	Medical and surgical treatment provided mainly in hospitals.
Ambulatory Care	Services where people do not stay in hospital overnight e.g. outpatients, x-ray, day surgery and medical diagnostics
AO	Accountable Officer – the responsible officer for their organisation.
AOP	Annual Operating Plan
AQP	Any Qualified Provider – a procurement model Clinical Commissioning Group (CCG) can use to develop a register of providers (was formerly known as Any Willing Provider)
Assurance	This is a way of checking that systems and processes are being done in the way they should be and that there is good quality in the way things are done

B	
BAF	Board Assurance Framework (sometimes referred to as The Assurance Framework – AF)
Best practice	This is a way of doing something that has been shown to work well. It can be a way of doing something that always gives good results or a way of doing something that is easy and safe
Better Care Fund	the Better Care Fund is an arrangement where local authorities (Councils) and Clinical Commissioning Groups have a combined budget to provide health and social care services
BMA	British Medical Association – the professional medical association and trade union for doctors and medical students

C	
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.
Caldicott Guardian	All NHS organisations are required to appoint a Caldicott Guardian – a person who has a responsibility for policies that safeguard the confidentiality of patient information.
Caldicott Standards	These are a set of standards that regulate the use of patient information throughout the NHS
Care Pathways	The route that a patient will take from their first contact with an NHS member of staff (usually their GP), through referral, to the completion of their treatment. You can think of it as a timeline, on which every event relating to treatment can be entered.
CAMHS	Child and Adolescent Mental Health Services
CC	Clinical Cabinet – A forum where clinicians can discuss service delivery and issues and for strategic decisions about local health services.
CCG	Clinical Commissioning Group – organisations set up in place of primary care trusts that are responsible for buying health care services for their local area.
CFO	Chief Finance Officer
CHC	Continuing Healthcare
Clinical Governance	A framework through which NHS organisation are accountable for improving continuously the quality of their services and safeguarding high standards of care, by creating an environment in which excellence in clinical care will flourish.
CMHT	Community Mental Health Team
CMHTOP	Community Mental Health Team for Older People
CNO	Chief Nursing Officer

Co-morbidity	Term used to signify multiple illnesses
Commissioning	This is a process in which the health service identifies local population needs for services. Priorities are decided and services are bought from the most appropriate providers through contracts and service agreements. As part of the commissioning process services are regularly evaluated or checked.
COO	Chief Operating Officer
COPD	Chronic Obstructive Pulmonary Disease
Corporate Governance	The rules and regulations within which an organisation works to ensure probity and accountability.
CQC	Care Quality Commission – health and social care inspectorate which replaced the Healthcare Commission in April 2009
CQUIN	Commissioning for Quality and Innovation - the CQUIN payment framework enables commissioners to reward excellence, by linking a proportion of English healthcare providers' income to the achievement of local quality improvement goals.

D	
D&G	Dartford and Gravesham NHS Trust – acute provider
DES	Directed Enhanced Service – Services that GP surgeries can opt to provide over and above the essential primary care services e.g. childhood immunisation, minor surgery, alcohol reduction.
DoH	Department of Health. Government body responsible for delivering a fast, fair, convenient and high quality health and social care service in England.
DIPC	Director of Infection Prevention and Control – every provider organisation has one
DNA	Did Not Attend
DNAR	Do Not Attempt Resuscitation

E	
Elective Care	Care that is planned in advance as a day case or inpatient.
Electronic Booking	A new system under development that will allow patients to make appointments directly and be able to obtain information on waiting times.
EKHUFT	East Kent Hospitals University NHS Foundation Trust – acute provider
EPP	Expert Patient Programme – an NHS course for people living with long-term health conditions, to help them understand and manage their conditions.

F	
FOI	Freedom of Information

G	
GB	Governing Body
GMC	General Medical Council - the GMC registers doctors to practice medicine in the UK. Their purpose is to protect, promote and maintain the health and safety of the public by ensuring proper standards in the practice of medicine
GMS	General Medical Services – the UK-wide contract between general practices and primary care trusts for delivering primary care services to local communities.
GP	General Practitioner
GPwSI	GPs with Special Interests
GUM	Genito-urinary medicine

H	
HCAIs	Healthcare acquired infections
Health Inequality	The term used to describe the fact that people living in deprived areas usually have poorer health than people living in more affluent areas. This can also apply to differences in the health of the people of various ethnic groups.
HOSC	Health Overview and Scrutiny Committee – this committee scrutinises services which have an impact on the health of the local community and must be consulted about any proposals for a substantial change or development in health services.
HRG	Health Reference Group
Hosted	Responsible to a single statutory organisation but providing a service to a number of organisations.
HWBB	Health and Wellbeing Board

I	
IAPTs	Improving Access to Psychological Therapies
ICO	Integrated Care Organisation
IG	Information Governance - ensures necessary safeguards for, and appropriate use of, patient and personal information.
IFR	Individual Funding Request – A process by which funding can be requested for a health care procedure that is not routinely funded by the NHS. Cases are assessed on an individual basis by the patient's clinical need.
Integrated Care Pathway	Improving the patient's route for treatment through different health and social care systems by combining resources and co-ordinating working methods to prevent hold-ups and jams.
Intermediate Care	Health care for patients who are not ill enough to be in an acute hospital and not well enough to be at home unsupported.

J	
Joined up working	When organisations such as councils, the NHS and schools work together to identify and solve local problems, close gaps between public services and improve overall performance.
Joint funding	Where two or more agencies, for example, health and social services, agree to share the cost of running a project or service.
JSNA	Joint Strategic Needs Assessment – covering health and social care, the purpose of a JSNA is to pull together in a single, ongoing process all the information which is available on the needs of the local population and to analyse them in detail to identify: a) the major issues to be addressed regarding health and well-being, b) the actions that will be taken to address those issues.

K	
KCC	Kent County Council
KCH	Kent and Canterbury Hospital - Canterbury
KCHFT	Kent Community Health NHS Foundation Trust – Community services provider
KMPT	Kent and Medway NHS and Social Care Partnership Trust – Mental Health service provider
KPCA	Kent Primary Care Agency
KPIs	Key Performance Indicators

L	
LDG	Local Delivery Group – Groups made up of representatives from commissioning, service providers, voluntary organisations and patients. The Group will facilitate and oversee the development of local services.
LACS	Looked After Children's Services. Service for children who are either in care (subject to a care order) or accommodated by a local authority.
LMC	Local Medical Committee – the statutory committee elected by all general medical practitioners (GPs) in contract with the Health Authority to represent them and contributes to the debate on local health issues.
LTC	Long Term Conditions - conditions that cannot, at present, be cured, but can be controlled by medication and other therapies. They include diabetes, asthma, and chronic obstructive pulmonary disease.

M	
Metrics	Are measures that are used to compare systems or processes. Metrics are used to measure performance and quality over time.
MDT	Multi disciplinary Team. This is a team of professionals drawn from various disciplines within the Trust that combine their expertise to the benefit of patients.
MIG	Medical Interoperability Gateway – A system being developed that will allow different health organisations to be able to share and access patient data that will assist in the treatment of that patient (only accessible with the patients consent)
MIU	Minor Injuries Unit
MoU	Memorandum of Understanding
MTW	Maidstone and Tunbridge Wells NHS Trust – acute provider

N	
NHS	National Health Service
NHS E	NHS England – a national body that has been created under the Health and Social Care Act, whose role will include supporting, developing and holding to account the system of clinical commissioning groups, as well as being directly responsible for some specialist commissioning. (formally NHS Commissioning board)
NHS Continuing Care	Care provided over an extended period of time to a person aged 18 or over to meet physical or mental health needs which have arisen as the result of disability, accident or illness.
NHS 111	24 hour advice about personal health care. It is the free number to call when you have an urgent healthcare need. It directs you to the right local service, first time.
NHSP	NHS Property Services Limited
NICE	National Institute for Health and Clinical Excellence - guides NHS staff about new health technologies including medicines, medical devices, techniques and procedures.
NPSA	National Patient Safety Agency – an Arm's Length Body of the Department of Health which leads and contributes to improved, safe patient care by informing, supporting and influencing organisations and people working in the health sector.

O	
OOH	Out of Hours – primary care services normally provided by GPs in hours.
OPMH	Older Peoples Mental Health service

P	
PALS	Patient Advice and Liaison Services. Provided with NHS Trusts and primary care trusts to provide on the spot help and advice to patients and carers.
PCMHS	Primary Care Mental Health Specialist
QP & D	Quality Performance and Delivery – CCG corporate meeting where clinicians and commissioners discuss quality, financial and performance issues of health care services locally.
PHBs	Personal Health Budgets – An amount of money available to a person to meet their identified health and well being needs.
PHE	Public Health England – PHE has been established to protect and improve the nation's health and wellbeing, and to reduce inequalities.
PMCF	Prime Minister's Challenge Fund – this is a sum of money set aside to finance extended hours, "8 to 8" for GP services.
PPE	Patient and Public Engagement
PPG	Patient Participation Group
Primary Care	Health services delivered in or near to a person's home to which patients have direct access. These services include those provided in GPs' surgeries, health centres and community hospitals, or in patients' homes, by a team of professional staff including GPs, practice nurses, community nurses, therapists and others.
PTS	Patient Transport Service – The PTS transports patients with non-urgent conditions to and from hospitals and day care centres, and carries out non-urgent inter-hospital transfers.

Q	
QIPP	Quality, Innovation, Productivity and Prevention - a large scale transformational programme for the NHS, involving all NHS staff, clinicians, patients and the voluntary sector to improve the quality of care the NHS delivers whilst making up to £20billion of efficiency savings by 2014/15, which will be reinvested in frontline care.
QOF	Quality and Outcomes Framework - introduced in 2004 as part of the General Medical Services Contract, the QOF is an incentive scheme for GP practices in the UK, rewarding them for how well they care for patients. The QOF contains groups of indicators, against which practices score points according to their level of achievement.
QEQM	Queen Elizabeth Queen Mother Hospital - Margate

R	
RaTC	Referral and Treatment Criteria – Criteria set by CCGs that outlines NHS funded treatments and the conditions for referral
RVH	Royal Victoria Hospital - Folkestone

S	
SBS	Shared Business Service – Provide procurement and financial services.
SCA	South Coast Audit – Internal auditors
SECAMB	South East Coast Ambulance – Ambulance service provider, and provider of NHS111 in Kent Surrey and Sussex.
SECSU	South East Commissioning Support Unit – Provide a number of support services to East Kent CCGs
Secondary Care	Patients whose needs are too complex to be managed in primary

	care are referred to more specialist services. Secondary care includes local hospitals and treatment given away from the hospital setting, such as mental health services, learning disability services and help for older people.
SKC CCG	South Kent Coast Clinical Commissioning Group
SLA	Service level Agreement. Agreement between organisations and/or agencies setting out how services must be provided, what their standards will be and how monitoring will take place.
Social Care	Social care services are normally run by local councils, sometimes in conjunction with local NHS providers and organisations. Services include children or families who are under stress, people with disabilities, people with emotional or psychological difficulties, people with financial or housing problems and older people who need help with daily living activities.
SPFT	Sussex Partnership NHS Foundation Trust – Mental health provider
Stakeholders	Anyone who has an interest in the way services are delivered, including service users, carers, patients, service providers, staff, health professionals and partner organisations, such as social services, district and borough councils and other community or voluntary groups.
Statutory Organisations	Organisations with powers to fund or provide services, such as local authorities and NHS Trusts.

T	
Tertiary Care	Service provided by specialist hospitals which have diagnostic and treatment facilities not available at general hospitals, or given by doctors who are uniquely qualified to treat unusual disorders that do not respond to therapy available at acute hospitals. It can also include hospice care for people who are terminally ill.
ToR	Terms of reference - a document that describes what a group does, how it is made up and how it fits in with other groups

U	

V	

W	
WHH	William Harvey Hospital - Ashford

X	

Y	

Z	