

glossary of NHS terminology

18 Weeks Delivery Programme - By December 2008, the whole patient journey will be managed and measured as one. For the first time, Primary Care Trusts (PCTs) will be responsible for ensuring all of the local health providers move patients as quickly as possible through the different stages towards treatment.

Acute - Used to describe a disorder or symptom that comes on suddenly and needs urgent treatment. It is not necessarily severe and is often of short duration. Acute is also used to describe hospitals where treatment for such conditions is available.

Acute Care - Hospital-based health services.

Acute Trust - A legal entity/organisation formed to provide health services in a Secondary Care Setting, usually a hospital.

Alternative Provider of Medical Services (APMS) contracts - This is one type of contract Primary Care Trusts (PCTs) can have with primary care providers. This contract is particularly designed to bring in new types of provision, such as social enterprise and the voluntary sector.

Agenda for Change - NHS pay system which applies to over a million NHS staff with the exception of doctors, dentists and most senior managers. The new standardised pay system aims to ensure fair pay and a clearer system for career progression. Staff will be paid on the basis of the jobs they are doing and the skills and knowledge they apply to these posts.

Ambulatory care - Care that does not involve an overnight stay in hospital and usually involves diagnosis and treatment on the same day. May be provided in a hospital or a special centre.

Ambulance Trust - A legal entity responsible for providing ambulance services within a defined geographic area.

Audit: The examination or review of a practice, process or performance in a systematic way to establish the extent to which they meet pre-determined criteria.

Audit Commission - Independent public body responsible for ensuring that public money is spent economically, efficiently, and effectively in the areas of local government, housing, health, criminal justice and fire and rescue services.

CAB (Choose and Book) - Choose and Book is the national electronic referral service which enables patients to choose the place, date and time of their first outpatient appointment in a hospital or clinic.

glossary of NHS terminology

Caldicott Guidelines - Guidelines issued by the Department of Health relating to the confidentiality of patient information.

CAMHS - Child and Adolescent Mental Health Service.

Care Trust - A partnership between NHS organisations and local authorities which agree to work together for close integration between health and social care.

Choice - A Department of Health initiative to provide choice for patients at the point of referral by December 2005. The NPfIT Electronic Booking component will help to deliver elements of the Choice programme.

Clinical Governance - A framework through which NHS organisations 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.

CNST (Clinical Negligence Scheme for Trusts) - A voluntary membership scheme to which all NHS trusts and Primary Care Trusts (PCTs) in England currently belong. It covers all clinical claims where the allegedly negligent incident took place on or after 1 April 1995.

Commissioners - Authorised primary care trust staff in charge of commissioning contracts with service providers of healthcare services, typically from an acute trust.

Commissioning - Buying and ensuring the maintenance of care tailored to local needs.

Community Care - Locally-based health or social care services provided to patients in and around their home.
Corporate Governance: Rules and regulations within which an organisation works to ensure probity and accountability.

CPA (Care Programme Approach) - Systematic assessment of the health and social care needs of a service user with particular regard as to whether the service user has a severe and enduring (i.e. chronic) mental illness.

CQUIN (Commission for Quality and Innovation Payment Framework) - New framework setting out how payment mechanism might work to meet the new requirement that a proportion of providers' income is conditional on Quality and Innovation.

glossary of NHS terminology

CQC (Care Quality Commission) - The new independent regulator of providers of health and adult social care formed from the merger of the Healthcare Commission, Commission for Social Care Inspection and Mental Health Act Commission.

CRS (Care Records Service) - A mixture of local and national IT services designed to provide a cradle-to-grave care record for each patient.

Darzi Review - Review by Lord Darzi setting out his vision of the NHS for the next 10 years. The main points of this are below. Lord Darzi has since retired from his post as a health minister.

- Patients' views will affect funding for hospitals and GPs
- Patients' choice will increase to allow them to select GP practices and doctors
- More commissioning to be GP practice-based
- Information on the quality of an NHS body's service will be published
- All providers of NHS care will have to publish quality accounts each year
- All patients with long-term conditions will have personal care plans with the intention of introducing individual budgets eventually
- The introduction of an NHS constitution
- Greater emphasis on preventative medicine
- A review of postgraduate training for doctors

DGH - District General Hospital.

Elective care - Care that is planned in advance. It may be as a day case or inpatient.

eBooking (Electronic Booking) - A service to allow a common means of booking appointments for NHS services through multiple electronic communication channels. Part of Choose and Book.

Estates code - A user manual for NHS organisations managing the healthcare estate for current and future use. It includes advice on a broad range of estates topics, including land transactions, town planning issues and guidance on baseline assessments of the condition of the estate, as part of corporate planning and investment decision making processes and procedures.

glossary of NHS terminology

Foundation Trust (FT) - NHS Foundation Trusts are a new type of NHS hospital trust created as not for profit public benefit corporations with accountability to their local communities rather than Central Government. FTs have greater freedoms and flexibilities than NHS Trusts in the way they manage their affairs:

- Freedom from Whitehall control and performance management by Strategic Health Authorities
- Freedom to access capital on the basis of affordability instead of the current system of centrally controlled allocations
- Freedom to invest surpluses in developing new services for local people
- Freedom of local flexibility to tailor new governance arrangements to the individual circumstances of their community

FTs have members drawn from patients, the public and staff and are governed by a Board of Governors comprising people elected from and by the membership base. They are inspected by the CQC for compliance with healthcare standards and targets in the same way as all other NHS Trusts. In addition, FTs are overseen by an independent regulator called Monitor.

GMC (General Medical Council) - The regulator of the medical profession. Its purpose is to protect, promote and maintain the health and safety of the community by ensuring proper standards in the practice of medicine. **General Medical Services (GMS)**: The UK-wide contract between GPs and PCTs to deliver primary care services to the local community.

Health Act 1999 Partnership Arrangements (Health Act flexibilities) - Legislation to enable health and local authority partners to work together more effectively were outlined in Section 31 of the 1999 Health Act. These partnership arrangements were for health bodies such as Strategic Health Authorities and Primary Care Trusts, together with any health-related local authority services such as social services, housing, transport, leisure and library services, community and many acute services.

HAS - Health Advisory Service.

HSCI (Health Services Costs Index) - The Index measures the price change for each of the 41 sub indices of goods and services purchased by Health and Community Health Services. It is calculated monthly.

HSCIC (Health and Social Care Information Centre) - A centre that works to co-ordinate and streamline the collection and sharing of data about health and adult social care.

Health Service Ombudsman - An ombudsman for England, Scotland and Wales who can investigate complaints about poor NHS services, bad administration, and failure to provide services or to provide information.

glossary of NHS terminology

ICP (Integrated Care Pathway) - A patient care plan outlining all the multidisciplinary steps in the patient's anticipated care necessary to treat their specific condition and move them to a positive clinical outcome. They have been proposed as a way of encouraging the translation of national guidelines into local protocols and their subsequent application to clinical practice.

Intermediate care - A bridge between hospital and home care for non-urgent cases.

Individual Budgets - Although direct payments have helped to transform the lives of many people it can sometimes be difficult for people to make full use of them because of the degree of responsibility involved in managing all aspects of a budget, for example in becoming the employer of a care assistant. Further, direct payments only cover local authority social care budgets.

Individual budgets will bring together separate funds from a variety of agencies including local authority social services, community equipment, Access to Work, independent living funds, disabled facilities grants and the Supporting People Programme. Individuals who are eligible for these funds will then have a single transparent sum allocated to them in their name and held on their behalf, rather like a bank account. They can choose to take this money out either in the form of a direct payment in cash, as provision of services, or as a mixture of both cash and services, up to the value of their total budget. This will offer the individual much more flexibility to choose services which are more tailored to their specific needs.

There will be 13 Individual Budget pilots for older and disabled people in 2006. These pilots will run for between 18 months and two years with the intention to implement the program nationally. However, this may be delayed because of budgetary constraints in the current market.

ISTC - Independent Sector Treatment Centre.

LTPS (Liabilities to third parties scheme) - This is part of the NHS Risk Pooling Scheme. This is a voluntary scheme which covers non-clinical "third party" liabilities such as public and employers' liability claims. All NHS trusts, Foundation trusts and PCTs in England can choose to belong to it and it is funded by its members' contributions.

LSP (Local Strategic Partnership) - Bring together representatives of all the different sectors (public, private, voluntary and community) and other partnerships. They have responsibility for developing and delivering the Sustainable Community strategy and Local Area Agreements (LAAs).

glossary of NHS terminology

LDP (Local Delivery Plan) - A plan that every Primary Care Trust (PCT) prepares and agrees with its Strategic Health Authority (SHA) on how to invest its funds to meet its local and national targets, and improve services. It allows PCTs to plan and budget for delivery of services over a three-year period.

LGA (Local Government Association) - The LGA represents the local authorities of England and Wales and exists to promote better local government.

LIFT (Local Improvement Finance Trust) - a way of improving and developing frontline primary and community care facilities. It allows PCTs to invest in new premises in new locations, not merely reproducing existing types of service. It is providing patients with modern integrated health services in high quality, fit for purpose primary care premises.

LINKs - Local Involvement Networks (formerly PPI Forums).

LMC (Local Medical Committee) - The statutory committee elected by all general medical practitioners (GPs) in contract with the Health Authority to represent them and contribute to the debate on local health issues.

Mental Health Trust - Provides treatment and care for patients who are mentally ill. The services may be provided from a hospital or in the community.

Monitor - The independent regulator of FTs which has statutory powers to determine whether hospitals are ready to become FTs; monitor existing FTs, intervening as required, to ensure their compliance with the terms of their authorisation ("licence" to operate) they agreed to on achieving FT status; and supporting the development of FTs to enable them to maximise the gains from their status.

NAO (National Audit Office) - The body that scrutinises public spending on behalf of Parliament. It is totally independent of Government and audits the accounts of all government departments and agencies as well as a wide range of other public bodies.

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 Direct or NHS Direct Online - A nurse-led telephone advice and information service, also available on the internet.

glossary of NHS terminology

NHS Plan - This was published in July 2000 listing radical changes to the NHS. The NHS Plan is the Government's 10-year plan for the modernisation of the health service in England. It aims to provide a wider range of choice, introduce new services, reduce the time patients wait for appointments and move health care closer to people's homes.

NHS Risk Pooling Scheme - This scheme covers non-clinical claims. They are handled under the Liabilities to Third Parties Scheme (LTPS) and the Property Expenses Scheme (PES) which are known collectively as the Risk Pooling Schemes for Trusts (RPST). The scheme covers claims relating to incidents arising after 1 April 1999 (or incidents arising after the NHS body joined the schemes, if that was later).

NHS Trust or Trust - A generic term for a legal entity/organisation providing health and social care services within the NHS.

NICE (National Institute for Clinical Excellence) - A Special Health Authority for England and Wales on 1 April 1999. It is part of the NHS and its role is to provide patients, health professionals and the public with authoritative, robust and reliable guidance on current best practice.

NSF (National Service Frameworks) - National Service Frameworks sets national standards for the best way of providing particular services

Non Executive Director - Independent appointees of the Secretary of State, who work with the Executive Directors overseeing the business of the Health Authority, NHS Trust or Primary Care Trust. The Chair of a health authority or trust board is also a non-executive director and appointed by the Secretary of State for Health.

OAT (Out of Area Treatment) - From 1 April 1999 patients have been treated under service agreements. Emergencies and other situations which preclude the use of specific pre-arranged service agreements are covered by arrangements termed Out of Area Treatments (OATs).

PALS (Patient Advice and Liaison Service) - A service provided to help patients, carers and relatives raise concerns or make comments on any aspect of local health services.

PbC (Practice-based Commissioning) - A Government policy which takes the responsibility for commissioning (purchasing) some services from PCTs and gives it to the local GP practices who work with neighboring GP practices to purchase the services which are most needed for their patients.

glossary of NHS terminology

PbR (Payment by Results) - Payment system to hospitals designed to move away from funding based on historical budgets and negotiation skills of managers. PbR aims to provide a transparent system of funding, regarding efficiency and supporting patient choice. Payments are principally linked to activity and casemix.

PCT (Primary Care Trust) - Local NHS organisation responsible for the planning and securing of primary care (medical (GP), dental, ophthalmic and pharmaceutical services as well as walk-in centres and NHS Direct). Currently there are 152 PCTs in England controlling 80% of the overall NHS budget. PCTs are also responsible for getting health and social care systems working together locally and routinely liaise with local authorities and other organisations in this regard.

As of April 2010, PCTs are required to have separated their commissioning and provider arms to avoid potential conflicts of interest. The provider arm is to then review which form it should take to most appropriately meet the needs of the local population. There are a number of forms possible, some retaining links to the PCT with others forming an entirely different legal entity.

PFI or PPP - Private Finance Initiative or Public Private Partnership is a mandatory government programme enabling the public and private sector to co-operate in providing facilities that will be run by the NHS.

PMS (Personal Medical Services) - Allows GPs to enter into a more flexible contract with their health authority. PMS aims to improve access to and the quality of services within primary care; recruit and retain GPs in areas of greatest need; develop new ways of delivering services; reduce bureaucracy; and help integrate services.

Polyclinics - A new model for community-based healthcare as set out in Healthcare for London: A framework for action. The word does not necessarily refer to a building and can fit a range of different organisational models. Polyclinics will be GP led and as well as providing GP services, will provide a range of services and offer extended opening hours. Services could include:

- Community services
- Management of long term conditions
- Prenatal and postnatal care
- Mental health care
- Wellbeing services
- Diagnostics
- Outpatient services and urgent care
- Other services to meet the need of the local population

glossary of NHS terminology

PPIF (Patient and public involvement forum) - There is a patient and public involvement (PPI) forum for every NHS trust and primary care trust (PCT) in England. They play an active role in health related decision making, have statutory powers and are made up of local volunteers.

Primary Care Services - provided at the first stage of treatment when you are ill - by family doctors, dentists, pharmacists, optometrists and ophthalmic medical practitioners, together with district nurses and health visitors.

Premises Cost Directions - Also known as the NHS (General Medical Services - premises costs) England Directions 2004. These directions cover the premises costs issues that arise between PCTs and contracting GPs. They came into force on 1 April 2004 and replace the premises costs components of the Statement of Fees and Allowances (SFA), commonly known as the "Red Book".

PES (Property Expenses Scheme) - This scheme is part of the NHS risk pooling scheme. The Property Expenses Scheme covers accidental loss or damage to any property that is owned or is the responsibility of a member Trust.

SCG (Specialised Commissioning Groups) - Specialised services are those with low patient numbers but which require a critical mass of patients to make them cost-effective. Commissioning for these is done separately to other services by 10 SCGs overseen by the National Specialised Commissioning Group.

Secondary care - The second stage of treatment when you are ill and usually provided by a hospital.

SHA (Strategic Health Authority) - Statutory agency responsible for strategic planning and performance management of health services in their area. Currently, there are 10 SHAs responsible for:

- Developing plans for improving health services in their local area
- Making sure local health services are of a high quality and are performing well
- Increasing the capacity of local health services - so they can provide more services
- Making sure national priorities - for example, programmes for improving cancer services - are integrated into local health service plans
- Providing the link between the Department of Health and the NHS

SHA (Special Health Authority) - In addition to the regional SHAs, a number of Special Health Authorities provide specialist services across England. These include the National Blood Authority, which coordinates blood donations and distribution.

glossary of NHS terminology

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.

Sure Start - A government programme to achieve better outcomes for children and parents through increased availability to childcare, improved health and emotional development for young people, and better parental support. Now being developed for older people to tackle exclusion in later life - as stated in the report; A Sure Start to Later Life: Ending Inequalities for Older People.

Third Sector - Term used to describe the range of institutions which occupy the space between the State and the private sector. These include small local community and voluntary groups, registered charities both large and small, foundations, trusts and the growing number of social enterprises and co-operatives. Third sector organisations share common characteristics in the social, environmental or cultural objectives they pursue; their independence from government; and in the reinvestment of surpluses for those same objectives.

Trust - A generic term for a legal entity/organisation providing health and social care services within the NHS. Tertiary care: The third and highly specialised stage of treatment, usually provided in a specialist hospital centre.

Walk in centres - Centres designed to offer fast advice and treatment, without an appointment, for more minor conditions or injuries.

World Class Commissioning - A statement of intent, aimed at delivering outstanding performance in the way the NHS commissions health and care services.

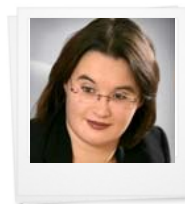
talk to us



Melanie Print

t 0121 237 4582

e mprint@brownejacobson.com



Joanne Cox

t 0121 237 4583

e jcox@brownejacobson.com