

GLOSSARY

Term	Abbreviation	Explanation
111		The number to dial for advice on the appropriate place to seek medical treatment.
Accident and Emergency	A&E	Part of the hospital concerned with the immediate treatment of patients who have had an accident and require medical or surgical care.
Accountability		One of the three foundations of public service. Everything done by those who work in the NHS must be able to stand the test of parliamentary scrutiny, public judgements on propriety and professional codes of conduct.
Accredited Safe Haven	ASH	An Accredited Safe Haven (ASH) is a controlled environment within a CCG or CSU where staff can receive weakly pseudonymised data. See also DSCRO
Acute Assessment Unit	AAU	A short-stay department, usually less than 48 hours, within some hospitals that is separate from the emergency department, Acute Assessment Units deliver emergency ambulatory care to ensure swift and effective decision-making and allow assessment of patients with the aim of preventing prolonged length of stay.
Acute Care		A branch of secondary health care where a patient receives active but short-term treatment for a severe injury or episode of illness, an urgent medical condition, or during recovery from surgery.
Acute Commissioning Unit	ACU	Responsible for managing contracts relating to the purchasing of services within acute trusts.
Acute Trust		An NHS body that provides secondary care or hospital-based healthcare services from one or more hospitals.
Advocacy		Where a person acts as a champion for a patient or carer. An advocate could be one of a range of people including pharmacists, doctors, voluntary workers or the carer themselves.
Agenda for Change	AfC or A4C	The current National Health Service (NHS) grading and pay system for NHS staff, with the exception of doctors, dentists, apprentices and executives.
Academic Health Sciences Network	AHSN	Regional networks connecting NHS, industry, academic organisations and the 3 rd sector, local authorities and as catalysts to identify and spread health innovation at pace and scale
Allied Health Professions	AHP	Clinical health care professions other than dentistry, nursing and medicine.
Ambulatory Care		Health services provided on an outpatient basis to those who visit a hospital or another health care facility and depart after treatment on the same day.
Annual Governance Statement	AGS	Part of the Annual Report signed by the Accountable Officer describes governance arrangements and their effectiveness
Any Qualified Provider	AQP	Choice of provider in the community.
Audit Commission		A public corporation looking to improve economy, efficiency and effectiveness in local government, housing and the health service, directly through the audit and inspection process and also through value for money studies.
Average length of stay	ALOS	The total number of patient days divided by the number of admissions and discharges during a specified period of time, which results in an average number of days in the hospital for each person admitted.
Benchmarking		A process whereby organisations identify best performers. In particular, they examine how results are achieved in order to bring their own performance in line with the best.

Better Care Fund	BCF	The Better Care Fund (formerly the Integration Transformation Fund) was announced by the Government in the June 2013 spending round, to ensure a transformation in integrated health and social care. The Better Care Fund (BCF) is a programme across the NHS and Local Government which will help create a local single pooled budget to incentivise the NHS and local government to work more closely together around people, placing their well-being as the focus of health and care services.
Birth Centres		Small maternity units which are staffed and, in most cases, run by midwives which offer a homely rather than a clinical environment, supporting women who want a birth with no or few medical interventions.
Black & Minority Ethnic Group	BME	Identified as a vulnerable group in health terms. Local health improvement programmes may include strategies to deal with the health needs of minority ethnic groups.
Black Asian and Minority Ethnic Groups	BAME	As above
Better Payment Practice	BPP	The requirement of all health bodies to pay external suppliers within 30 days of receipt of goods, or a valid invoice, whichever is the later.
Board (or Governing Body) Assurance Framework	BAF or GBAF	A structure including a summary document by which an NHS organisation's Board level leadership is assured that significant risks to objectives are controlled
Capital Resource Limit	CRL	The limit on capital spend that a CCG is required to meet each year.
Capitated Budgets		With capitated budgets, the physical, mental and social care needs of a defined population are handled by a single entity or group of providers, which receive a regular lump sum from each of the other providers in their network.
Cardiology		A medical specialty concerned with the study and treatment of the structure, function, and disorders of the heart.
Cardiovascular	CVD	Relating to, or involving the heart and the blood vessels.
Care Home		A residential home that provides accommodation with nursing and personal care.
Care Pathway		A pre-determined plan of care for patients with a specific condition.
Care Quality Commission	CQC	The independent regulator of health and social care. From April 2009, the CQC brought together the work of the Commission for Social Care Inspection (CSCI), the Healthcare Commission and the Mental Health Act Commission.
Case for Change		A report which presents a frank picture of where standards of care are falling short and where the safety of patients may be at risk with the aim of 'telling it like it is' so that patients, carers and stakeholders understand the need for change.
Child and Adolescent Mental Health Services	CAMHS	NHS-provided services for children in the mental health arena in the UK organised around a 4-Tier system.
Children's Services		Healthcare services aimed at the care of children and adolescents.
Children's Trust		A multi-agency set of management arrangements enabling integration of general and specialist services to children and adolescents in the local community.
Choose and Book		A service that allows patients and their GP to choose the date, time and hospital for their initial referral and book it on-line.
Chronic Disease / Long Term Condition		A disease, condition or health problem which persists over a long period of time. The illness may recur frequently and in some cases may lead to partial or permanent disabilities. Examples include: arthritis, diabetes and hypertension.
Chronic Obstructive Pulmonary Disease	COPD	A disorder marked by persistent obstruction of bronchial air flow, commonly caused by smoking.

Clinical		Relating to the treatment of a patient or to the course of a disease or condition.
Clinical Audit		A cyclical evaluation and measurement by health professionals of the clinical standards they are achieving.
Clinical Commissioners		A suite of locally adaptable performance management solutions that empower PCTs, Clinical Commissioning Groups and GP Consortia to effectively monitor key performance indicators and manage their local commissioning process.
Clinical Commissioning Groups	CCGs	Groups of GPs that, from April 2013, are responsible for designing local health services in England. They will do this by commissioning or buying health and care services.
Clinical Evidence		Authoritative medical resource for informing treatment decisions and improving patient care.
Clinical Networks		Organisations used to deliver locally integrated services that are of consistently high quality.
Clinical Working Group	CWG	A forum for GPs and clinicians based in both acute and primary care to discuss issues relating to the delivery of health care.
Clostridium Difficile	CDifficile	A health care associated bowel infection that largely affects those patients with other underlying diseases and/or recent antibiotic treatment.
Collaborative Commissioning Initiative	CCI	
Commissioning		Identifying health needs of local people; planning and purchasing health services which respond to their needs.
Commissioning for Quality & Innovation	CQUIN	A payment framework which enables commissioners to reward excellence by linking a proportion of providers' income to the achievement of local quality improvement goals.
Commissioning Strategy Plan	CSP	
Commissioning Support Unit	CSU	CSUs provide a wide range of commissioning support services that enable clinical commissioners to focus their clinical expertise and leadership in securing the best outcomes for patients and driving up quality of NHS patient services.
Community Care		Care provided by social services departments and the NHS to assist people in their day-to-day living.
Community Children's Nursing Network		A network which supports those members whose main focus is children with acute or long-term nursing care needs in the community.
Community Nurses		School Nurses, Health Visitors, District Nurses, Nursery Nurses and other staff nurses working in the community.
Community Services		Local services provided outside a hospital. Many community staff are attached to GP practices and to health centres.
Community Ward		Need 'Virtual Ward'. A term used to describe how Community Nursing services are aligned in a multi-disciplinary approach to deliver pro-active case management to patients with a long-term condition, and to manage patients in their home with an acute exacerbation.
Co-Morbidities		The presence of one or more disorders (or diseases) in addition to a primary disease or disorder, or the effect of such additional disorders or diseases.
Continuing Healthcare	CHC	Continuing Care services are provided in hospital, at home, in a care home, in a day hospital or day centre, or in a hospice. Services may include fully-funded continuing NHS health care in a care home or other setting; rehabilitation and recovery services; palliative care; respite health care; specialist health care support; specialist health care equipment; and specialist transport.
Continuing Professional Development	CPD	The means by which people maintain their knowledge and skills related to their professional lives.

Coordinate My Care	CMC	An end-of-life care register to improve the coordination of care in a patient-centric manner so that patients' wishes are met during the final stages of their lives.
Clinical Quality Review Group	CQRG	A platform that brings together clinical leads, commissioners and quality leads from CCGs and trusts to discuss and make decisions on aspects of quality and safety
Coronary Heart Disease	CHD	Disease of the heart that occurs when the walls of the coronary arteries become narrowed by a gradual build-up of fatty material (atheroma). Examples of CHD include heart attack and angina.
Cost Improvement Programme	CIP	Transformation schemes in nhs provider organisations that saves money. The most successful organisations have developed long-term plans to transform clinical and non-clinical services that not only result in permanent cost savings, but also improve patient care, satisfaction and safety
Croydon Health Services NHS Trust	CHS	The provider of Acute and Community NHS Services in the London Borough of Croydon
Data Services for Commissioners Regional Officers	DSCRO	Offices granted powers by the Health and Social Care Act 2012 to receive identifiable patient information from hospitals and GP practices and provides anonymised data this so that it can be used by commissioners for planning and invoice payment purposes. Locally provided by NELCSU
Deliberative Event		Event where the public, patients, service users and staff become actively involved in the shaping of NHS policy by discussing evidence, challenges and potential solutions in detail.
Dementia		A progressive condition affecting mental ability which leads to problems with normal activities of daily living. Dementia is a long-term condition developed as an adult and is not associated with a loss or alteration of consciousness.
Demographic Growth		An increase in the size of a population due to the effect of there being more births than deaths.
Department of Health	DH / DoH	A department of the UK government with responsibility for government policy for health and social care matters and the the National Health Service (NHS) in England along with a few elements of the same matters which are not otherwise devolved to the Scottish, Welsh or Northern Irish governments.
Diversity Committee		A committee made up of representatives from Wandsworth CCG, St George's Hospital, the Mental Health Trust, Social Services and from voluntary and community groups. The committee ensures consistent and fair delivery in services and in workforce practices.
Drug Action Team	DAT	Drug Action Teams were formed to coordinate the work of local agencies on drug misuse. It brings together Councils, the Metropolitan Police, the Probation Service, CCG and in some boroughs HM Prison services.
Effective Commissioning Initiative Programme	ECI	A programme and policy that deals with treatments and procedures for which restricted access criteria have been agreed by commissioners in the region. Established in 2006 for the then Primary Care Trust (PCTs) in South West London, the policy is driven by the need to ensure that NHS funded treatments are evidenced-based, clinically effective, safe and that access to treatments throughout the SWL area is equitable for patients with similar clinical needs, hence reducing variation in care. Some treatments are "not routinely funded" because either their clinical and cost-effectiveness is marginal or NHS provision may be inappropriate. See Individual Funding requests (IFR)
Elective Admission		When the decision to admit could be separated in time from the actual admission, allowing a future planned admission.

Elective Care / Treatment		Pre-arranged, non-emergency care that includes scheduled operations. It is provided by medical and surgical specialists in a hospital or other secondary care setting.
Elective Surgery		Surgery carried out at a time convenient to the patient and the surgeon.
Electronic Staff Record	ESR	An Oracle-based human resources and payroll database system currently used by 586 units of the NHS in England and Wales to manage the payroll for 1.2 million NHS staff members.
Emergency Admission		A patient admitted, unplanned, on the same day that admission is requested.
Emergency Care		Providing life-saving measures in life-threatening situations.
Emergency Department	ED	Part of a hospital concerned with the immediate treatment of patients who have had an accident and require medical or surgical emergency care (see also A&E)
End of Life Care	EOLC	Specialist care for all patients nearing the end of their lives.
End-to-End Pathway		A pathway which focuses on defining the complete care path from start to finish for patients. See also Care Pathway.
Epsom and St Helier University Hospitals NHS Trust	ESH	Operates general hospitals in Epsom as well as running services out of Sutton Hospital
European Working Time Directive	EWTD	As part of the Working Time Regulations, the Directive states that by 2009 training doctors will by law not be expected to work more than 48 hours per week.
Evidence-based Practice/ Evidence-based Medicine		Concerns the development of clinical practice guidelines, which are based on a thorough review of all the available research in a given area.
Expert Patient Programme	EPP	Programme designed to teach good self-care and self-management skills to people with long-term conditions.
Foundation Trusts	FTs	NHS hospitals run as independent, public benefit corporations, which are both controlled and run locally.
Friends and Family Test	FFT	A measure of patient satisfaction of NHS services.
Front-End		A term that refers to the initial stages of a process.
Funded Nursing Care	FNC	NHS-funded nursing care is when the NHS pays for the nursing care component of nursing home fees.
General Medical Services	GMS	Personal medical services provided by general medical practitioners, for example, giving appropriate health promotion advice, offering consultations and physical examinations, offering appropriate examinations and immunisations.
General Medicine		The assessment, diagnosis and treatment of disease and the maintenance of health via non-surgical means.
General Practitioner	GP	A specialised doctor who is qualified to assess and treat a broad range of patients from birth to end-of-life
General Practitioners with Special Interest	GPSIs	GPs that supplement their generalist role through specialist training to deliver a clinical service beyond the normal scope of general practice.
Genito-Urinary Medicine	GUM GU Med	Branch of medicine concerning the male and female sexual organs and the urinary system (that stores and removes urine from the body).
Gold Standards Framework	GSF	A systematic evidence-based approach to optimising the care for patients nearing the end of life.
Governing Body	GB	A group of people that is responsible for making the final decisions within the CCG and is accountable to NHS England and its member practices. An NHS Governing Body consists of elected members from its practices and representatives from Social Care, Public Health and secondary care
GP-led Health Centre	GP-ledHC	Health centre, which offers appointments and walk-in services, led by GPs, for any member of the public. See also General Practitioners (GPs).

Health and Wellbeing Board	HWBB	A forum for local commissioners across the NHS, public health and social care, elected representatives, and representatives of HealthWatch to discuss how to work together to improve the health and wellbeing outcomes of the people in their areas. HWBB will take a lead role in the Joint Strategic Needs Assessment; promote and support joined up commissioning across NHS social care and public health; support pooled budget arrangements with other agencies such as CCGs; and undertake a scrutiny role with respect to major service redesign.
Health Based Place of Safety	HBPoS	Under section 136 of the Mental Health Act 1983, someone who appears to be experiencing a mental health crisis in a public place can be picked up by the police and taken to a place of safety for an assessment of their needs. In all but exceptional circumstances this should be in a healthcare setting.
Health Care Partnership	HCP	The NHS, local councils and the voluntary sector in south west London have strengthened their commitment to working together to deliver better care for local people as the South West London Health and Care Partnership. A local approach works best, and organisations providing health and care in six London boroughs have come together as four local partnerships, acting as one team to keep people healthy and well in Croydon, Sutton, Kingston & Richmond, and Merton & Wandsworth.
Health Inequalities		For example, the gap in health status, and in access to health services, between different groups, social classes and ethnic groups and between populations in different geographical areas.
Health Needs Assessment	HNA	The process of exploring the relationship between health problems in a community and the resources available to address those problems in order to achieve a desired outcome.
Health Promotion	HP	Programmes designed to inform the public about health risks and ways to prevent or reduce health problems; the programmes often target specific populations.
Health Visiting Service		Including community nurses and nursery nurses to provide a health promotion and prevention and support service to families with children under the age of 5 years.
Healthcare Acquired Infections	HCAI	Infections such as MRSA and Clostridium Difficile that patients or healthcare workers acquire from a healthcare environment such as a hospital or care home.
Healthcare Assistants	HCA	Healthcare Assistants (also known as support workers, nursing assistants, or nursing auxiliaries) help healthcare professionals with the day-to-day care of patients, either in hospitals or in patients' own homes.
Healthcare Commission	HCC	See Care Quality Commission (CQC)
Healthcare for London	HFL	A 10 year programme to transform healthcare and standards of health in the capital.
HealthWatch		Healthwatch England is the national consumer champion in health and care. It has significant statutory powers to ensure the voice of the consumer is strengthened and heard by those who commission, deliver and regulate health and care services. The funding for local Healthwatch is held by Wandsworth Council which has contracted with Wandsworth Care Alliance to provide this service.
Hypertension		Blood pressure greater than or equal to 140/90mmHg
Hyper-acute stroke unit	HASU	Hospital wards that specialise in treating people who are having a stroke
Improving Access to Psychological Therapies	IAPT	A programme which supports the frontline NHS in implementing National Institute for Health and Clinical Excellence (NICE) guidelines for people suffering from depression and anxiety

		disorders. See also National Institute for Health and clinical Excellence (NICE).
Improving Healthcare Together	IHT	Experienced GPs from CCGs in Surrey Downs, Sutton and Merton, are working with Epsom and St Helier University Hospitals NHS Trust and local communities to address a series of long-standing challenges and improve healthcare for local people in the future.
Indicator		A statistic or market that has been chosen to monitor health or service activity. For example, the number of women attending for breast cancer screening or the number of deaths from coronary heart disease in a defined population.
Individual Funding Request	IFR	Used where a clinician believes that their patient's clinical situation is so different to other patients with the same condition that they should have their treatment paid for by the NHS when other patients would not. See also ECI
Information Governance	IG	Information Governance is the NHS framework setting standards of practice that enables organisations and individuals to ensure information is processed legally, securely, efficiently and effectively.
Inpatient / Inpatient Services		A patient who is "admitted" to the hospital and stays overnight or for an indeterminate time, usually several days or weeks / a service provided to a hospitalised patient.
Integrated Care Systems	ICS	Advanced local partnerships taking shared responsibility to improve the health and care system for their local population.
Integrated Commissioning Programme	ICP	Where the CCG works closely with the Local Authority to commission integrated services in the community that support people to stay well at home and provide a rapid response to health and social crises that enable people to stay home whenever possible.
Integrated Care Providers	ICPs	are population-based models of care that integrate primary, secondary, community and other health and care services under one single provider contract
Integrated Governance		The means by which we pull together all the competing pressures on Boards and their supporting structures, to enable good governance (Integrated Governance Handbook, 2006)
Intensive Care Unit	ICU	A hospital unit in which is concentrated special equipment and specially trained personnel for the care of seriously ill patients requiring immediate and continuous attention. Also referred to as a Critical Care Unit (CCU).
Intensive Therapy Unit	ITU	A specialised department in a hospital that provides intensive care medicine.
Interdependencies		A relation between its members such that each is mutually dependent on the others.
International Financial Reporting Standards	IFRS	Accountancy reporting standards that NHS bodies are legally required to use from 1 April 2009. IFRS replaced UK Generally Accepted Accounting Standards (UK GAAP). This means that the rules over how the PCT recognises expenditure, income and capital items will change.
Joint Strategic Needs Assessment	JSNA	Establishes an understanding of the health and wellbeing needs of a local community in order to prioritise action. They are a continuous process and support a shift towards preventative services.
Joint Pharmaceutical Needs Assessment	JPNA	A document which records the assessment of the need for pharmaceutical services within a specific area.
Key Performance Indicators	KPIs	Financial and non-financial metrics used to quantify objectives to reflect strategic performance of an organisation.
King's Fund		An independent charitable foundation working for better health, especially in London.

Kingston Coordinated Care	KCC	Kingston Coordinated Care is a transformation programme comprising of commissioners and providers to enable a 'whole system' and 'whole life' way of working that puts the individual at the centre of coordinated support and helps people achieve the outcomes that matter to them.
Learning Disabilities	LD	A disorder in the basic cognitive and psychological processes involved in using language or performing mathematical calculations, affecting persons of normal intelligence and not the result of emotional disturbance or impairment of sight or hearing.
Length of Stay	LOS	The period of time a patient remains in a hospital or other health care facility as an inpatient.
Life Expectancy		The theoretical time an average person born today would live if he or she had the same rate of death at each age as people who are alive at the moment.
Liverpool Care Pathway for the Dying	LCP	An integrated care pathway that is used at the bedside to drive up sustained quality of the dying in the last hours and days of life. See also Care Pathway.
Local Area Agreements	LAAs	These set out the priorities for a local area agreed between central government and a local area (the Local Authority and the Local Strategic Partnership) and other key partners at the local level. LAAs simplify some central funding, help join up public services more effectively and allow greater flexibility for local solutions to local circumstances. Through these means, LAAs are helping to devolve decision-making, move away from a 'Whitehall knows best' philosophy and reduce bureaucracy.
Local Authority	LA	The governing body of a county, district etc.
Local Dentistry Committee	LDC	The professional organisation representing dental practices and practitioners
Local Enhanced Service	LES	A specified range of nationally specified additional services that can be commissioned from GP practices through the commissioning arrangements delegated from NHS England in response to local needs and priorities.
Local Incentive Scheme	LIS	Payments to local practices to incentivise GPs, practice clinicians and practice managers participation in work to address specific health objectives for the local population
Local Medical Committee	LMC	An LMC is the statutory body recognised by successive NHS Acts as the professional organisation representing GPs and their practice teams in negotiations with CCGs, NHS England and local authorities.
Local Ophthalmology Committee	LOC	The professional organisation representing optical practices and practitioners
Local Strategic Partnerships	LSPs	Non-statutory, multi-agency partnerships which match local authority boundaries. LSPs bring together at a local level the different parts of the public, private, community and voluntary sectors, allowing different initiatives and services to support one another so that they can work together more effectively.
Long Term Conditions	LTC	Conditions, such as diabetes, asthma and arthritis that cannot currently be cured, but whose progress can be managed and influenced by medication and other therapies.
Low Birth Weight		A baby born weighing less than 2,500 grammes
Major Acute / Specialist Centres		A large centre which provides acute and /specialist care for patients with rapid onset or specific illnesses. See also Acute Care and Specialist Care.
Maternity Services		Services which care for mothers during pregnancy, labour and after birth, together with their newborn babies.
Memorandum of Understanding	MoU	A non-legally binding document signed by organisations that confirms their shared intentions of partnership working, describing how they will work together including governance arrangements.

Mental Health	MH	A state of emotional and psychological wellbeing in which an individual is able to use his or her cognitive and emotional capabilities, function in society and meet the ordinary demands of everyday life.
Mental Health Trust	MHT	A Trust that provides specialist mental health services in hospitals and local communities.
Minor Injury Unit	MIU	A unit for less serious injuries, such as deep cuts, eye injuries, broken bones, severe sprains, minor head injuries, minor burns and scalds.
Model of Care	MOC	An overarching design for the provision of a particular type of health care service that is shaped by a theoretical basis, evidence-based practice and devined standards which broadly define the way health services are delivered.
Morbidity		Illness or disease
Mortality		Death. On a death certificate in England and Wales, a death is defined by a primary and underlying cause.
Moving Forward Together	MFT	SWL programme considering the merging of CCGs into a single CCG
Multi-disciplinary team	MDT	Groups of professionals from diverse disciplines who come together to provide comprehensive assessment and consultation.
Musculo-skeletal pain		Pain that affects the muscles, tendons and ligaments along with the bones.
National Audit Office	NAO	An organisation which scrutinises public spending on behalf of Parliament.
National Health Service	NHS	A global term referring to the five sinel-payer publicly funded healthcare systems in the United Kingdom and the Isle of Man.
National Health Service Litigation Authority (now known as NHS Resolution)	NHSLA	A specialist health authority responsible for handling negligence claims made against NHS bodies in England. In addition to dealing with claims when they arise, they have an active risk management programme. The Clinical Negligence Scheme is known as CNST.
National Health Service Long Term Plan	NHS LTP	Health and care leaders have come together to develop a Long Term Plan to make the NHS fit for the future.
National Health Service Trusts	NHSTs	Set up in 1991 under the NHS reforms to provide hospital and community services, Trusts are self-governing bodies with their own board of directors and with freedom to organise their affairs. This is subject only to the legal framework within which they work and to the contracts they have negotiated with purchasers.
National Institute for Clinical Excellence	NICE	Independent organisation that provides national guidance on the promotion of good health and the prevention and treatment of ill health.
National Service Framework	NSF	A framework focused specifically on the needs of peopole with neurological disease, brain or spinal injury. The framework is designed to set standards for the knowledge and skills base of all health professionals working in this area.
Neonatal Care		The provision of care for newborn infants up to 28 days after birth.
Neonatal Intensive Care Unit	NICU	A hospital unit containing a variety of sophisticated devices and specialist equipment for the management and care of premature and seriously ill newborns.
Non Clinical		Staff within the NHS who do not have clinical responsibilities, e.g. administrative, IT, HR etc.
Non Emergency		Not being or requiring emergency care. See also Emergency Care.
Obesity		Description of an individual with a Body Mass Index of equal to or greater than 30kg/m ² .

One Croydon Alliance	OCA	A partnership between the local NHS, Croydon Council and Age UK Croydon. Focused initially on improving the health and wellbeing of older people in the borough, from April 2018, the Alliance is extending its remit to consider the health needs of people of all ages in the borough.
Out of Hospital Care	OOH	Services that are provided in GP Practice or clinic settings that give treatment to patients without them having to go into hospital. See also Out of Hours (OOH).
Out of Hours	OoH	Patient services provided by GPs outside of normal surgery hours. See also Out of Hospital Care.
Outcome		The result of a health intervention or treatment.
Outpatient / Outpatient Services	OP	A patient who is not hospitalised for 24 hours or more but who visits a hospital, clinic or associated facility for diagnosis or treatment.
Palliative Care		An approach that improves the quality of life of patients and their families facing the problems associated with life-threatening illness, including physical, psychosocial and spiritual issues.
Pan London Network		A network across London.
Patient Advice and Liaison Service	PALS	Provides patients, carers and their families with confidential advice and support on Wandsworth CCG NHS Services. All information provided to PALS is treated confidentially and no action will be taken without the agreement of the patient or the person concerned. PALS are accessible by phone, email or letter.
Patient and Public Advisory Group	PPAG	A patient representative group responsible for making recommendations on how best to engage local patients and residents on the Better Services, Better Value review, including advising on and scrutinising communications and engagement plans and approaches.
Patient and Public Involvement / Engagement	PPI PPE	The active participation of citizens, users and carers and their representatives in the development of health care services.
Patient Confidential Data	PCD	
Patient feedback		Feedback received from the public via such methods as deliberative events. See also Deliberative Event.
Payment by Results	PbR	Transparent rules-based system that sets fixed prices (a tariff) for clinical procedures and activity in the NHS, enabling all Trusts to be paid the same for equivalent work.
Personal Health Budgets	PHB	
Personal Medical Services	PMS	These entail local service contracts, negotiated between the provider and primary care trusts.
Personal Protective Equipment	PPE	Equipment provided for performing an activity to reduce the risk of hazards in the environment entering the body of the wearer. Examples include respirators, eye protection, surgical masks and visors, gown and gloves, boots
Planned Care	PC	Care provided to people which is planned in advance: e.g. surgery which a patient has been booked in for.
Point of Delivery	POD	The setting, within a hospital, where the patient receives care – this can be A&E, Inpatients or Outpatients.
Practice-based Commissioning	PBC	PBC engages Practices and other primary care professionals in the commissioning of services.
Primary Care		The collective term for all services which are people's first point of contact with the NHS, e.g. GPs, Dentists.
Primary Care Networks	PCNs	Non-statutory bodies formed in June 2019 consisting of groups of general practices working together with a range of local providers, including across primary care, community services, social care and the voluntary sector, to offer more personalised, coordinated health and social care to their local populations (typically of 30,000-50,000). Each is led by a Clinical Director (CD)

		PCN can form a legal entity through which they may (if commissioned) jointly provide healthcare services beyond core primary medical services. Commissioners can contract for other services either from PCN member practices (i.e. through a LIS) or from the PCN direct.
Primary Care Support Service	PCSS	The Primary Care Support Service (PCSS) is part of NHS England and provides administrative and payment services to GPs, Dentists, Pharmacies and Opticians throughout Surrey, Sussex and South West London.
Privacy Impact Assessment	PIA	A process which helps assess privacy risks to individuals in the collection, use and disclosure of information. PIAs help to identify privacy risks, foresee problems and bring forward solutions.
Programme Management Office	PMO	A group or department within a business, agency or enterprise that defines and maintains standards for project management within the organization.
Provider		A hospital, clinic, health care professional, or group of health care professionals who provide a service to patients.
Public Health	PH	Public Health is concerned with improving the health of the population rather than treating the diseases of individual patients.
Public Health Professionals		Professionals educated in 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.
Pulmonary		Pertaining to the lungs or the respiratory system.
Quality and Outcomes Framework	QOF	Part of the contract Primary Care Trusts had with GPs. It is nationally negotiated and rewards best practice and improved quality of services.
Quality, Innovation, Productivity and Prevention	QIPP	A programme to achieve efficiency savings through a focus on quality, innovation, productivity and prevention.
Queen Mary's Hospital	QMH	Roehampton
Referral to Treatment Times	RTT	Collection of data monitoring the length of time from referral through to treatment.
Residual Growth		A number describing growth from year to year and decade to decade.
Revenue Resource Limit	RRL	The revenue funding that a CCG receives each year.
Ring-Fencing		When a portion of an organisation's assets are financial separated without necessarily being operated as a separate entity. In the NHS, this may mean, for example, protecting time for certain procedures, such as operations, to be carried out, or protecting a budget so that it cannot be cut or used for other things.
Risk Assessment		The determination of quantitative or qualitative value of risk related to a concrete situation and a recognised threat.
Screening		Screening tests detect problems that have not yet caused symptoms. Screening may identify risk factors, genetic predisposition, and precursors, or early evidence of disease.
Secondary Care		Collective term for services to which a patient is referred and receives a consultant opinion. Usually this refers to NHS hospitals offering specialised medical services and care.
Self Care		Health decisions that people (as individuals or consumers) make for themselves and their families to get and stay physically and mentally fit.
Self Management Programme	SMP	Programme helping participants to build the skills, knowledge and self-belief needed to effectively manage depression.

Serious Incident	SI	A serious incident requiring investigation is defined as an incident that occurred in relation to NHS-funded services and care resulting in one of the following: <ul style="list-style-type: none"> • unexpected or avoidable death of one or more patients, staff, visitors or members of the public; • serious harm to one or more patients, staff, visitors or members of the public or where the outcome requires life-saving intervention, major surgical/medical intervention, permanent harm or will shorten life expectancy or result in prolonged pain or psychological harm (this includes incidents graded under the NPSA definition of severe harm); • a scenario that prevents or threatens to prevent a provider organisation's ability to continue to deliver healthcare services, for example, actual or potential loss of personal/organisational information, damage to property, reputation or the environment, IT failure or incidents in population programmes like screening and immunisation where harm potentially may extend to a large population; • allegations of abuse; • adverse media coverage or public concern about the organisation or the wider NHS; • one of the core set of never events.
Setting of Care		The place where care is delivered.
Sexually Transmitted Infection	STI	Infections that can be transferred from one person to another through sexual contact.
Smoking Cessation		A nationwide NHS strategy to help people who want to stop smoking.
Social Services		Personal care services provided by local authorities for vulnerable people, including those with special needs because of old age, physical or mental disability and children in need of care and protection.
South London & Maudsley NHS foundation Trust	SLaM	NHS Mental Health and Learning Disabilities service provider in South East London and serving Croydon
South West London Elective Orthopaedic Centre	SWLEO C	
Specialist Care		Health care limited to a particular branch of medicine or surgery.
Specialist Service		A service which is designed to deliver specialist care within a particular field of medicine or surgery.
St George's University Hospitals NHS Foundation Trust	SGH Or SGUH	A major acute hospital that offers very specialist care for the most complex of injuries and illnesses, including trauma, neurology, cardiac care, renal transplantation, cancer care and stroke. Also, A&E, maternity services and care for older people and children. The main site is in Tooting but the Trust also operates Queen Mary's Hospital in Roehampton. Some services, such as cardiothoracic medicine and surgery, neurosciences and renal transplantation, also cover significant populations from Surrey and Sussex.
Stakeholders		The NHS has a wide range of stakeholders that all share an interest in its work, including patients and the public, local and regional NHS organisations, local authorities and social care providers, charities, and the voluntary and community sector.
Standalone		A unit / organisation that operates a discrete service.
Staying Healthy		A guide to eating, exercising and living your way to good health.
Sustainability and transformation partnership	STP	STPs were created to bring local health and care leaders together to plan around the long-term needs of local communities.

Sutton Health and Care		A partnership made up of the GP federation in Sutton, the London Borough of Sutton, South West London and St George's Mental Health Trust and Epsom and St Helier hospitals. Working together, the partnership provide community services in Sutton, caring for adults in their own homes across the borough, providing children's community health services, and sexual health services.
Tele-Health		The delivery of health-related services and information via telecommunications technologies.
Terminal Care		Care for a patient and their family at the end of life.
Termination of Pregnancy	TOP	Foetal death due to induced abortion.
Trauma		Serious or violent shock to the body, as from violence or an accident.
Urgent Care (unscheduled)	UC	Care for people needing medical advice, diagnosis and/or treatment quickly and unexpectedly. See Urgent Care Centre.
Urgent Care Centre	UCC	A unit primarily used to treat patients who have an injury or illness that requires immediate care but is not serious enough to warrant a visit to an emergency department.
Use of Resources	UoR	Review undertaken by External Audit on how well CCGs are managing and using their resources to deliver value for money and better and sustainable outcomes for local people.
Waiting Time		The time which elapses between the request by a GP for an appointment and the attendance of the patient at the outpatient department or of receiving treatment. It does not include the time people are suspended from the list or time lost by people being put back on the list after being deleted from it. The NHS Plan committed the health service, by 2005, to working within maximum waiting times of three months for a routine outpatient appointment and six months for inpatient treatment.
Walk-In Centre	WIC	Centre staffed by nurses that offers patients fast and convenient access to advice and treatment for a range of minor illnesses (coughs, colds, infections) and minor injuries (sprains, cuts).
White Paper		Sets out the Government's long-term vision for the future of the NHS.
Whole Time Equivalent	WTE	A way to measure a worker's involvement in a project. A WTE of 1 relates to an individual working full-time in an area and 0.5 would equate to 50% of time on a project.
Workforce Race Equality Scheme	WRES	The Workforce Race Equality Standard (WRES) is a requirement for NHS commissioners and healthcare providers which shows how equality in staff is being addressed.