



Somerset
Clinical Commissioning Group

NHS Jargon Directory

INCLUDES COMMON MEDICAL TERMS

In response to comments from our patient and public engagement activities, we have developed this directory to include NHS jargon and medical terminology. Some of the terms are older but you may come across them in meetings. New jargon seems to appear every week.

We will try to keep this up to date – if you come across any jargon you think should be added to this directory please let us know and send your suggestions to:

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JARGON DIRECTORY

Abbreviation or Jargon	Explanation
A	
A&E	Accident & Emergency – These are the emergency departments in hospitals. They deal with people who need emergency treatment because of sudden illness or injury. Sometimes called casualty departments or in America - Emergency Rooms.
AHP	Allied Health Professional – this is a term used to apply to all non-medical or non-nursing staff who are professionally qualified in the NHS – such as occupational therapists, physiotherapists, speech & language therapists.
AHSN	Academic Health Science Network - There are 15 Academic Health Science Networks (AHSNs) across England (see map below), established by NHS England in 2013 to spread innovation at pace and scale – improving health and generating economic growth. Each AHSN works across a distinct geography serving a different population in each region.
AIDS	Acquired Immunodeficiency Syndrome describes a number of potentially life-threatening infections and illnesses that happen when your immune system has been severely damaged by the HIV virus.
AJO	Accountable Joint Organisation is where different organisations from the health and care system work together to improve the health of their local population by integrating services and tackling the causes of ill health.
ASD	Autistic Spectrum Disorder
AWP	Avon & Wiltshire Mental Health Partnership Avon and Wiltshire Mental Health Partnership NHS Trust (AWP) provides inpatient and community-based mental health care for people living in Bath and North East Somerset (B&NES), Bristol, North Somerset, South Gloucestershire, Swindon and Wiltshire. We also provide specialist services extending throughout the south west.
Access	Access for disabled people means the right to full and equal participation in all employment. Negative attitudes and assumptions can also block access. Access is often used to refer only to the physical environment such as being able to get into buildings, transport, housing etc.
Acute Services	Acute Services are usually short term hospital based services.
Advocacy	Advocacy is about ways of ensuring that an individual’s voice is heard or represented

		and their point of view acknowledged. Advocates can support service users or carers to get their voice heard. Key principles of advocacy include: independence respecting the individual and empowerment.
	Ambulatory Emergency Care	Ambulatory Care is a streamlined way of managing patients presenting to hospital who would traditionally be admitted.
	B	
	BAME	Black, Asian and Minority Ethnic
	BANES	Bath & North East Somerset Council – has responsibility for education, housing, social services, youth and community, leisure & tourism in Bath & the North East Somerset area.
	BDH	University of Bristol Dental Hospital
	BEH	Bristol Eye Hospital – part of University Hospitals Bristol (UHB)
	BIRU	Brain Injury Rehabilitation Unit
	BLS	Basic Life Support - training provided to teach resuscitation to NHS staff
	BMA	British Medical Association is the trade union and professional association for doctors and medical students across the UK, supporting doctors throughout their training and careers.
	BME	Black and Minority Ethnic
	BMJ	British Medical Journal is a weekly peer-reviewed medical journal. It is one of the world's oldest general medical journals. Originally called the British Medical Journal, the title was officially shortened to BMJ in 1988, and then changed to The BMJ in 2014.
	BNF	British National Formulary – a national listing of all medication and prescription drugs available. The BNF provides ready access to key information on the selection, prescribing, dispensing and administration of medicines. Drugs that are generally prescribed in the UK are included and those that are considered less suitable for prescribing are clearly identified. Little or no information is included on medicines that are promoted for purchase by the public.
	BNSSG	Bristol, North Somerset and South Gloucestershire Clinical Commissioning Group
	BRI	Bristol Royal Infirmary - The Bristol Royal Infirmary (BRI) is a teaching hospital with close links to Bristol University and provides acute medicine and surgery, critical care, trauma, orthopaedic and accident and emergency services to the population of Bristol. It also provides the centre for cardio-thoracic services for the south west and for cystic fibrosis care in the Severn area.
	Bench Marking	A method used by Trusts to compare services in different NHS Trusts across the country. They look at specific services in comparable Trusts to compare the quality of care and outcomes for patients.
	Budget	Budget is an estimate of how much an organisation expects to pay out in expenditure and receive in income during a financial year or other period.
	BUI	Bristol Urological Institute is based at Southmead Hospital and is the largest urology department in the South West.

C		
CABG	Coronary Artery Bypass Graft is a surgical procedure used to treat coronary heart disease. It diverts blood around narrowed or clogged parts of the major arteries to improve blood flow and oxygen supply to the heart.	
CAMHS	Child & Adolescent Mental Health Services are all the services provided for children and young people with emotional, behavioural and mental health needs. It can include services provided by statutory organisations such as NHS Trusts and social voluntary groups.	
CCDC	Consultant in Communicable Disease Control within Public Health who is responsible for the surveillance, prevention, and control of communicable disease and non-communicable environmental exposures.	
CCG	Clinical Commissioning Groups replaced Primary Care Trusts in April 2013. They are clinically-led statutory NHS bodies responsible for the planning and commissioning of health care services for their local area.	
CCU	Coronary Care Unit – a specialist unit providing health services to patients with coronary heart problems	
CDIFF	Clostridium Difficile - Nasty bacterial bowel infection often associated with excess antibiotics, causes severe disability in elderly, may lead to death, highly contagious.	
CEPD	Continuing education and post graduate development – a process for ensuring professionals continue to learn and update their skills in any given profession.	
(N)CEPOD	The (National) Confidential Enquiry into Patient Outcome and Deaths assist in maintaining and improving standards of care for adults and children for the benefit of the public by reviewing the management of patients, by undertaking confidential surveys and research, by maintaining and improving the quality of patient care and by publishing and generally making available the results of such activities.	
CHC	Continuing Healthcare. A package of care for adults aged 18 or over which is arranged and funded solely by the NHS. In order to receive NHS CHC funding individuals have to be assessed by Clinical Commissioning Groups (CCGs) according to a legally prescribed decision making process to determine whether the individual has a 'primary health need'.	
CHD	Coronary Heart Disease (sometimes called ischaemic heart disease) is when coronary arteries become narrowed by a gradual build-up of fatty material within their walls.	

CIP	Cost Improvement Programme. A Cost Improvement Programme is the identification of schemes to increase efficiency/ or reduce expenditure.
CLA	Child(ren) Looked After is defined in law by the Childrens Act 1989. A child (from birth until their 18 th birthday) is looked after by a Local Authority if he or she is in their care or is provided with accommodation for more than 24 hours by the Local Authority.
CME	Continuing Medical Education
CMO	Chief Medical Officer is the most senior advisor on health matters to the government.
CNST	Clinical Negligence Scheme for Trusts (NHS body) – a form of insurance for the NHS to cover costs of premiums for medical negligence cases. CNST sets an extensive range of high standards for the NHS to reduce and minimise clinical risks. Trusts that achieve the standards get a significant reduction in premiums when they can demonstrate good risk management practice. Inspections by CNST are annual.
CQC	Care Quality Commission – its predecessors were set up in 1999 as the independent, inspection body for the NHS. It publishes reports on all NHS Trusts, Care & Nursing Homes and Clinical Care in England. Its work includes routine inspections of NHS trusts, investigating serious service failures and publishing performance ratings.
CPA	Care Programme Approach is a package of care for people with mental health problems.
CPD	Continuing Professional Development is a common term shared by many professions. It is the way by which professionals maintain and update their knowledge and skills after qualification.
CPN	Community Psychiatric Nurse
CPR	Cardiac Pulmonary Resuscitation is the process to attempt reviving someone following a heart attack.
CQRM	Clinical Quality Review Meeting
CQUIN	Commissioning for Quality and Innovation. Introduced in 2009 to make a proportion of healthcare providers' income conditional on demonstrating improvements in quality and innovation in specified areas of patient care. The aim being is to secure improvements in the quality of services and better outcomes for patients.
CRHTT	Crisis Resolution and Home Treatment Team. A team of mental health professionals who can support you at your home during a mental health crisis. It usually includes a number of health professionals, such as a psychiatrist, mental health nurses, social workers and support workers.
CRES	Cash Releasing Efficiency Savings - something every NHS Trust has to achieve

		each year, identifying ways to save money across all its budgets.
CSF		Commissioner Sustainability Fund. Established as a targeted fund totalling up to £400 million to support those CCGs that would otherwise be unable to live within their means for 2018/2019.
CSR		Comprehensive Spending Review is a governmental process in the United Kingdom carried out by HM Treasury to set firm expenditure limits and, through public service agreements, define the key improvements that the public can expect from these resources
CSC		Children's Social Care. The 2004 Children Act made local authorities responsible for ensuring and overseeing the effective delivery of services for children, working closely with others. They must also promote children's welfare and well-being as defined by the five outcomes.
CSU		Commissioning Support Units provide CCGs with external support, specialist skills and knowledge to support them in their role as commissioners.
CSSD		Central Sterile Services Department
CYP		Children and Young People
Community Mental Health Teams		Teams of Health and Social Services staff who provide support to people with mental health problems living in the community.
Complex needs		Term used when people have more than one significant health or social problem with which they need support.
Consultation		A process that enables organisations to take advice and information on specific issues or plans from others. For example the statutory sector will consult with the voluntary sector, service users, carers and others on healthcare plans. Consultation is not a substitute for decision-making. It helps to improve. It is often legally required.
Continuing Care		Refers to people's care needs usually after hospital treatment has finished.
Corporate		Means that something has an effect across the whole of an organisation, like a local authority. For example a corporate policy in a local authority means each individual department has to abide by it and incorporate it into its practice.
Councillors		Local people elected to serve on the local authority council for four years. They usually belong to one of the three main political parties. Local people who are on the electoral register can vote in local elections. Local authority areas are divided into wards and each ward elects two councillors to represent their interests. Councillors decide the policy or framework for the work of the council.
D		
DCH		Dorset County Hospital

DCS	Day Case Surgery – minor operations, without complications that do not require admission or recovery in a hospital bed for longer than a day. This covers approximately 60% of all operations.
DNA	Did not attend (often used to indicate when in outpatient clinics (OPCs)).
DOH	Department of Health
DTC	Diagnostic & Treatment Centre
DTOC	Delayed transfer of care. Usually applies to older people whose acute period of treatment/care has finished but the person cannot be discharged from hospital for social care reasons
DVT	Deep Vein Thrombosis - associated with PEs (pulmonary emboli) and involves blood clots breaking off and travelling to the lungs. Requires a lung scan and anticoagulant therapy (blood thinning with a prescription drug, warfarin)
Data Protection Act	The 2018 Data Protection Act looks at digital technology which has transformed almost every aspect of our lives in the twenty years since the last Data Protection Act was passed. The new act makes our data protection laws fit for the digital age in which an ever increasing amount of data is being processed, it empowers people to take control of their data, supports UK businesses and organisations through the change and ensures that the UK is prepared for the future after we have left the EU. The text of the Data Protection Act and related documents can be found here on legislation.gov.uk. Historical documents relating to the passage of the Act can be found on the Parliament website.
Direct Payments	This is a different way for disabled people to get the support they need. A Direct Payment can be made to disabled people who currently use social services provided by a local authority. This payment enables disabled people to control and choose their own personal assistance. Most people who use social services provided by a local authority could get a direct payment.
Disability	See Social Model of Disability, Impairment
Disability Discrimination Act 1995 (DDA)	Laws aimed at ending some of the discrimination disabled people experience. The laws cover access to employment, transport, education and access to services in all areas of life, work, education, health and leisure.
Disability Equality	These give organisations a framework for tackling discrimination against disabled people and to promote equality of opportunity. See Social Model of Disability, Equal Opportunities.

	Policies	
E		
	ESD	Early Supported Discharge
	ECG	Electro Cardiogram
	EDS	Equality Delivery System
	EHA	Early Help Assessment – this is a form used for Early Help Assessments and also for referral for Level 4 child protection concerns in Somerset.
	EHCP	Education, Health and Care Plan
	EIA	Equality Impact Assessment
	EMI	Elderly Mentally Infirm
	EMIS	EMIS GP practice IT system provider
	ENT	Ear Nose & Throat
	EP	Education Psychologist
	EPR	Electronic Patient Records - all the information about NHS patients' diagnosis, treatment and care stored electronically instead of on paper records. The NHS plans to transfer all records to electronic formats.
	EPRR	Emergency Preparedness Resilience and Response is defined by a series of statutory responsibilities under the Civil Contingencies Act (2004). This requires NHS-funded organisations to maintain a robust capability to plan for, and respond to, incidents or emergencies that could impact on health or services to patients.
	EPS	Electronic Prescription Service makes it possible for your prescriptions to be sent electronically to the pharmacy or dispenser of your choice.
	Equality and Human Rights Commission	The Equality and Human Rights Commission is a non-departmental public body in England and Wales, established by the Equality Act 2006 with effect from 1 October 2007. The Commission has responsibility for the promotion and enforcement of equality and non-discrimination laws in England, Scotland and Wales.
	Equal Opportunities	Equal Opportunities policies aim to help organisations eliminate direct and indirect discrimination in behaviour, decision-making, employment practice and in providing services. Certain groups of people are discriminated against both intentionally and unintentionally in society; black and minority ethnic people, disabled people, women, gay or lesbian men & women, single parents, young people, older people, people with HIV/AIDS, people of a certain race or religion - can all experience discrimination either

		individually or as a group. This means that some people are denied equal access to employment, education, training, financial and other services or opportunities.
	Executive	Organisations such as NHS Trusts and some local authorities have Executives who are responsible for the day-to-day running of the organisation. Executives are usually responsible to a Trust Board. In local councils the Executive is made up of councillors who make decisions which are held to account by a Scrutiny Committee. Executive directors are employees of the organisation.
F		
	FAQ	Frequently asked questions
	FCE	Finished Consultant Episode
	FFMF	Fit for my Future. The strategy for how we will support the health and wellbeing of all the people of Somerset by changing the way we commission and deliver health and care services. It is being delivered through a partnership between Somerset Clinical Commissioning Group and Somerset County Council, supported by our major NHS providers.
	FRF	Financial Recovery Fund. Designed to support NHS systems and organisations efforts to make all NHS services sustainable.
	FYC	Full Year Cost
	FYE	Full Year Effect
	FYFV	Five Year Forward View. The independent Mental Health Taskforce brought together health and care leaders, people who use services and experts in the field to create the Mental Health FYFV. This national strategy which covers care and support for all ages and has a strategic approach to improving mental health outcomes across the health and care system, in partnership with health arm's length bodies.
G		
	GI	Gastrointestinal
	GMC	General Medical Council is the regulatory body that licences doctors to practice medicine in the UK. It keeps a register of qualified doctors and disciplines those whose conduct fails to meet professional standards.
	GMS	General Medical Services
	GP	General Practitioner is a local or family doctor based in the community.
	GPSoC	GP Systems of Choice a contractual framework to supply IT systems and services to GP practices and associated organisations.
	Green Paper	A government policy document issued for consultation
H		
	HCA	Healthcare Assistant. A member of the care team on a ward, usually unqualified or an NVQ graded nurse. HCA's may have been working in the NHS for very many years

		and have long experience.
HDU		High Dependency Unit – a step down from Intensive Care Unit (ICU/ITU) but greater nurse staffing level than a general ward.
HIV		Human Immunodeficiency Virus
HQ		Headquarters – building in an organisation where most of the senior executives or management team have their office base.
HR		Human Resources – one of the directorates dealing with all aspects of staffing. The term used to describe the staff workforce in an organisation. It can also be used to describe the department within an organisation which does the work involved in recruiting, employing staff, managing disciplinary or grievance procedures – also referred to as personnel departments.
HSE		Health and Safety Executive is a UK government agency responsible for the encouragement, regulation and enforcement of workplace health, safety and welfare, and for research into occupational risks in Great Britain.
Health and Social Care		A phrase that describes a wide range of activities that relate to health and welfare issues. It includes community care which focuses more on adults in need. In the statutory sector, Health tends to refer to health service led work or issues and Social Care tends to refer to work or issues led by local authorities and Social Services in particular.
Health and Social Care Act 2006		Under the National Health Service Act 2006 (amended by the Health and Social Care Act 2012, CCGs and NHS England have duties to promote the involvement of patients in their own health and care (sections 14U and 13H respectively – patients, carers and the public).
Health Inequalities		Describes the gap between the health of different population groups. People who are better off tend to have better health and are less likely to die before the age of 75 from any of the major diseases affecting the population. Improving the health and life expectancy of the less well-off to reduce this gap is a priority of the NHS Plan.
Health Scrutiny Committee		A local authority committee made up of councillors (usually not whipped according to political lines) responsible for scrutinising variations and developments planned by health services prior to implementation. Also called Overview and Scrutiny Committees (OSC) in some localities.
Health and Wellbeing Board		Introduced by the Health and Social Care Act 2012, HWBs are forums of key leaders from health and care system. Every upper tier local authority has an HWB to join up commissioning across the NHS, social care, public health and other services that are directly with the service user to agree how the care and support will be arranged.

Home First	A Somerset health and social care initiative which allows people to get the assessments and support they need, but in a different place where it can be more effective i.e. specialist unit, care home, community hospital or at home.
I	
IAPT	Improving Access to Psychological Therapies
ICAS	Independent Complaints Advocacy Service – part of the replacement mechanism for Community Health Councils (CHC) considered under the National Health Service Reform and Health Care Professions Bill 2000. The Commission for Patient and Public Involvement in Health has commissioned Complaints Advocacy Services from different organisations up & down the country. In this area Citizens Advice Bureaux provide the complaints advocacy service.
ICP	Integrated Care Pathways are structured multidisciplinary care plans which detail essential steps in the care of patients with a specific clinical problem.
ICP	Integrated Care Provider. The bringing together of a range of health and care services under a single contract, with the provider of those services becoming - for the purposes of that contract - an 'Integrated Care Provider' (or 'ICP' – previously referred to as an 'accountable care organisation') that is responsible for the delivery and coordination of quality care and improved health outcomes for a defined population.
ICS	Integrated Care System. In an integrated care system, NHS organisations, in partnership with local councils and others, take collective responsibility for managing resources, delivering NHS standards, and improving the health of the population they serve.
ICT	Infection Control Team is a dedicated department with the responsibility for advising and educating staff at all levels on how to prevent and reduce cross-infection in the hospital. The department is also largely responsible for advising the hospital when an infection outbreak occurs on a ward
ICU	Intensive Care Unit is a hospital department that provides intensive treatment medicine.
IM&T	Information Management & Technology – area of work which deals with data and information using computerised systems.
IPC	Infection Prevention and Control
IR	Independent Review
IT	Information Technology is the use of computers to store, retrieve, transmit and manipulate data or information.
ITS	Integrated Therapy Service
Impairment	Used to describe the grounds upon which individual people are disabled. Examples of impairments include a learning difficulty, physical or sensory conditions, and emotional / mental distress. See Social Model of Disability .

	Independent Living	A set of values and beliefs which emphasises disabled people's right to make their own choices, control their own lives and participate in all aspects of society on equal terms with non-disabled people. Independent Living Schemes support disabled people to live in the community and to employ their own staff to assist them.
	Independent Sector	Includes 'not for profit' organisations such as housing associations, educational bodies, voluntary sector organisations and community groups. It also includes private sector organisations which do aim to make a profit. It is often used to describe organisations in the private sector which provide residential or nursing care.
	Infrastructure	Means all the things and systems that are not directly involved in providing a service, but which have to be there for services to operate efficiently or consistently, like management and administration, or communications and distribution networks.
	Intermediate Care	Refers to services which prevent unnecessary hospital admissions and enable people to live independently at home through the provision of additional home care and other support.
J		
	JSNA	Joint Strategic Needs Assessment
K		
L		
	LD	Learning Disability. Learning disability, learning disorder or learning difficulty is a condition in the brain that causes difficulty and struggle to comprehend or process information and can be caused by several different factors. Given the "difficulty learning in a typical manner", this does not exclude the ability to learn in a different manner. Therefore, some people can be more accurately described as having a "learning difference", thus avoiding any misconception of being disabled with a lack of ability to learn and possible negative stereotyping.
	LeDeR	Learning Disability Mortality Review. LeDeR has two main programme activities. It supports local reviews of deaths of people with learning disabilities throughout England and undertakes a number of other related projects to help find out how many people with learning disabilities die each year in England and why.
	LGBT	Lesbian, Gay, Bisexual and Trans
	LMC	Local medical committee
	LMR	Local Modernisation Review – aims to develop three-to-five year plans that outline the change and investment needed to put the Government's NHS Plan into action locally.

LR	Local Resolution
LSP	Local Services Provider
LTC	Long Term Condition. Long term conditions or chronic diseases are conditions for which there is no current cure, and which are managed with drugs and other treatment, for example: diabetes, chronic obstructive pulmonary disease, arthritis and hypertension.
LWAB	Local Workforce Action Board. This group represents all health and care employers and oversees collaborative activity to address system workforce priorities, working in alignment with the Somerset primary care training.
Lay Members	Members of the public who sit on the Boards of public bodies such as NHS Trusts or CCGs. They are sometimes called Non-Executive Directors and are usually part-time. NHS lay members are usually recommended by the NHS locally from a regional register of potential members and the appointment process is managed by the Appointments Commission
Local Authorities or Councils	Responsible for providing public services such as education, housing, social services within a local area. Local authorities may be unitary authorities with one council providing all local government services or there may be levels of local government with services in one area provided by more than one local authority. Elected councillors decide the policy or framework for the work of the local authority. See Councillors.
M	
MAC	Medical Advisory Committee is the senior medical administrative body for all medical staff in the organisation.
MAU	Medical Admission Unit where patients may be placed before being admitted to a ward.
MDT	Multi-Disciplinary Team involves all professionals working in the NHS; eg doctors, nurses, occupational therapists, physiotherapists, dieticians, psychologists, radiologists, pharmacists. They will discuss best evidence and decide on the recommended treatment pathway for a patient.
MHIS	Mental Health Investment Standard. The Mental Health Investment Standard describes the requirement for commissioners to increase baseline spend on mental health services by at least the same percentage as overall growth in commissioner funding allocations.
MHRA	Medicines and Healthcare products Regulatory Agency is an executive agency of the Department of Health and Social Care in the UK, responsible for ensuring that medicines and medical devices work and are acceptably safe.
MPH	Musgrove Park Hospital
MRI	Magnetic Resonance Imaging – special form of X-Ray (radiology) technique.

MRSA	Methicillin Resistant Streptococcus Aureus. Highly dangerous bacterial infection picked up in hospital.
MSLC	Maternity Services Liaison Committee
Members	Another name for locally elected councillors.
Management Committee	Term used for the group of people who have responsibility for decisions made and action taken by a voluntary organisation or community group. They may also be called an executive committee, council of management or board of management. If the organisation is a charity the management committee members may also be charity trustees. In membership organisations the management committee is usually elected by the members at the annual general meeting. Management committee members are unpaid.
Monitoring Evaluation	Aims to provide an organisation with information about the effectiveness and quality of its services and to enable it to identify areas for improvement. Monitoring is a way of recording what services are provided in an organisation and how people are using their time. Evaluation is the process of assessment which allows a judgement or opinion to be made. Judgements should be based on the evidence from monitoring information. The results can be used to improve and develop the service an organisation can offer.
Musculo-skeletal Service	Department concerned with orthopaedics, trauma (acute bone injury) and rheumatology.
N	
NAO	National Audit Office
NBT	North Bristol NHS Trust
NED	Non-Executive Director – member of the Board of organisations such as NHS Trusts and Clinical Commissioning Groups. They cannot be full-time employees of that organisation. See Lay Members.
NEET	Not in Education, Employment or Training
NeLH	National Electronic Library for Health www.nelh.nhs.uk
NHS	National Health Service – the UK’s centralised health service delivering health care services free at the point of delivery. Clinical Commissioning Groups, hospitals, GPs, health centres, opticians, dentists, the ambulance service etc are all part of the NHS. The NHS is funded by taxation.
NHS 111	A free to call NHS single non-emergency number medical helpline operating in England and Scotland.
NHS	A document that sets out the objectives of the NHS, the rights and responsibilities of

Constitution (for England)	the various parties involved in healthcare (patients, staff, trust boards) and the guiding principles which govern the service.
NHSE	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.
NHS Foundation Trust	Public benefit corporations but are part of the NHS and provide healthcare (acute, community, mental health or ambulance services). They are accountable to local people through members and a Council of Governors.
NHS Long Term Plan	A plan launched in 2019 to make the NHS fit for the future, and to get the most value for patients out of every pound of taxpayers' investment. It includes making sure everyone gets the best start in life, delivering world-class care for major health problems and supporting people to age well.
NHSBT	NHS Blood and Transplant Service are responsible for organising the donation of blood and preparing it for use by health.
NI	National Insurance – contribution paid by employers and employees
NICE	National Institute of Clinical Excellence – a national body that sets standards for practices and decides on efficacy of new drugs used in the NHS.
NICU	Neonatal Intensive Care Unit (babies just after birth)
NMC	Nursing & Midwifery Council is the independent regulator for nurses, midwives and nursing associates. They hold a register of those who can practice in the UK and nursing associates who can practice in England.
NSF	National Service Framework – These set national standards for key conditions and areas of work eg mental health, coronary heart disease, older people, children. NSFs are developed with professionals and representatives of service users and carers using the best evidence of clinical and cost effectiveness. NSFs will set national standards and define service models for specific services or care groups. They aim to drive up quality and reduce variations in service.
NVQ	National Vocational Qualification
National Maternity Review (Better Births)	A national review of maternity services aimed at improving the outcomes of maternity services in England. It outline a number of key delivery actions that will be required over the next five years and how the actions relate to people, models of care and resources.
National Quality Board	A national forum where key NHS oversight organisations come together regionally and nationally to share intelligence, agree actions and monitor overall assurance on quality.
Non Statutory Sector	This includes voluntary and community organisations and private sector organisations.
Norwalk Virus	This or another member of this family of viruses is usually the cause of vicious outbreaks of diarrhoea and vomiting, highly contagious. It is present in the community but creates great problems in hospitals where people are in close proximity sharing toilets/washing facilities affecting both patients and staff.
O	

OASIS	Orthopaedic Assessment Service in Somerset collaborative service with GPs, physiotherapists, podiatrists and orthopaedic consultants working together to provide excellent quality of care in your local community.
OATS	(Tertiary Referrals) Out of Area Transfers. Patients sent elsewhere as required service not available in current facilities.
OBC	Outline Business Case – follows on from a SOC (Strategic Outline Case) in NHS planning. An OBC is the more detailed plans, proposals and costings for developing an NHS service once permission has been given by the government at the ‘SOC’ stage.
OOH	Out of Hours
OPD	Outpatient Department
Officers	A title sometimes given to paid senior members of staff who work for statutory organisations. It is used particularly by local authorities to denote the difference between elected councillors/members and staff – employed to work for the authority. However the term officer is also used to describe those members of a management committee of a voluntary organisation who are elected to roles such as Chair, Vice Chair, Secretary or Treasurer.
Outcomes	Outcomes refer to the impacts or end results of services on a person’s life.
P	
PACU	Post-Anaesthesia Care Unit is an area attached to the operating theatre and is used for patients with a higher dependency of care post operatively and is also used as a critical care area.
PALS	Patient Advice & Liaison Service PALS provide support, help and information to patients, relatives and carers. PALS staff act as facilitators to handle patient and/or family concerns, about NHS services. Where necessary they support patients to use the NHS complaints procedure.
PAM’s	PAM’s is a guide used by social services to work with and assess parents and families when there are child protection concerns. A social worker might undertake the assessment or they may ask another child care professional who is qualified to carry out the assessment.
PCNs	Primary Care Networks. Primary Care Networks (PCNs) are a key part of the NHS Long Term Plan, all general practices being required to be in a network by June 2019, and CCGs being required to commit recurrent funding to develop and maintain them. The networks will have expanded neighbourhood teams which will comprise a range of staff such as GPs, pharmacists, district nurses, community geriatricians, dementia workers and Allied Health Professionals such as physiotherapists and podiatrists/chiropractors, joined by social care and the voluntary sector.
PFI	Private Finance Initiative is a scheme that allows private companies to take on the

		maintenance, servicing and management of public buildings such as schools or hospitals. The Government and private company fund the construction of a building and it is then managed by the private company who lease it back to the council or hospital. Although responsible for the maintenance of the building, the private company has no control over activities that take place there.
	PGMDL	Post Graduate Medical and Dental Education undertake and support a range of educational research and evaluation activity in the healthcare professions, particularly medicine and dentistry.
	PHB	Personal Health Budget is an amount of money to support your health and wellbeing needs, which is planned and agreed between you (or someone who represents you), and your local NHS team
	PIC	Paediatric Intensive Care
	PMS	Personal Medical Services are locally agreed contracts between NHS England and a GP practice.
	PPGs	Patient Participation Group is a group of volunteer patients, practice manager and one or more of the GPs from the practice meet on a regular basis to discuss the services on offer and how improvements can be made for the benefit of patients and the practice.
	PPP	Public-Private Partnership is a cooperative arrangement between two or more public and private sectors, typically of a long term nature and can be used to finance, build and operate projects.
	PSAQAC	Patient Safety and Quality Assurance Committee
	PSF	Provider Sustainability Fund. A £2.45 billion fund that can be accessed by providers which accept their financial control total. These providers will be exempt from the application of an agreed range of contractual performance sanctions. The PSF is to be abolished from 2020/21.
	PSS	Prescribed Specialised Services. A group that advises ministers on whether certain services, for people with rare and very rare conditions, are specialised and should be prescribed in regulations.
	Palliative Care	Care which gives relief from symptoms but does not cure the disease, such as care given to people who are terminally ill, for example MacMillan provide palliative care to people with cancer.
	Performance Indicators	Performance Indicators are ways to measure or assess specific aspects of what an organisation is doing. They are agreed criteria against which the quantity or quality of a service can be assessed and are most often used in the monitoring and evaluation process. They provide a way of measuring how well an organisation is 'performing' so that it can be compared with others or with past achievements. Performance

		indicators often become tied up with targets.
	Personal Health Budgets	The support a person purchases or arranges to meet agreed health and/or social care outcomes.
	Policy	Usually a written document which describes the rules used by an organisation to explain what it does and how it does it, on a specific issue. Policies explain what principles are used by an organisation to make choices that will help it achieve its aims. Policies can be on all kinds of issues for example, equal opportunities, health and safety, confidentiality, use of volunteers or an area of service delivery.
	Primary Care	The overall term used for services which are people's first point of contact with the NHS such as GPs, health visitors, district nurses. It includes services provided by GPs and NHS Trust staff working in the community. See Primary Health Care Teams, Primary Care Organisations, NHS, NHS Trust.
	Primary Health	A team of healthcare workers usually centred around a GP surgery or Health Centre who provide community based health services. Teams can include district nurses, GPs, community psychiatric nurses, health visitors, GP practice staff (i.e. receptionists or practice managers) and any other health staff linked to GPs. The make-up of the teams can vary in each area.
	Provider	The name used to describe any organisation which provides a service. It is often used by purchasers/commissioners to refer to the organisations they fund. They are also sometimes called contractors. In health and social care, a provider includes NHS Trusts, GPs, voluntary and private sector organisations as well as some parts of Social Services which provide services.
	Public Health England	An agency that leads on health protection and harnessing efforts to improve the public's health. It works closely with Local Authorities that have primary responsibility at a local level for health improvement and reducing health inequalities.
	Q	
	QEEIA	Quality, Equality and Equity Impact Assessment
	Quality Indicators	Used in the monitoring and evaluation process. They assess how well a service is provided or how good it is, rather than how much is provided or how much it costs. In the NHS indicators compare things between NHS Trusts i.e. lengths of stay, cancelled operations, waiting times, resolution of complaints.
	R	
	R&D	Research & Development
	RCA	Root Cause Analysis is a method of problem solving used for identifying the root cause of faults or problems. Also referred to as PIR (Post Infection Review).
	RCGP	Royal College of General Practitioners is the professional membership body for

		family doctors in the UK and overseas
RCN		Royal College of Nursing is a membership organisation and trade union with over 432,000 members in the United Kingdom.
RTT		Referral to Treatment. The rules for ensuring patients' referral to treatment (RTT) waiting time, for consultant-led treatment, is fair and consistent within an 18 week period.
RUH		Royal United Hospital (Bath)
Rehabilitation		Rehabilitation Services are services that help patients regain health and independence after illness or surgery.
Residential Care		Residential Care is provided in a home run either by the local authority (Social Services Department), or by a private or voluntary organisation. Homes are subject to inspection and registration. Care may be provided long term, short term or intermittently (respite care).
Respite Care		Short term planned breaks often with the cared for person spending time in a residential home.
Right Care		A programme designed to increase the value of resources allocated to healthcare and directly address variations in spend, activity and outcomes in three ways; improved clinical involvement in commissioning, stronger patient involvement through shared decision making and supporting commissioners with knowledge, information and coaching to consider the legitimacy of variation and thus whether the level of variation needs addressing.
S		
SCCM		Somerset Community Care Matters is a specialist charity that advises on a wide range of health and social care subjects relevant to community care law. SCCM provide access to specialist advice, advocacy and casework under Community Care Legislation in Somerset; get legal advice about the NHS, Social Services and Disability Rights.
SEAG		Somerset Engagement Advisory Group is a group of our community stakeholders – mainly voluntary and community sector organisations, patient and carer representatives, Healthwatch, the county council and some of the health service providers who come together quarterly to scrutinise, challenge and support Somerset CCG's work on public engagement, equality and diversity.
SEMH		Social, emotional, mental health
SEND		Special Educational Needs and Disability. Statutory guidance for organisations which work with and support children and young people who have special educational needs or disabilities.

SENDIAS	Special Educational Needs and Disabilities Information Advice Service
SFI	Standing Financial Instructions are issued for the regulation of the conduct of the Trust, its directors, officers, employees and agents in relation to all financial matters.
SHO	Senior House Officer – a doctor in training who is registered with the General Medical Council. They have completed a specific level of training/qualification to allow them to be registered as doctors but are not yet fully qualified.
SIDeR	The Somerset Integrated Digital electronic Record programme supports the Somerset Sustainability and Transformation Plan and Somerset Digital Roadmap. The SIDeR programme promotes information exchange between care providers (Acute, Community, Mental Health and Primary Care Trusts plus Social Care) for the benefit of patient care, as well as building solution(s) to link all of the key electronic care systems together.
SLA	Service Level Agreement is a contract between a service provider (either internal or external) and the end user that defines the level of service expected from the service provider.
SOC	Strategic Outline Case provides the necessary information in a format that will enable the authority and any public sector partners to assess the scope of the project and any investments in service improvement.
SomPar	Somerset Partnership NHS Foundation Trust
SpR	Specialist Registrar is a doctor receiving advanced training in a specialist field of medicine in order to eventually become a consultant.
STAMP	Supporting Treatment and Appropriate Medication in Paediatrics
STOMP	Stopping the over-medication of people with a learning disability, autism or both with psychotropic medicines
STP	Sustainability and Transformation Partnership. In 2016 the NHS and local councils came together in 44 areas covering all of England to develop proposals to improve health and care. They formed new partnerships – known as sustainability and transformation partnerships (STPs) – to run services in a more coordinated way, to agree system-wide priorities, and to plan collectively how to improve residents’ day-to-day health.
Service User	An individual who uses health or local authority services. They may also be referred to as a client, patient or consumer.
Social Care	Care which can be provided by someone without medical skills such as helping a person to get out of bed in the morning or making them breakfast. It is non- medical care which is arranged by Social Services to support and assist people living in their own home.
Social Model of Disability	This says that disability is not caused by the individual disabled person’s particular impairment but by the way in which society fails to meet their needs. It has been

		developed by disabled people and their own organisations because of widespread dissatisfaction about the way they had traditionally been defined. It turns the individual model which sees disability as being the problem of the individual person on its head.
	Social Services	Social Service Departments are run by the local authority responsible for the provision of personal social services. They were established by the Local Authority Social Services Act 1970 and combined the former children's health and welfare departments. They provide services including social work, home care and community care.
	Social Workers	Social Workers work for Social Services, often as part of a team providing community care or children's services.
	Specialist Services	Specialist services are those provided in relatively few hospitals, accessed by comparatively small numbers of patients but with catchment populations of usually more than one million. These services tend to be located in specialist hospital trusts. NHS England is responsible for commissioning these services and include services such as renal dialysis and secure inpatient mental health services, through to treatments for rare cancers and life threatening genetic disorders.
	Stakeholder	Someone with an interest and involvement in a particular area or topic i.e. stakeholders in mental health could include service users, professionals, carers, service providers, planners etc.
	Statutory Authority / Statutory Sector	The name given to public organisations that have their responsibilities set out in laws or statute passed by Parliament. This means they have a statutory obligation to provide or do something i.e. local authority's work around health, education, social services or housing.
	Strategy	Usually a written document describing how an organisation intends to implement a plan to achieve a specific goal or aim. For example a Patient and Public involvement strategy – will perhaps detail aspirations, vision and a detailed action plan to show how it will improve patient and public involvement in the organisation. It may be a short-term aim or a longer term one.
	Sub Committees	Often set up to carry out a particular task or to deal with a specific aspect of a committee's work. They usually report back to the committee that set them up. They are made up of a smaller number of people from the larger committee and may also have additional advisers to help them.
	T	
	TUPE	Transfer of Undertakings (Protection Employment) Regulations – this protects the employment conditions and wages of staff transferred from a statutory service to a private business when in-house services are contracted out. i.e. when cleaning or catering services run by a council or hospital are contracted out through tendering to a

		private contractor.
	Targets	Targets are included in joint plans such as the NHS waiting lists, Community Care Plans and Children's Services Plans. Targets are the proposals for altering or improving services or introducing new services within the resources available. All targets include a date for the work to be completed. Purchasing intentions are linked to targets.
	Tendering	The process of inviting organisations to put in applications or bids to run services. The process of putting in a bid may also be called tendering. The service to be developed will usually be described in a service specification.
	Tertiary Referrals	Patients who are referred from outside usual catchment area, to specialist units/ clinics not available in patient's own locality eg neurosurgical or renal patients using NBT services may be referred throughout the south west region.
	Trust Boards	Trust Boards are the governing bodies of many organisations including the NHS Trusts. A Board decides on the overall strategic direction of the organisation and ensures that it meets its statutory financial and legal obligations. Boards are usually made up of executive and non-executive directors. The Board is answerable for the actions of the organisation.
U		
	UHB	University Hospitals Bristol – services include the Bristol Royal Infirmary, Bristol General Hospital , The Eye Hospital, the Children's Hospital, Bristol Oncology Centre, St Michaels Hospital.
	User Involvement	This is when people who use services are involved in making decisions about, and planning, those services. Service users could be asked for their views on a particular subject or may join a working group which decides how a service will develop.
V		
	VFM	Value For Money
	Voluntary Organisations and Community Groups	Not-for-Profit organisations that have management committees made up of volunteers. They are accountable to the membership of the group. These members are usually local people, service users and/or interested individuals. Voluntary organisations are independent of each other and of the statutory sector . They range from large national charities with multi-million pound incomes (such as Oxfam) to small self-help groups with no funding (such as local toddler groups in community centres). Smaller, local voluntary organisations are often also called community groups.
	Volunteer	A person who gives their time to an organisation as a worker or helper without payment.

W		
	Walk-In Centres	Nurse-led drop-in centres managed by the NHS that provide minor treatments, self-help advice and information on the NHS, Social Services and other local healthcare organisations.
	WGH	Weston General Hospital
	White Paper	A Government policy paper often accompanied by legislation. It usually follows a Green Paper .
X		
Y		
	YDH	Yeovil District Hospital NHS Foundation Trust
Z		

MEDICAL TERMS

	ABBREVIATION OR JARGON	EXPLANATION
A		
	Ambulatory	Are services for patients who are able to walk, not bed-based.
	Angina	Abbreviation of angina pectoris, see below
	Angina pectoris	Pain in the centre of the chest caused by heart disease
	Angiography	X-Ray examination of the blood vessels
	Angioplasty	Procedure carried out under local anaesthesia for unblocking blood vessels. It can be used on blood vessels which supply the heart. This procedure is an alternative to Coronary Artery Bypass Graft (see below) in some cases of heart disease.
	Anticoagulation	Treatment to prevent blood clots
	Arthroscopy	Inspection of a joint through a small incision using an instrument like a telescope
	Atrial fibrillation	Very irregular heartbeat
B		
	Blood lipids	Fats in the bloodstream
	Bronchoscopy	Procedure to look into the windpipe and bronchial tubes
	BSI	Bloodstream Infection
C		
	Cardiac exercise testing	Testing the heart function while the patient does physical exercise (rather than testing when the patient is at rest) – a diagnostic procedure for ischaemic heart disease
	Cardiac rehabilitation	Help and support given to restore health, normal function and independence following an episode of heart disease
	Cardiology / Cardiologist	Medical specialism / specialist in heart disease
	Cataract	Opaqueness in the lens of the eye causing poor vision
	Cerebrovascular disease	Diseases caused by damaged blood vessels which supply the brain, for example, stroke
	Chemotherapy	Treatment of disease with chemicals such as cancer destroying drugs
	Chronic obstructive pulmonary disease (COPD)	Chronic problems with breathing because the airways into the lungs are narrowed
	Circulatory disease	Disease of the heart and blood vessels of the body, causing problems in blood circulation
	Colonoscopy	Insertion of a telescope into the large intestine to diagnose, and sometimes treat, abnormalities
	Communicable Diseases	Diseases which can be transmitted from one person to another; often called infectious or contagious diseases

	ABBREVIATION OR JARGON	EXPLANATION
	Coronary arteries	Blood vessels supplying blood to the heart.
	Coronary Artery Bypass Graft (CABG)	Surgical operation to improve blood supply to the heart. It is performed when blood vessels have become narrow and hard so that they fail to let blood supply through.
	Coronary Heart Disease (CHD)	Heart disease caused by poor circulation of blood to the heart muscle
	Coronary revascularisation	Replacement of poor blood supply to the heart by unblocking narrowed blood vessels.
	Cystoscopy	Insertion of a telescope into the bladder to diagnose, and sometimes treat, abnormalities
D		
	Defibrillator	Apparatus used to give a controlled electric shock to restore normal heartbeat if the heart has stopped beating
	Dementia	Group of diseases of the brain when there is loss of memory intellect
	Dermatology	Medical specialism in skin disorders
	Diabetology	Medical specialism / specialist in diabetes
E		
	Echocardiography	Use of ultrasound waves to investigate and display the action of the heart as it beats
	E. coli	Escherichia coli are bacteria found in the environment, foods, and intestines of people and animals. E. coli are a large and diverse group of bacteria. Although most strains of E. coli are harmless, others can make you sick, especially if they cross into the bloodstream which causes sepsis.
	Electrocardiogram (ECG)	Recording the electrical activity of the heart on a moving strip of paper to aid diagnosis of heart disease
	Endoscope	A tube-like instrument which is inserted into the body in order to see inside the body eg inserted down the throat to see inside the stomach (gastroscopy). The instrument has a light at the end and a means of transmitting the image to the examiner.
	Endoscopy	Using an instrument to obtain a view of the inside of the body. The instrument is usually a tube with a light at the end and a means of transmitting the image to the examiner.
	ENT	Medical specialty dealing with ear, nose and throat disorders.
	ESBL	Extended Spectrum Beta Lactamase is resistant to many penicillin and cephalosporin antibiotics and often to other types of antibiotic. The main bacteria that produce ESBLs are Escherichia coli (E. coli) and Klebsiella species. E. coli with ESBLs may cause urinary tract infections (UTIs) that can sometimes progress to more serious infections like blood poisoning, which can be life threatening. Resistance makes these infections more difficult to treat.
F		

	Femur	Thigh bone
G		
	Gastroscopy	Procedure to examine inside the stomach using a flexible tube with a tiny camera on the end
	General Practitioner (GP)	A family doctor
	Genitourinary Medicine (GUM)	Medial specialty concerned with sexually transmitted infections
H		
	Haematology	The study of blood and blood disorders

	ABBREVIATION OR JARGON	EXPLANATION
	HCAI	Healthcare Acquired Infection
	Hypertension	High blood pressure
	Hysteroscopy	Procedure to examine the inside of the uterus (womb) with an endoscope
I		
	iGAS	Invasive Group A Streptococci is an infection where the bacteria is isolated from a normally sterile body site, such as the blood.
	Infarction	Death of the whole or part of an organ when its blood supply is cut off eg myocardial infarction is the death of heart muscle (myocardium) when a blood clot obstructs the flow of blood to the heart muscle
	Insulin	Hormone produced by the pancreas which is important for regulating the levels of sugar in the blood
	Ischaemic Heart Disease	Another term for coronary heart disease (CHD)
L		
	Low birth weight	The weight of a baby at birth of less than 2,500 grams. High rates of low birth weight babies in a population indicate poor health overall.
	Lymphoma	A malignant tumour of the lymph nodes, which are small swellings, part of the lymphatic system, which conveys certain fluids round the body
M		
	Methadone	A drug used to help people stop using heroin
	Morbidity	Describes illness, impairment or degradation of health, especially when discussing chronic or age related disease which can worsen over time. <i>Morbidity rate</i> is the frequency or proportion with which a disease appears in a population. <i>Co-morbidity</i> is the presence of one or more additional diseases in the same patient.
	MRGNO	Multi Resistant Gram-Negative Organism
	MSSA	Methicillin-Susceptible Staphylococcus Aureus is a strain of Staphylococcus aureus bacteria that responds well to medicines used to treat staph infections.
	Musculo-skeletal	To do with muscles and bones
N		
	Neurotic disorders	Long-term mental or behavioural problems, i.e. anxiety and depression
	Norowalk virus	Most commonly referred to as Norovirus or just Noro when dealing with an outbreak
O		
	Oncology / Oncologist	The study and practice of treating tumours / specialist in treating tumours
	Ophthalmology	Surgical specialty dealing with eyes
	Ortho-geriatrics	A branch of health care, which deals with elderly people who have bone or joint problems
	Orthopaedics	Specialty dealing with correcting deformities caused by disease or damage of bones or joints

	Osteoporosis	A disease in which the bones lose calcium and become weakened
P		
	Palliative Care	Care which gives relief from symptoms but does not actually cure disease, such as care given to people who are terminally ill
	Parkinson's Disease	A disease of the brain in which sufferers become slower and progressively less mobile
	Pathology	Study of diseased body tissues and fluids such as blood

	ABBREVIATION OR JARGON	EXPLANATION
	Per Cutaneous Coronary Angioplasty (PTCA)	A non-surgical method of pushing a wire and a very small balloon along blood vessels of the heart to open up parts which have become blocked
	Peripheral neuropathy	Disease affecting the parts of the nervous system lying outside the brain and spinal cord, usually causing weakness and numbness damage to the body through accident, injury or disease (such as cancer) Also used cosmetically.
	Podiatry	Treatment of the feet, muscle, bones & foot function. (This does not include cutting nails - chiropody)
	Pulmonary disease	Disease of the lungs
R		
	Radiology	Medical specialty using radiation (including X-Rays) and radioactive substances for diagnosis and treatment
	Revascularisation	Surgery to replace or unblock diseased blood vessels
	Rheumatology	Medical specialty concerned with diseases of joints, tendons, muscles, ligaments and associated structures
S		
	Screening	The application of a special test for everyone at risk of a particular disease to detect whether they very likely to have the disease. It is used for diseases where early detection makes treatment more successful.
	Sigmoidoscopy	The insertion of a telescope into the lowest part of the intestine to diagnose, and sometimes treat, abnormalities
	Spirometry	Using a spirometer to measure the volume of air a person can breath in and out, an indicator of how well their lungs work
	SSI	Surgical Site Infection. This can occur when bacteria from the skin, other parts of the body or the environment enter the incision made by a surgeon and multiply in the tissues. This results in physical symptoms as the body tries to fight the infection. There may be pus, inflammation, swelling, pain and fever.
T		
	Tele radiology	Transmitting and receiving medical images to and from distant sites, using the telephone network with a specialised link.
	(TIA)Transient Ischaemic Attack	Temporary disruption of blood circulation to part of the brain, often called a "mini stroke"
	Triage	A system of sorting patients in A&E according to their illness or injuries so that patients with the most urgent need of treatment can be seen first and all patients are referred to be seen by the most appropriate health care worker
U		

	Ultrasonography	Use of ultrasound to produce images of structures of the body on a TV screen or photographic film
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	ABBREVIATION OR JARGON	EXPLANATION
	Ultrasound	High frequency sound waves used to produce images of the body
	Urethral catheterisation of bladder	Insertion of a tube into the bladder of people who cannot pass urine.
	Urodynamics	Recording pressures within the bladder to investigate urinary incontinence
	Urology	Medical specialty concerned with diseases of the urinary tract – the system that conducts urine from the kidneys to the bladder
V		
	Vascular	To do with blood vessels, veins arteries
	Vasectomy	Surgical operation to sterilise men