North East Essex
Clinical Commissioning Group

Glossary (Last updated August 2015)

A&E	**Accident & Emergency**
ACE	**Anglian Community Enterprise Community Interest Company (CIC)**
AfC	**Agenda for Change:** *The single pay system in operation in the NHS which applies to all directly employed NHS staff (except doctors, dentists and some very senior managers).*
AMPDS Code	**Advance Medical Priority Dispatch System Code** *(codes used to describe the medical issue of the patient e.g code 06 is breathing problems).*
AO	**Authorising Officer/Accountable Officer**
APC	**Admitted Patient Care:** *Routine inpatient activity which includes emergencies and day surgery cases, usually when a patient is admitted to a ward and uses a bed for a period of time (not necessarily overnight).*
APMS	**Alternative Provider Medical Services**
AQI	**Ambulance Quality Indicator**
AQP	**Any Qualified Provider**
Arrival to Handover	*Term referring to the time taken from the point at which an ambulance arrives at hospital to the point at which they clinically handover the patient.*

BCF	**Better Care Fund**
BCS	**British Computer Society (The Chartered Institute for IT):** *Liaises with other professional bodies, the government, industry and academics to initiate and inform debate on IT strategic issues. It also offers a range of professional qualifications and local events to members. The NHS Leadership Academy organises BCS membership for all Informatics Trainees when they join the scheme.* ***http://www.bcs.org/***
BA	**Business Analyst:** *Uses information to produce an analysis of services or an organisation. This may involve generating monthly reports on service performance and flagging areas of concern.*
BI	**Business Intelligence:** *The use of technology, methodologies and theories to transform raw data into useful and meaningful information which can be used for business analysis. This allows for the use and interpretation of large volumes of data.*

CAIT	C**hild Abuse Investigation Team** (of police)
Caldicott Guardian	*Every NHS organisation must have a Caldicott Guardian, a senior member of staff responsible for ensuring the organisation adheres to the Caldicott Principles on handling and security of confidential patient data.*
CAMHS	**Child and Adolescent Mental Health Services**
CATPPB	**Care Around The Person Programme Board**
C&B/CAB	**Choose & Book:** *A service which allows patients to choose their hospital or clinic after agreement with their GP that they need an appointment, and to book their first appointment, choosing date and time.*
CC2H	**Care Closer to Home**
CCG	**Clinical Commissioning Group:** *Clinically (GP) led geographically based groups, widely replacing Primary Care Trusts (PCTs), overseen by NHS England. They commission healthcare services including community, urgent and mental health care, with the aim to give GPs and other clinicians the power to influence commissioning decisions for their patients.*
CCO	**Clinical Chief Officer**
CCVS	**Colchester Community Voluntary Service**
C.Diff	**Clostidium Difficile:**

	An acquired infection often secondary to antibiotic use
CDOP	**Child Death Overview Panel**
CDR	**Child Death Review**
CDS	**Commissioning Data Set:** *Form the basis of data on activity carried out in an NHS trust, reported centrally for monitoring and payment purposes. Support current HRG's for calculation of payment to trusts.*
CEO	**Chief Executive Officer**
CEOP	**Child Exploitation and Online Protection Centre**
CfH	**Connecting for Health:** *The Informatics Directorate of the Department of Health, maintaining and developing national services and applications, including: Spine; N3; NHSmail; Choose and Book; Electronic Prescription Service. Replaced the National Programme for IT to allow for a more locally-led system of procurement to operate, aspiring to 'connect all', rather than 'replace all' systems.*
CFO	**Chief Finance Officer**
CGH	**Colchester General Hospital**
CHC	**Continuing Healthcare**
CHUFT	**Colchester Hospital University NHS Foundation Trust** *(An Acute Trust)*
CIP	**Cost Improvement Programme:** *Also known as 'transformational change programmes' and 'improvement programmes'. A Programme aiming to result in improvements in Efficiency and transformation, generating cost savings.*
CLA	**Child/ren Looked After**
CO	**Chief Officer**
COI	**Conflict of Interest**
Conveyance Rate	*% of patients attended by a 999 crew that end up being conveyed (taken to) an A&E.*
COO	**Chief Operating Officer**
CPA	**Care Programme Approach**
CPR	**Cardio Pulmonary Resuscitation**
CQC	**Care Quality Commission:** *Inspects services including hospitals, care homes, dental and GP surgeries, and all other care services in England to ensure they provide people with high standards of care, and encourages improvement.*
CQUIN	**Commissioning for Quality & Innovation (incentive schemes):** *The CQUIN payment framework links a proportion of English healthcare providers' income to the achievement of local quality improvement goals, which enables Commissioners to reward excellence.*
CRG	**Clinical Review Group**
CRT	**Cardiac Resynchronisation Therapy**
CSE	**Child Sexual Exploitation**
CSU	**Commissioning Support Unit:** *Provide commissioning support to NHS commissioners, including local Clinical Commissioning Groups (CCGs). These specialist support services include financial management, procurement, contract management and IT services.* *The commissioning bodies work with the Local Authorities, Public Health and Regulatory Bodies to help ensure services meet the health and care needs of the public.*
CTS	**Clinical Triage Service (see also SPoA)**
CVS	**Community Voluntary Services**
CVST	**Community Voluntary Service Tendring**
CWD	**Child/ren With Disabilities**
CWG	**Communications Working Group (Health Forum Committee sub-group)**

DA	**Domestic Abuse**
DASH	**Domestic Abuse Stalking and Harassment** (assessment tool)
DEXA	**Dual Energy X-ray Absorptiometry**

DES	**Direct Enhanced Service**
DH	**Department of Health**
DNA	**Did Not Attend**
DNR	**Do Not Resuscitate**
DOL	**Deprivation of Liberty**
DOLS	**Deprivation of Liberty Safeguards**
DoS	**Directory of Service**
DPA	**Data Protection Act (1988):** *Legislation which defines the UK law on processing and holding data on identifiable living people, and governs the protection of personal data.*
DV	**Domestic Violence**
DW	**Data Warehouse:** *A relational database which is designed for query and analysis. Information is integrated into the warehouse from a range of different transactional systems e.g. PAS for further use. In general a data warehouse store historical data which is non-volatile, meaning that once in the data warehouse the data should not be altered in any way.*

EAU	**Emergency Assessment Unit**
ECC	**Essex County Council or Exceptional Clinical Case**
ECCP/ECP	**Exceptional Clinical Case Panel / Exceptional Case Panel**
ECH	**Essex Country Hospital**
ED	**Emergency Department**
EEAST	**East of England Ambulance Service Trust**
EHR	**Electronic Health Record:** *See EPR for description.*
EIP	**Early Intervention in Psychosis**
EOC	**Emergency Operations Centre**
EoE	**East of England**
EoL	**End of Life**
EPO	**Emergency Protection Order**
EPR	**Electronic Patient Record:** *An electronic collection of information about a person's health and treatment, a way of viewing a person's medical record using a computer interface. These are widely replacing traditional paper based patient records. Examples include Paris, CareNotes, Rio, Lorenzo, SystmOne.*
ESCB	**Essex Safeguarding Children Board**
ETO	**Enhanced Tariff Option (version of the national tariff in 2015/16)**

FII	**Fabricated/Induced Illness**
Floor Threshold	*Minimum level of performance expected/contracted for.*
F&P	**Finance & Performance**
FGC	**Family Group Conference**
FGM	**Female Genital Mutilation**
FNC	**Funded Nursing Care**
FOI	**Freedom of Information (Act 2000/Request):** *Act of parliament which created a public legal right of access to information which is held by public authorities. Information can be requested by submitting an FOI request to an organisation, though information may not always be released as there are exemptions.*
FRG	**Financial Recovery Group**
FROG	**Financial Recovery Operation Group**
FUR	**Freed Up Resources**
FYFV	**Five Year Forward View**

GB	**Governing Body**
GMS	**General Medical Services**
GP	**General Practioner**

Handover	*Term referring to the clinical transfer of a patient from the ambulance crew to another medical professional (i.e clinical team at a hospital A&E).*
Handover to Clear	*Term referring to the time taken from the point at which an ambulance crew clinically handover the patient to hospital staff to the point at which they are ready to get back on the road and take another call.*
HCA	**Health Care Assistants**
HEE	**Health Education England**
HES	**Hospital Episode Statistics:** *A data warehouse containing details of all admissions, outpatient appointments and A&E attendances at NHS hospitals in England. Information is collected during a patients stay in hospital and is designed to enable secondary use of data. HES data covers all NHS trusts in England including acute and mental health trusts, with statistical reports are produced and published on a monthly basis.*
HF	**Health Forum**
HFC	**Health Forum Committee**
HILL	**Healthy Independent Longer Living**
HiM	**Health In Mind (NEE IAPT service)**
HPFT	**Hertfordshire Partnership FT (providers of our LD & IAPT services)**
HRG	**Health Resource Groups:** *Standard groups of clinically similar treatments, which utilise common levels of healthcare resources. HRG's allow healthcare providers to view activity in terms of the treatment's offered to patients. Important within the PbR process, HRG's are the currency for admitted patient care and AE activity. During the payment process clinical codes are fed through the HRG grouper software and assigned an HRG code.*
HSCIC	**Health & Social Care Information Centre:** *The National provider of high-quality information, data and IT systems for health and social care.*
HSMR	**Hospital Standardised Mortality Ratio:** *Mortality indicator, this scoring system takes into account the hospitals crude mortality rate and adjusts it for a wide variety of factors e.g. risk of operations, population size, range of treatments offers. For example, a district general hospital has a national expected HSMR of 100, if the figure is <100 – hospital performing better than national average for hospitals of that specialism i.e. DGH if >100, hospital is performing worse than the national average.*
HWB	**Health and Wellbeing Board**

IAPT	**Improving Access to Psychological Therapy:** *(the NEE Health In Mind service).*
ICD	**Implantable Cardioverter Defibrillator**
ICD 10	**International Classification of Diseases:** *Medical classification list by the World Health Organization (WHO) used in clinical coding. Codes may be assigned for diseases, symptoms, abnormal findings (for example).*
ICO	**Information Commissioners Office*:*** *Uphold information rights in the public interest, including the Data Protection Act 1998 and Freedom of Information Act 2000, rule on complaints, provide advice to organisations and can issue fines when the law is broken.* *For more information about the structure of NHS England and the health & care system see* ***http://www.nhs.uk/NHSEngland/thenhs/about/Pages/nhsstructure.aspx***
IFR	**Individual Funding Requests**
IG	**Information Governance:** *A framework of legal rules, guidance and best practice that apply to the handling of information, supporting compliance with the law, improvements in standards and implementation of central advice and guidance. Information Governance helps organisations to maintain confidentiality and security of personal and corporate information.*

IG Toolkit	*Online system through which NHS organisations and their partners can assess their compliance with Department of Health Information Governance policies and standards. Members of the public are also able to view participating organisations' IG Toolkit assessments.*
IHB	**In-House Budgets**
IHRIM	**Institute of Health Records & Information Management:** *A professional organisation and educational body for people working in health informatics, primarily in areas to do with health records, clinical coding, or information governance.* ***http://www.ihrim.co.uk/***
IM&T	**Information Management & Technology:** *Informatics falls under different Department headings in different Trusts, for example you may find yourself working in an IM&T Department or Information Department, Performance Team, Risk Team or Information Team.*
INT	**Integrated Neighbourhood Team:** *Local terminology, MDT of health and social care professionals who will be allied to one of the 16 GP clusters in the borough. Focus of the teams is to streamline the approach to case managing care for patients with multiple LTC.*
IP	**In-patient**
IPC	**Infection Prevention & Control**
IPT	**Individual Placements Team, MH and LD**
ISA	**Independent Safeguarding Authority**
IT	**Information Technology**
ITT	**Invitation to Tender**
JAR	**Joint Agency/Area Review**
JCB	**Joint Commissioning Board**
JSNA	**Joint Strategic Needs Assessment**
KPI	**Key Performance Indicator:** *Help to define and measure progress towards goals of an organisation. They are measured using many interdependent perspectives, not just financial data. The aim is to help organisations focus on quality of care as well as financial goals.*
KLOEs	**Key Lines of Enquiry**
LA	**Local Authority**
LAC	**Looked After Child/ren**
LADO	**Local Authority Designated Officer**
LAT	**Local Area Team (NHS England)**
LEAPs	**Learning Experience Action Plan**
LD	**Learning Disability(ies)**
LES	**Local Enhanced Service**
LHFs	**Local Health Forums (formally known as LEFs Local Engagement Forums)**
LIFT	**Local Improvement Finance Trust**
LMC	**Local Medical Committees**
LOS	**Length of Stay:** *Details the duration of the patients inpatient stay with the hospital. Is commonly used in statistics and to set targets.*
LPA	**Lasting Powers of Attorney**
LPC	**Local Pharmacy Committee**
LQR	**Local Quality Requirement**
LSCB	**Local Safeguarding Children Board**
LTC	**Long Term Conditions:** *Chronic diseases – conditions for which there is currently no cure and are managed with drugs and other treatments. Examples of LTC's are: Diabetes, COPD, hypertension. LTC's are more prevalent in the older generation and in more deprived groups. Quick Stat – Kings Fund "People*

	with LTC's now account for about 50% of all GP appointments, 64% of all outpatient appointments and over 70% of all inpatient bed days (2014).
MAPPA	**Multi-Agency Public Protection Arrangements**
MARAC	**Multi-Agency Risk Assessment Conference (**for high risk domestic abuse)
MCA	**Mental Capacity Act**
MDT	**Multi-Disciplinary Team**
MEHT	**Mid Essex Hospital NHS Trust (Broomfield Hospital)**
MH	**Mental Health**
MHCC	**Mental Health Care Clusters (aka HONOS Clusters)**
MHLDDS	**Mental Health & Learning Disabilities Data Set:** *(see MHMDS for description).*
MHMDS	**Mental Health Minimum Dataset:** *A patient-level data set relating to the care of recipients of mental care provision including length of stay and assessments undertake. It is a mandatory return, completed by providers of Mental Health services and it is made on a quarterly basis to the Health and Social Care Information Centre. From Sept 2014, the MHMDS will be renamed Mental Health and Learning Disabilities Data Set (MHLDDS) and providers will be required to also submit data for clients that are wholly or partially funded by the NHS.*
MIG	**Medical Interoperability Gateway:** *Healthcare gateway which connects information between healthcare systems.*
MIU	**Minor Injuries Unit**
MOU	**Memorandum of Understanding**
Monitor	*An executive non-departmental public body of the Department of Health and the sector regulator for health services in England. Duties include ensuring Foundation Trusts are well-led and providing quality, sustainable care.*
MRSA	**Methicillin Resistant Strep Aureus:** *An infection often attributed to overuse of antibiotics.*
MSLC	**Maternity Services Liaison Committee**
NEE	**North East Essex**
NEL CSU	**North East London Commission Support Unit**
NEP	**North Essex Partnership**
NEPFT	**North Essex Partnership Foundation Trust (A mental health trust)**
NEPTS	**Non-Emergency Patient Transport Service**
NES	**National Enhanced service**
NICE	**National Institute for Health & Clinical Excellence**
NHSE	**NHS England**
NPfIT	**National Programme for IT:** *Set up in 2002 to improve the uptake and use of IT solutions across the NHS. Expenditure was expected to be £12.4 billion over ten years to 2013–14. Projects include A National Electronic Patient Record, Summary Care Record and Picture Archiving Communication Systems.*
OEC	**Operational Executive Committee**
OTC	**Over the Counter (medicine)**
OP	**Out patient**
OOH	**Out of Hours**
PACS	**Picture Archiving & Communications System:** *System provides secure storage, transmission and access to medical images such as X rays, CT scans, MRIs. Scanned documents can be added and stored as PDFs.*
PALS	**Patient Advice and Liaison Service**
PAS	**Patient Administration System:**

	Records key patient demographics such as name, date of birth and NHS number. Also performs key administrative functions including waiting list management and admissions.
	OR
PAS	**Private Ambulance Service**
PbR	**Payment by Results:** *The rules based payment system by which healthcare providers are reimbursed by Commissioners for each patient seen or treated, taking into account the complexity of the patient's case/needs.*
PC	**Primary Care**
PCC	**Primary Care Centre (Colchester, Turner Road)**
PCI	**Percutaneous Coronary Intervention**
PCT	**Primary Care Trust**
PIA	**Privacy Impact Assessment:** *A tool that can be used to identify and reduce privacy risks associated with projects. It can help in the design of more efficient and effective processes for handling personal data.*
PICS	**Prescribing Information & Communications System:** *Rules-based electronic drug prescribing system, often used within hospitals. Aims to improve patient safety and aid clinical decision making.*
PID	**Project Initiation Document:** *PRINCE 2 term representing project approach, assembled from a series of other projects documents (Business case/ risk register/project plan etc). It is communication document between the project manager and the project board. Defines the project and ensures everyone is one the "same page" – gives people the information they need to be productive and effective from the start.*
PLR	**Partnership Learning Review**
PMs	**Practice Managers**
PMS	**Primary Medical Services**
POD	**Point Of Delivery (there are a whole range of acronyms within this)**
PPCE	**Patient, Public and Carer Engagement**
PPCI	**Primary Percutaneous Coronary Intervention (Heart Attack)**
PPG	**Patient Participation Group**
PPI	**Patient, Public Involvement**
PQQ	**Pre-qualification Questionnaire**
PRG	**Patient Reference Group**
PropCo	**NHS Property Company:** *Will manage NHS estate in future.*
PTS	**Patient Transport Service**
PU	**Professional Updates (training to maintain registration status)**

QII	**Quality Improvement Initiative**
QIPP	**Quality, Innovation, Productivity & Prevention (savings schemes):** *Sets out how the NHS is planning to make the £20 billion worth of efficiency savings required by 2015 and improve the quality of care at the same time.*

RAPA	**Recurrent Admission Patient Alert:** *Various hospitals may have developed a system which reflects the original objectives of this tool. RAPA facilitates assessment prior to admission and generates an electronic alert when a patient previously diagnosed with cancer presents to A&E.*
RCA	**Root Cause Analysis**
RFC	**Request for Change (also referred to as a change request):** *A request to make a change to a process. Typically in the context of an IT process, a RFC can include an amendment to an existing system e.g. addition of a new field – this RFC would be actioned by the technical team.*
Red 1	*National performance standard (ambulances have to get a response to category Red1 patients within 8 minutes and the national standard is that this must be achieved on 75% of calls received). Note it says 'response' not ambulance so can be a Rapid Response Vehicle (RRV).*

Red 2	*National performance standard (ambulances have to get a response to category Red2 patients within 8 minutes and the national standard is that this must be achieved on 75% of calls received). Note it says 'response' not ambulance so can be a Rapid Response Vehicle (RRV).*
Red 19	*National performance standard (an ambulance must arrive on scene for category Red 1 and Red 2 patients within 19 minutes and the national standard is that this must be achieved on 95% of calls received).*
ROSC	**Return of Spontaneous Circulation**
RRV	**Rapid Response Vehicle**
RTT	**Referral to Treatment Time:** *A nationally collated and published target measure which looks at the amount of time taken from the date a hospital receives a referral to treatment. For many services there is an 18 week RTT, through which providers are legally bound to provide treatment to a patient within that time frame.*
SARC	**Sexual Assault Referral Centre**
SC	**Secondary Care**
SCCN	**Safeguarding Children Clinical Network**
SCR	**Summary Care Record:** *A centrally held electronic record containing only important health information such as allergies, adverse reactions to medications and current prescriptions (for use in emergencies). Part of the National Programme for IT, though uptake of the SCR across the NHS has been poor.* ***OR***
SCR	**Serious Case Review**
Section 75	**Statutory agreement between Health and Social Care**
Section 256	**Statutory agreement between Health and Social Care**
SETSAF	**Southend, Essex and Thurrock Safeguarding Adults Form**
SFIs	**Standing Financial Instructions**
SHMI	**Summary Hospital-Level Mortality Index:** *This is a Trust level mortality indicator of whether the number of deaths in a hospital is more or less than expected. It is calculated as a ratio of actual number deaths in hospital and within 30 days of discharge from hospital, and the expected number of deaths (risk adjusted for comorbidity, age, gender and admission method). It is published by the Health and Social Care Information Centre (HSCIC) on a quarterly basis and covers all Acute non-specialist providers.*
SI	**Serious Incident**
SINE Panel	**Serious incidents & Never Events Panel**
SIRO	**Senior Information Risk Officer:** *An executive level member of the organisation who is an advocate for information risk management, and who is familiar with and takes ownership of the organisation's information risk policy.*
SLA	**Service Level Agreement**
SOIT	**Sexual Offences Investigation Team** (of police)
SOVA	**Safeguarding of Vulnerable Adults**
SPoA	**Single Point of Access (see also CTS)**
SQL	**Structured Query Language:** *Language used to extract and manipulate data from a relational database. There are a range of differing types of SQL, including T-SQL (Microsoft), MySQL, Oracle SQL and Postgre SQL.*
SROG	**Service Resilience Operational Group (formerly Urgent Care)**
STEMI	**ST-Elevation Myocardial Infarction (Heart Attack)**
SUDI	**Sudden Unexpected Death in Infancy**
SUS	**Secondary Uses Service:** *The single, comprehensive repository for healthcare data in England which enables a range of reporting and analyses to support the NHS in the delivery of healthcare services. SUS is a data warehouse containing this patient-level information. Data can be clear (patient identifiable), anonymised or pseudonymised as required for the user's needs. NHS providers and commissioners can use this data for 'secondary uses'; purposes other than primary clinical care. SUS provides a range of services and functionality which you can use to analyse, report and present this data.*

Tail Breach	*Length of time that a response missed the national standard by i.e if had to get there in 8 minutes but actually took 20 minutes then the 'tail' is 12 mins.*
TAC	**Team Around the Child**
T&F	**Task & Finish Group**
TDC	**Transformation and Delivery Committee**
TOR	**Terms of Reference**
Turnaround	*Term referring to the time taken from the point an ambulance arrives at hospital to the point that same ambulance is clear and ready to accept another call (includes both arrival to handover and handover to clear referred to above).*
TWG	**Training Working Group (Health Forum Committee sub-group)**
UC	**Urgent Care**
UHP	**Unit Hours of Production** *(way EEAST track the amount of RRV, PAS and Ambulances they have put on the road in a specific period). Measured weekly.*
UKCHIP	**The United Kingdom Council of Health Informatics Professions:** *A voluntary regulation and registration body for Health and Social Care Informatics in the United Kingdom.* ***http://www.ukchip.org/***
VBA	**Visual Basics for Applications:** *A Microsoft programming language which can be built into a variety of applications such as Word, Excel and Access. It allows users to carry out a range of enhanced tasks within the application such as process automation.*
VDU	**Visual Display Unit:** *Any electronic display screen, including waiting room displays and computer screens.*
VSO	**Voluntary Sector Organisation**
VTE	**Veneous Thromboembolism**
WHO	**World Health Organisation**
WIC	**Walk-In Centre**

NHS Acronym Buster App for Smart Phones and Tablets:
http://www.nhsconfed.org/acronym-buster