



**Glossary of Terms**

A	
<b>ABI</b>	<b>Acquired Brain Injury</b>
<b>Acute</b>	Is 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. In medical terms, care for acute health conditions is the opposite from chronic care, or longer term care.
<b>Acute Stroke</b>	A stroke occurs when the blood supply to part of your brain is interrupted or severely reduced, depriving brain tissue of oxygen and food. Within minutes, brain cells begin to die. A stroke is a medical emergency. Prompt treatment is crucial. Early action can minimize brain damage and potential complications.
<b>ACE</b>	<b>Accelerate, Co-ordinate, Evaluate</b> - The ACE Programme, which was initiated in June 2014, is a unique initiative supported by Cancer Research UK and Macmillan Cancer Support. ACE will run across England for approximately two years and was established as an early diagnosis programme that supports the NHS outcome of 'preventing people from dying prematurely'.
<b>ACH</b>	<b>Aldeburgh Community Hospital</b>
<b>ACS</b>	<b>Adult Community Services</b>
<b>ADHD</b>	<b>Attention Deficit Hyperactivity Disorder</b> - Is a psychiatric disorder of the neurodevelopmental type in which there are significant problems of attention, hyperactivity, or acting impulsively that are not appropriate for a person's age.
<b>A &amp; E</b>	<b>Accident &amp; Emergency</b>
<b>AGM</b>	<b>Annual General Meeting</b>
<b>AHP</b>	<b>Allied Health Professions</b> - Allied Health Professions are a distinct group of health professionals who apply their expertise to prevent disease transmission, diagnose, treat and rehabilitate people of all ages and all specialities
<b>ALL</b>	<b>All Letter Listing</b> - Is a unique referral route for most services at Ipswich Hospital and has been running since October 2011.
<b>Alliance Contracting procurement</b>	An alliance contract is a particular form of contractual joint venture. It is typically a contractual arrangement between the commissioner(s) and an alliance of parties who deliver the service or project. There is a commissioner led contracting mechanism which aims to incentivise collaboration between a number of providers, who cooperate to deliver a particular service or an interrelated set of services.
<b>Alliance/Collaboration Contracting</b>	This model incorporates all of the other learning and contracting for outcomes, and is aimed at creating an Alliance type collaborative agreement recognising that existing Suffolk organisations are crucial to making this work, from a patient and population perspective.
<b>AMD</b>	<b>Age-related Macular Degeneration</b> - is a painless eye condition that generally leads to the gradual loss of central vision but can sometimes cause a rapid reduction in vision.

<b>AMSPAR</b>	<b>Association of Medical Secretaries, Practice managers, Administrators and Receptionists</b>
<b>Anglia Cancer Network</b>	A non-profit organisation which seeks to heighten public awareness of cancer in order to improve rates of early diagnosis, and to improve the quality of life and treatment of those who already have been diagnosed.
<b>APEL</b>	<b>Accreditation of Prior Experiential Learning</b> is a process that enables you to receive formal recognition for skills and knowledge you already possess that have not been previously assessed or awarded credit.
<b>APS</b>	<b>APS Healthcare</b>
<b>AQP</b>	<b>Any Qualified Provider</b> - The Any Qualified Provider scheme means that, for some conditions, patients will be able to choose from a range of approved providers, such as hospitals or high street service providers. Patients and GPs can choose a service based on what's important to them – perhaps one that is closer to home, has a shorter waiting list or better outcomes. These services will remain free for patients to use and access to them will be based on clinical need, in line with the NHS Constitution.
<b>ARAS</b>	<b>Admission Readmission Avoidance Scheme</b> - A joint scheme of the Red Cross and Ipswich Hospital to support and assist vulnerable people being discharged from hospital.
<b>ASB</b>	<b>Anti-Social Behaviour</b>
<b>ASTRO-PU</b>	<b>Astro-Prescribing Unit</b> – Is a way of allocating budget based on denominators i.e. sex, age etc. Not just by population.
<b>Assurance Mapping</b>	Assurance mapping is a technique that uses a visual representation of assurance activities to demonstrate how they apply to a specific risk or set of compliance requirements.
<b>Attestation</b>	Something that serves to bear witness, confirm, authenticate, validation, verification, documentation. A confirmation or authentication. (business, finance) The process, performed by accountants or auditors, of providing independent opinion on published financial and other business information of a business, public agency, or other organisation. (linguistics, of a language or word) An appearance in print or otherwise recorded on a permanent medium.
<b>AT Cohort</b>	<b>At Risk Group</b>
<b>Audiology</b>	Is a branch of science that studies hearing, balance, and related disorders.
<b>B</b>	
<b>BAD</b>	<b>Bipolar Affective Disorder</b>
<b>Barthel Scale</b>	Or <b>Barthel ADL index</b> is an ordinal scale used to measure performance in activities of daily living (ADL). Each performance item is rated on this scale with a given number of points assigned to each level or ranking. It uses ten variables describing ADL and mobility. A higher number is associated with a greater likelihood of being able to live at home with a degree of independence following discharge from hospital. The amount of time and physical assistance required to perform each item are used in determining the assigned value of each item.
<b>BCF</b>	<b>Better Care Fund</b> - The £3.8bn Better Care Fund (formerly the Integration Transformation Fund) was announced by the Government in June 2013 spending round, to ensure a transformation in integrated health and social care. The Better Care Fund is a single pooled budget to support health and social care services to work more closely together in local areas.

<b>Bisphosphonates</b>	Bisphosphonates (also called bisphosphonates) are a class of drugs that prevent the loss of bone mass, used to treat osteoporosis and similar diseases.
<b>BBL</b>	<b>Bluebird Lodge</b> - A community hospital
<b>BME</b>	<b>Black and Minority Ethnic</b>
<b>BMJ</b>	<b>British Medical Journal</b>
<b>BMI</b>	<b>Body Mass Index</b> - Is a measure of relative weight based on an individual's mass and height.
<b>BNF</b>	<b>The British National Formulary</b> -The BNF and the BNF for Children provide UK healthcare professionals with authoritative and practical information on the selection and clinical use of medicines in a clear, concise and accessible manner.
<b>Breach</b>	<b>18 Week Wait Breach</b> – A Breach occurs if a patient has not started treatment 18 weeks after date of referral (clock start) Treatment cannot start on the breach date. The 18 week clock can be paused (clock stop) if the patient is on the admitted pathway and has declined two reasonable admission dates.
<b>BSL</b>	<b>British Sign Language</b>
<b>C</b>	
<b>CA</b>	<b>Cancer</b>
<b>Cardiology</b>	Medical specialty dealing with disorders of the heart.
<b>Cardiovascular Disease</b>	<b>Cardiovascular disease</b> - (also called heart disease) is a class of diseases that involve the heart, the blood vessels (arteries, capillaries, and veins) or both.
<b>Care Act 2014</b>	An Act to make provision to reform the law relating to care and support for adults and the law relating to support for carers; to make provision about safeguarding adults from abuse or neglect; to make provision about care standards; to establish and make provision about Health Education England; to establish and make provision about the Health Research Authority; to make provision about integrating care and support with health services; and for connected purposes.
<b>CaDias</b>	<b>Cancer Diagnosis in the Acute Setting</b>
<b>CAS</b>	<b>Community Action Suffolk</b> - Community Action Suffolk was formed on 1st April 2013 when ten Suffolk voluntary and community sector support organisations agreed to merge, creating a single charity and company. The ten organisations bring together a number of related strands serving the voluntary and community sector, such as those working with young people, rural communities and volunteers.
<b>CAT</b>	<b>Crisis Action Team</b>
<b>CCC</b>	<b>Care Coordination Centre</b>
<b>CDS</b>	<b>Commissioning Data Sets</b> - Organisations that provide NHS-funded care must submit activity data via the relevant Commissioning Data Sets; these include to the Secondary Uses Service (SUS), Unity 2, SSNAP and Open Exeter.
<b>CCOG</b>	<b>Collaborative Commissioning Oversight Group</b> - Developing a more collaborative approach to the commissioning of specialised services.
<b>CCP</b>	<b>Community Care Practitioners</b>
<b>CCP</b>	<b>Complex Case Panel</b>
<b>CE</b>	<b>Clinical Executive</b> – Is effectively the engine room of the CCG. Its members lead the teams that get things done and ensure that plans are implemented.
<b>CQC</b>	<b>Care Quality Commission</b> - A monitoring body to insure the hospitals, care homes, dentists and GP surgeries in the localities are meeting national standards.

<b>CCG</b>	<b>Clinical Commissioning Group</b> - After the 2012 NHS and social care act, the Government created hundreds of CCG's to replace the Primary Care trusts (PCT). The CCG'S primary responsibilities include commissioning health care services for patients (see definition for 'commissioning' below), and to act as a point of contact for the public in both informing them of new healthcare models, and receiving feedback. At the core of the decision making process of the CCG is the governing body, which is a committee made up of Health care professionals (for definition of governing body see below)
<b>C-Diff</b>	<b>Clostridium Difficile</b> - Is a type of bacterial infection that can affect the digestive system. It most commonly affects people who have been treated with antibiotics. C-Diff can lead to life threatening conditions.
<b>CDI</b>	<b>Children's Depression Inventory</b> - Is a psychological assessment that rates the severity of symptoms related to depression and/or dysthymic disorder in children and adolescents.
<b>CEAC/TIAA</b>	Now merged, TIAA is an independent business assurance provider.
<b>CEfF</b>	<b>Controlled Environment for Finance</b> – A restricted area for finance team members working with patient identifiable data.
<b>CEP</b>	<b>Community Engagement Partnership</b> - Community engagement is the process of involving people in decisions that affect them.
<b>Connect East Ipswich and Connect Sudbury</b>	There are two early adopter sites in Suffolk for Connect – Connect Sudbury covers the town and the rural area surrounding it. Connect East Ipswich covers much of, but not all of, IP3 and IP4 postal districts. These are important projects because they are testing out new ways to deliver your future health and social care.
<b>CEWG</b>	<b>Children's Emotional Wellbeing Group</b>
<b>CGH</b>	<b>Colchester General Hospital</b>
<b>CGA</b>	<b>Comprehensive Geriatric Assessment</b>
<b>CHAPs</b>	Men's health charity
<b>CHC</b>	<b>Continuing Health Care</b> - Is free care outside of hospital that is arranged and funded by the NHS. It is only available for people who need on-going healthcare and meet strict eligibility criteria.
<b>CHC Framework</b>	<p>The National Framework for NHS continuing healthcare and NHS-funded nursing care is a Department of Health policy document first introduced in October 2007. The document:</p> <ul style="list-style-type: none"> <li>• Sets out clear principles and processes to be followed throughout England for establishing eligibility for NHS CHC.</li> <li>• Clarifies the interaction between the assessment for NHS CHC and NHS funded nursing care.</li> </ul> <p>It aims to minimise local interpretation and improve the transparency and consistency of the decision-making process by providing:</p> <ul style="list-style-type: none"> <li>• Guidance to be followed by all involved in the assessment process;</li> <li>• A national assessment process and three tools to support decision-making – the Checklist, Decision Support Tool and Fast Track Tool;</li> <li>• Common paperwork to record evidence that will inform decision-making.</li> </ul>
<b>Choice Policy</b>	Approval of a choice policy is sought by the Clinical Scrutiny Committee and is often developed for a specific purpose for e.g. the need to balance patient choice with the CCG's responsibility to commission services fairly and equitably for residents of Suffolk.

<b>Chronic Fatigue Syndrome (CFS)</b>	Is the common name for a group of significantly debilitating medical conditions characterised by persistent fatigue and other specific symptoms that lasts for a minimum of six months in adults (and 3 months in children or adolescents).
<b>CIP</b>	<b>Cost Improvement Plan</b> - Is the identification of schemes to increase efficiency/or reduce expenditure.
<b>CIS</b>	<b>Community Intervention Service</b> – Combination of a number of different professionals from Social Care Services and the Health Service. These multidisciplinary, integrated teams provide support to people who require a period of short term intervention. This could be following a planned or unplanned admission to hospital or to avoid an unnecessary admission to hospital or long term care. A key aim of these services is to minimise dependency upon services as is safely appropriate.
<b>Celiac UK</b>	The oldest and largest coeliac disease charity in the world that has been working for people with coeliac disease and dermatitis herpetiformis since 1968.
<b>CLDT</b>	<b>Community Learning Disability Services</b>
<b>Clinical Scrutiny Committee</b>	The Health Scrutiny Committee will have the responsibility for scrutinising wellbeing and health services across the county and may review and scrutinise any matter relating to the planning provision and operation of health services in Suffolk.
<b>CMAS</b>	<b>Community Memory Assessment Service</b>
<b>Co-Amoxiclav</b>	Is a medicine which is used in certain types of bacterial infections.
<b>COBICs</b>	<b>Commissioning for Outcome-Based Incentivised Contracts</b>
<b>Cochrane Collaboration</b>	Cochrane is a global independent network of researchers, professionals, patients, carers and people interested in health.
<b>Collaboration</b>	Working together in partnership, for e.g. with other teams and / or organisations.
<b>Commissioning</b>	The act of approving and then ‘purchasing’ healthcare services for members of the public. The CCG carries out this function in consultation with the relevant healthcare professionals.
<b>Community Care Services</b>	Community care services are intended to help people who need care and support to live with dignity and independence in the community and to avoid social isolation. The services are aimed at the elderly and who have a mental illness, learning disability and physical disability. The main aim in providing community care services is to enable people to remain living in their own home and to retain as much independence as possible, avoiding social isolation. Local authority social services provide community care services or arrange for them to be provided.
<b>Commissioning Governance Committee</b>	The remit and responsibilities of the committee are as follows: <ul style="list-style-type: none"> <li>• Integrated Governance, Risk Management and Internal Control</li> <li>• Internal Audit</li> <li>• External Audit</li> <li>• Other Assurance Functions</li> <li>• Counter Fraud</li> <li>• Financial Reporting</li> </ul>
<b>Commissioning Ideals Alliance</b>	The suffolk GP Federation currently has 40 member practices which are organised into four local groups. Commissioning Ideals Alliance is one of those four, covering areas including Leiston and Saxmundham.

<b>Community Re-ablement Beds</b>	Community reablement beds 2015/16 will focus on providing short-term care in a community setting for the purposes of reablement (similar to the 2013/14 Baylham/Barham model). These winter beds will be mainly focused for 'step up' and 'step across' admissions however will also support the wider system by providing the potential for 'step down' admissions from the Acute Trust during times of escalation.
<b>Continuing Healthcare</b>	Package of care that is arranged and funded solely by the NHS for individuals who are not in hospital but have complex ongoing healthcare needs.
<b>COO</b>	<b>Chief Operating Office</b>
<b>COPD</b>	<b>Chronic Obstructive Pulmonary Disease</b> - Is the name for a collection of lung diseases including chronic bronchitis, emphysema and chronic obstructive airways disease. People with COPD have difficulties breathing, primarily due to the narrowing of their airways, this is called airflow obstruction.
<b>COSHH</b>	<b>Control of Substances Hazardous to Health</b>
<b>COT</b>	<b>Chief Officer's Team</b>
<b>CPA</b>	<b>Care Programme Approach</b> - Is a way that services are assessed, planned, coordinated and reviewed for someone with mental health problems or a range of related complex needs.
<b>CPD</b>	<b>Continuing Professional Development</b>
<b>CPG</b>	<b>Clinical Priorities Group</b>
<b>CQUIN</b>	<b>Commissioning for Quality and Innovation payment framework</b> - Enables commissioners to reward excellence, by linking a proportion of English healthcare providers' income to the achievement of local quality improvement goals.
<b>CRHTS</b>	<b>The Crisis Resolution Home Treatment Service</b> - Provides intensive home treatment and high level support to adults experiencing severe mental health problems who would otherwise have no option but to be admitted to hospital.
<b>CRGs</b>	<b>Clinical Reference Groups</b> - Provide clinical advice and develop standards.
<b>CRN</b>	<b>Clinical Research Network</b>
<b>CRO</b>	<b>Chief Redesign Office</b>
<b>CRS</b>	<b>Crisis Response Service</b>
<b>CRUK</b>	<b>Cancer Research UK</b>
<b>CSS</b>	<b>Clinical Systems Support</b>
<b>CSU</b>	<b>Commissioning Support Unit</b>
<b>CTG</b>	<b>Clinical Transformation Group</b>
<b>CTR</b>	<b>Care and Treatment Review</b> - Have been developed as part of NHS England's commitment to transforming the services for people with learning disabilities and/ or autism.
<b>CUHFT</b>	<b>Cambridge University Foundation Trust</b>
<b>CYP</b>	<b>Children and Young People</b>
<b>D</b>	

<b>Data Protection Act</b>	The 1998 act defines UK law on the processing of data on identifiable living people. It is the main piece of legislation that governs the protection of personal data in the UK. Although the Act itself does not mention privacy, it was enacted to bring British law into line with the EU data protection directive of 1995 which required Member States to protect people's fundamental rights and freedoms and in particular their right to privacy with respect to the processing of personal data. In practice it provides a way for individuals to control information about themselves. Most of the Act does not apply to domestic use. Anyone holding personal data for other purposes is legally obliged to comply with this act, subject to some exemptions. The act defines eight data protection principles. It also requires companies and individuals to keep personal information to themselves.
<b>DCLG</b>	<b>Department for Communities and Local Government</b>
<b>DHG</b>	<b>Deben Health Group</b> – The suffolk GP Federation currently has 42 member practices which are organised into four local groups. Deben Health Group is one of those four, covering the Woodbridge area.
<b>Dementia</b>	Broad category of brain diseases that cause long term loss of the ability to think and reason clearly that is severe enough to affect a person's daily functioning. For the diagnosis to be present it must be a change from how the person was previously. The most common form of dementia is Alzheimer's disease.
<b>Depot-Neuroleptics</b>	Are a class of medication primarily used to manage psychosis; schizophrenia and bi-polar; administered by injection.
<b>Dermatitis Herpetiformis</b>	Often referred to as 'DH', is a skin condition linked to coeliac disease.
<b>DESMOND</b>	Diabetes education and self-management of ongoing and newly diagnosed patients.
<b>DES</b>	<b>Directed Enhanced Services</b> - Schemes that CCGs are required to establish or to offer contractors the opportunity to provide, linked to national priorities and agreements.
<b>DFP's</b>	<b>Detailed Financial Policies</b>
<b>Devolution</b>	Will enable local retention of business rates and where money is invested. It will also enable freedom and flexibility – particularly with how the 'total' pot of money is spent. Devolution will be joined up working.
<b>DIST</b>	<b>Dementia Intensive Support Team</b> - Offers assessments and interventions for adults with age related needs (not exclusively people over the age of 65) suffering from acute, severe and enduring mental health problems including anxiety, depression, psychosis, confusion, dementia and related behavioural problems.
<b>DNA</b>	<b>Did Not Attend</b>
<b>DoH</b>	<b>Department of Health</b> - Helps people to live better for longer. We lead, shape and fund health and care in England, making sure people have the support, care and treatment they need, with the compassion, respect and dignity they deserve.

<b>DOLs</b>	<b>The Mental Capacity Act Deprivation of Liberty safeguards</b> apply to anyone: - aged 18 and over - who suffers from a mental disorder or disability of the mind – such as dementia or a profound learning disability - who lacks the capacity to give informed consent to the arrangements made for their care and / or treatment and - for whom deprivation of liberty (within the meaning of <u>Article 5 of the ECHR</u> ) is considered after an independent assessment to be necessary in their best interests to protect them from harm.
<b>Domains</b>	Are effectively the requirements of the Health and Social Care Act, as assessed by the Area Team. There are six domains, covering patient and public engagement to having strong and robust leadership.
<b>Domiciliary Care</b>	Help with personal care and other practical household tasks.
<b>D &amp; T</b>	<b>Drugs &amp; Therapeutics</b>
<b>DToc</b>	<b>Delayed Transfer of Care</b>
<b>DTR Income</b>	<b>Double Tax Relief Income</b>
<b>DVT</b>	<b>Deep Vein Thrombosis</b> - Is a blood clot in one of the deep veins in the body.
<b>DWP</b>	<b>Department of Work and Pensions</b>
<b>DXA</b>	<b>Dual-Energy X-ray absorptiometry scan</b> - A type of X ray designed to measure bone density by firing two X-ray beams of differing energy are aimed at the patient's bones. After soft tissue absorption has been subtracted, the density of the bones can be determined.
<b>E</b>	
<b>EBITDA</b>	<b>Earnings Before Interest, Tax, Depreciation and Amortization</b>
<b>ECA</b>	<b>Emergency Care Assistant</b> - An emergency care assistant (ECA) responds to emergency calls as part of an accident and emergency crew or at times as a first responder, using skills and procedures that they have been trained and directed to do.
<b>EEAST/EOEAST</b>	<b>East of England Ambulance Service Trust</b> - Providers of emergency medical care for people who use the 999 emergency service. EEAST covers the East of England region, including Norfolk, Suffolk, Essex, Hertfordshire, Cambridgeshire and Bedfordshire.
<b>Echocardiography</b>	Echocardiogram, often referred to as a <b>cardiac echo</b> or simply an <b>echo</b> , is an ultrasound of the heart.
<b>EEFA</b>	<b>East of England Faiths Agency</b> - Is a Community Interest Company which arranges faith based teaching and training sessions for schools, statutory bodies, the private sector and the voluntary sector.
<b>Elective Care</b>	Care that is planned in advance in accordance with the wishes of the patient as oppose to urgent care which is performed immediately.
<b>ENT</b>	<b>Ear, Nose and Throat</b>
<b>EOL</b>	<b>End of Life</b>
<b>Escalation plan</b>	Process by which a condition can be addressed by the re-allocation of staff and resources, if the existing allocation of staff and resources has proven insufficient to cure/treat the patient's illness.
<b>ESD</b>	<b>Early Supported Discharge</b> - If a Patient is discharged, this means they have checked out of hospital. If a Patient would prefer to leave hospital before their treatment and recovery has been completed, then they can do so with care made available (e.g. home visits, or specialised nursing homes).
<b>ESP</b>	<b>Enhanced Service Providers</b>
<b>ESP</b>	<b>Extended Scope Physiotherapists</b> - Is a clinical physiotherapy specialist with an extended scope of practice.

<b>Evolve</b>	A system tool for accessing patient information.
<b>Ex-Gratia</b>	(With reference to payment) done from a sense of moral obligation rather than because of any legal requirement.
<b>EY</b>	<b>Ernst &amp; Young</b> – Auditors used by our CCGs.
<b>F</b>	
<b>FAB</b>	<b>Frailty Assessment Base</b>
<b>FCH</b>	<b>Felixstowe Community Hospital</b>
<b>FDS</b>	<b>Flexible Dementia Service</b> - The flexible dementia service aims to prevent unnecessary change for the person with dementia by providing a full assessment of their situation as soon as a problem is identified. The Care UK team responds within a few hours of receiving urgent requests which can come from GPs, adult social services teams or even local hospitals.
<b>FFCE</b>	<b>Finished First Consultant Episodes</b>
<b>FFT</b>	<b>Friends and Family Test</b> - Is an opportunity for patients to provide feedback on the care and treatment they receive 'Would they recommend NHS services to family and friends?' The results are being used to help improve services.
<b>FGM</b>	<b>Female Genital Mutilation</b> - Female genital mutilation (sometimes referred to as female circumcision) refers to procedures that intentionally alter or cause injury to the female genital organs for non-medical reasons. The practice is illegal in the UK.
<b>Five Year strategic plan</b>	Five year strategy for the CCG in terms of its overarching aims, objectives, and outline as to how these will be implemented.
<b>FNC</b>	<b>Funded Nursing Care</b>
<b>FOI</b>	<b>Freedom of information</b> - An Act to make provision for the disclosure of information held by public authorities or by persons providing services for them and to amend the Data Protection Act 1998 and the Public Records Act 1958; and for connected purposes.
<b>FOT</b>	<b>Forecast Out Turn</b>
<b>FRG</b>	<b>Financial Recovery Group</b>
<b>FRP</b>	<b>Financial Recovery Plan</b>
<b>FT</b>	<b>Foundation Trust</b>
<b>G</b>	
<b>Gallstone Pathway</b>	A treatment for gallstones (small stones, usually made of cholesterol that form in the gallbladder. In most cases they do not cause any symptoms and do not need to be treated)
<b>Gastroenterology</b>	The branch of medicine which deals with disorders of the stomach and intestines.
<b>GBAF</b>	<b>Governing Body Assurance Framework</b> - Identifies the main risks to the delivery of the CCGs strategic objectives and outlines the controls and assurances in place to manage and monitor these risks.
<b>GB</b>	<b>Governing Body</b> - Makes sure that the CCG runs effectively, efficiently, economically and with good governance. It exists to serve patients, give confidence to the public, support clinicians and is accountable to NHS England.
<b>GF</b>	<b>Gluten Free</b> - Is a diet that excludes gluten, a protein composite found in wheat, barley, rye and all their species and hybrids (such as) kamut and triticale.

<b>GMS</b>	<b>General Medical Services</b> - The name used in the United Kingdom to describe the medical services provided by General Practitioners (GPs or family doctors) who, in effect, run private businesses independently contracting with the NHS. The contract under which they work is known as the <b>General Medical Services Contract</b> .
<b>GPIT</b>	<b>General Practice Information Technology</b>
<b>GPPS</b>	<b>GP Patient Survey</b>
<b>GPwSI</b>	<b>GP with Special Interest</b> – In a particular area for e.g. Dermatology, Diabetes.
<b>GP+</b>	Suffolk GP+ is for people who urgently need a doctor’s appointment, or can’t see their GP on a weekday. This is a nine month NHS pilot which is part of the Prime Minister’s Challenge Fund which aims to find innovative ways of improving convenience and access to GP services for patients.
<b>GR</b>	<b>General Refinement</b>
<b>H</b>	
<b>HALO</b>	<b>Hospital Ambulance Liaison Officer</b> - A Typical HALO will provide an ambulance interface with managers within the Emergency Department, monitor A&E pressures and to facilitate the timely handover of patients, where possible assist in the monitoring and caring for queuing ambulance patients until hospital queue nurses are deployed, and dynamically manage the early turnaround of ambulances.
<b>HAP</b>	<b>Health Action Plan</b>
<b>HaSCI</b>	<b>Health and Social Care Integration</b>
<b>HASU</b>	<b>Hyper-acute Stroke Unit</b> - Bring experts and equipment under one roof to provide world-class treatment 24 hours a day, reducing death rates and long-term disability.
<b>Harm Free Care Network</b>	‘Harm free’ care is the national roll out of the pilot Safety Express QIPP programme that was implemented by the national QIPP Safe Care workstream. It helps NHS teams in their aim to eliminate harm in patients from four common conditions: <ul style="list-style-type: none"> <li>• pressure ulcers</li> <li>• falls</li> <li>• urinary tract infections in patients with a catheter</li> <li>• new venous thromboembolism (VTE)</li> </ul>
<b>HCAI</b>	<b>Healthcare-Associated Infections (HCAI)</b> - Are those infections that develop as a direct result of any contact in a healthcare setting. They occur in hospitals and in the community; and affect both patients and healthcare workers.
<b>HCD</b>	<b>High Cost Drugs</b>
<b>Health Ambitions</b>	In partnership with Public Health and Suffolk County Council, the programme aims to improve population health by focusing on prevention to limit the onset, or reduce complications of conditions such as diabetes and cardiovascular disease.

<b>HEE</b>	Health Education England provides leadership for the new education and training system. It ensures that the shape and skills of the future health and public health workforce evolve to sustain high quality outcomes for patients in the face of demographic and technological change. HEE will ensure that the workforce has the right skills, behaviours and training, and is available in the right numbers, to support the delivery of excellent healthcare and drive improvements. HEE will support healthcare providers and clinicians to take greater responsibility for planning and commissioning education and training through the development of Local Education and Training Boards (LETBs), which are statutory committees of HEE.
<b>HES</b>	<b>Hospital Eye Services</b>
<b>Health and Wellbeing Board</b>	Established and hosted by local authorities, health and wellbeing boards bring together the NHS, public health, adult social care and children's services, including elected representatives and Local Healthwatch, to plan how best to meet the needs of their local population and tackle local inequalities in health.
<b>Health and Social Care Review</b>	In June 2011 the Minister for Health, Social Services and Public Safety announced a review of Health and Social Care Services in Northern Ireland. The review examined the provision of a range of health services, including acute hospital configuration and primary health care.
<b>Healthwatch</b>	Consumer watchdog for the Healthcare sector.
<b>HRG</b>	<b>Health Resource Group</b>
<b>HSCIC</b>	<b>Health &amp; Social Information Centre</b> - Is the national provider of information, data and IT systems for health & social care.
<b>HSCR</b>	<b>High Speed Customer Reporting</b> - HSCR produces automatic standard format weekly and monthly reports in Microsoft Word or PDF format.
<b>HSJ</b>	<b>Health Services Journal</b>
<b>HSMR</b>	<b>Hospital Standardised Mortality Ratios</b> - Reflects only deaths in hospital care and focuses on 56 diagnosis groups (about 80 per cent of in hospital deaths)
<b>HW&amp;RC</b>	<b>Health, Wellbeing and Reablement Centre</b>
<b>I</b>	
<b>IACP</b>	<b>Inter-Agency County Panel</b> – Is a panel of various agencies involved with children and young people.
<b>IAPT</b>	<b>Improving Access to Psychological Therapies</b> - Improving Access to Psychological Therapies is an NHS programme rolling out services across England offering interventions approved by the National Institute of Health and Clinical Excellence (NICE) for treating people with depression and anxiety disorders.
<b>IBD</b>	<b>Inflammatory bowel disease</b> - Is a term mainly used to describe two conditions, ulcerative colitis and Crohn's disease.
<b>ICANHO</b>	Provides a specialised rehabilitation service for adults with acquired brain injury and strokes.
<b>ICN</b>	<b>The International Council of Nurses</b> - Is a federation of more than 130 national nurses associations (NNAs), representing the more than 16 million nurses worldwide. Founded in 1899, ICN is the world's first and widest reaching international organisation for health professionals. Operated by nurses and leading nurses internationally, ICN works to ensure quality nursing care for all, sound health policies globally, the advancement of nursing knowledge, and the presence worldwide of a respected nursing profession and a competent and satisfied nursing workforce.
<b>ICS</b>	<b>Integrated Care System Network</b>

<b>IC24</b>	Is a solution based company providing a comprehensive portfolio of primary care services aimed at improving access and reducing the demand on secondary care services.
<b>IFFF</b>	<b>Integrated Falls and Osteoporotic Fragility Fracture</b>
<b>IFR</b>	<b>Individual Funding Request</b> - Where no policy exists for a very rare condition or experimental medicine, the CCG have set up an Individual Cases Process, to consider the circumstances of individuals, for whom a referral outside existing pathways may be appropriate. This usually relates to patients with rare conditions, or for more experimental treatments where there is very sparse evidence. In such instances clinicians should obtain an Individual Funding Request form.
<b>IMR</b>	<b>Independent Management Reviews</b>
<b>IMR</b>	<b>Intelligent Monitoring Report</b> – The CQC monitors Trusts that provide Mental Health Services.
<b>INTs</b>	<b>Integrated Neighbourhood Teams</b>
<b>ICO</b>	<b>Integrated Care Organisation</b>
<b>ICW</b>	<b>Integrated Care Workstream</b>
<b>IOP</b>	<b>Intraocular pressure</b> - Is the fluid pressure inside the eye. Tonometry is the method eye care professionals use to determine this. IOP is an important aspect in the evaluation of patients at risk from glaucoma. Most tonometers are calibrated to measure pressure in millimeters of mercury (mmHg).
<b>IP &amp; E</b>	<b>Ipswich and East</b>
<b>IP</b>	<b>Infection Prevention</b>
<b>Ipswich and East Suffolk CCG Constitution</b>	The Constitution sets out the arrangements made by NHS Ipswich and East Suffolk Clinical Commissioning Group to meet its responsibilities for commissioning care for the people for whom it is responsible. It describes the governing principles, rules and procedures that the Group will establish to ensure probity and accountability in the day to day running of the Group; to ensure that decisions are taken in an open and transparent way and that the interests of patients and the public remain central to the goals of the Group.
<b>ISCRE</b>	<b>Ipswich and Suffolk Council for Racial Equality</b> – Its main purpose is to support the elimination of unlawful discrimination on the grounds of people’s race, sex, disability, age, marital and civil partnership status, pregnancy and maternity status, sexual orientation, gender reassignment, religion or belief.
<b>IT (or sometimes known as ICT)</b>	<b>Information Technology</b> - The application of computers and telecommunications equipment to store, retrieve, transmit and manipulate data.
<b>ITT</b>	<b>Invitation to Tender</b> - Initiating step of a competitive tendering process in which qualified suppliers or contractors are invited to submit sealed bids for construction or for supply of specific and clearly defined goods or services during a specified timeframe. Also called request for tenders.
<b>Influenza</b>	Commonly known as ‘the flu’, is an infectious disease caused by an influenza virus. Symptoms can be mild to severe. The most common symptoms include: a high fever, runny nose, sore throat, muscle pains, headache, coughing, and feeling tired. These symptoms typically begin two days after exposure to the virus and most last less than a week. The cough, however, may last for more than two weeks.
<b>Integrated Health Care</b>	Worldwide trend in health care reforms and new organisational arrangements focusing on more coordinated and integrated forms of care provision.

<b>Integrated Performance Report</b>	Provides members with a summary of performance against national targets, contractual targets, clinical quality and patient safety issues, financial performance and acute activity.
<b>IHT</b>	<b>Ipswich Hospital Trust</b>
<b>IHUG</b>	<b>Ipswich Hospital User Group</b> - Meets every six weeks and involves a representative from every user group, a worker from Suffolk Family Carers, senior Trust staff and Trust Board Members. The meeting is an opportunity to exchange information and ideas and have open discussions about the policies and strategies of the hospital.
<b>IESCCG</b>	<b>Ipswich and East Suffolk Clinical Commissioning Group</b>
<b>IPCN</b>	<b>Infection Prevention and Control Nurse</b>
<b>IPHWI</b>	<b>Improving Population Health and Wellbeing by the use of Information, Intelligence and Innovation</b>
<b>ISA</b>	<b>International Standards on Auditing</b> - are professional standards for the performance of financial audit of financial information.
<b>IVF</b>	<b>In Vitro Fertilisation</b> - Literally means 'fertilisation in glass' giving us the familiar term 'test tube baby'. During the IVF process, eggs are removed from the ovaries and fertilised with sperm in the laboratory. The fertilised egg (embryo) is later placed in the woman's womb.
<b>'I WILL'</b>	A new personal wellbeing resource being introduced by Occupational Health from 1 January 2016.
<b>J</b>	
<b>Jaundice</b>	Jaundice is a term used to describe the yellowing of the skin and the whites of the eyes. It's caused by a build-up of a substance called bilirubin in the blood and tissues of the body.
<b>JIMAS</b>	Is a UK registered charity that supports educational and charitable activities for both Muslims and non-Muslims.
<b>JLDS</b>	<b>Joint Learning Disability Strategy</b>
<b>JWG</b>	<b>Joint Working Group</b>
<b>K</b>	
<b>Karibu awsg</b>	Provides information, advice, help, support and counselling service to African and minority ethnic women and their families in Ipswich and Suffolk in general. It aims to promote awareness of ethnic, cultural and religious diversity within statutory and voluntary organisations and the larger community.
<b>Kings Fund</b>	Charity trust which seeks to understand new ways in which the healthcare system can be improved.
<b>KPIs</b>	<b>Key Performance Indicators</b> - Is a type of performance measurement. Organisations' may use KPIs to evaluate its success, or to evaluate the success of a particular activity in which it is engaged.
<b>L</b>	
<b>LAC</b>	<b>Looked After Children</b> - The guidance concerns the delivery of services from health agencies and local authorities to promote the health of looked after children and young people. It is written in the context of a holistic model of health which takes account of wider determinants of health and wellbeing. It is therefore relevant to all Children's Trust partners.
<b>LCFS</b>	<b>Local County Fraud Specialists</b>
<b>LD</b>	<b>Learning Disabilities</b> – Learning problems in an academic area.

<b>LEP</b>	<b>Local Enterprise Partnership</b> - In England, local enterprise partnerships are voluntary partnerships between local authorities and businesses set up in 2011 by the Department for Business, Innovation and Skills to help determine local economic priorities and lead economic growth and job creation within the local area.
<b>LHIS</b>	<b>Leicestershire Health Informatics Service</b>
<b>LRO</b>	<b>Legislative Reform Order</b> - Section 1 of the Legislative and Regulatory Reform Act 2006 (the “LRR”) gives Ministers certain powers to make orders (“legislative reform orders”) that remove or reduce burdens resulting directly or indirectly from legislation, and section 2 makes similar provision in relation to orders that promote principles of better regulation. Section 3 sets out facts that the Minister proposing to make a legislative reform order has to address. They include positive tests (need for legislation, proportionality and fair balance of interests) and negative ones (no removal of necessary protection, no unreasonable interference with rights and freedoms, no constitutional significance).
<b>LES</b>	<b>Local Enhanced Services</b> - Schemes agreed by CCGs in response to local needs and priorities, sometimes adopting national service specifications.
<b>LETB</b>	<b>Local Education and Training Board</b> - Local Education and Training Boards are responsible for the education and training of health and public health workers at a regional level. They are committees of the national body, Health Education England (HEE).
<b>LMC</b>	<b>Local Medical Committee</b> - Local representative committees of NHS GPs and represent their interests in their localities to the NHS health authorities. They interact and work with – and through – the General Practitioners Committee as well as other branch of practice committees and local specialist medical committees in various ways, including conferences.
<b>LOC</b>	<b>Local Optometry Committee</b>
<b>LOCSU</b>	<b>Local Optical Committee Support Unit</b>
<b>LORENZO</b>	Is a type of electronic health record.
<b>LOS</b>	<b>Length of Stay</b>
<b>LPC</b>	<b>Local Pharmaceutical Committees</b> (LPCs) represent all NHS pharmacy contractors in a defined locality.
<b>LRTI</b>	<b>Lower Respiratory Tract Infections</b>
<b>LSCB</b>	<b>Local Safeguarding Children Boards</b> - Were established by the Children Act 2004 which gives a statutory responsibility to each locality to have this mechanism in place. LSCBs are now the key system in every locality of the country for organisations to come together to agree on how they will cooperate with one another to safeguard and promote the welfare of children. The purpose of this partnership working is to hold each other to account and to ensure safeguarding children remains high on the agenda across their region.
<b>LSP</b>	<b>Local Service Provider</b> - Supports the Department of Health in delivery against LSP contracts. The LSP contracts deliver critical systems and services to the NHS.
<b>LTC</b>	<b>Long Term Conditions</b> - E.g. mental health illness.
<b>M</b>	
<b>Map of Medicine/MoM</b>	Map of Medicine Health guides encourage joint decision-making between a patient and their doctor through a care map – a clear visual representation of the options available for managing the condition.

<b>MASH</b>	<b>Multi-Agency Safeguarding Hub</b> - A typical MASH is the central resource for receiving all safeguarding and child protection enquiries. The MASH is staffed with professionals from a range of agencies including police, probation, fire, ambulance, health, education and social care. These professionals share information to ensure early identification of potential significant harm, and trigger interventions to prevent further harm. MASH staff gathers information from every agency and use this to decide the most appropriate intervention to respond to the child's identified needs. Where appropriate, the MASH team is able to immediately trigger a response. The emphasis is on triggering interventions to the child or young person and their family to prevent harm.
<b>MAT</b>	<b>Memory Assessment Team</b>
<b>MAU</b>	<b>Medical Assessment Unit</b>
<b>MCA/MCA Training</b>	<b>The Mental Capacity Act 2005</b> - Creates a framework to provide protection for people who cannot make decisions for themselves. It contains provision for assessing whether people have the mental capacity to make decisions, procedures for making decisions on behalf of people who lack mental capacity and safeguards.
<b>MCP's</b>	<b>Multi-speciality Community Providers</b>
<b>MDDC</b>	<b>Multi-Disciplinary Diagnostic Centre</b>
<b>MDTs</b>	<b>Multi-Disciplinary Teams</b> - A group composed of members with varied but complimentary experience, qualifications, and skills that contribute to the achievement of the organization's specific objectives.
<b>Medicine management team</b>	Medical professionals within the CCG in charge of prescribing.
<b>MECC</b>	<b>Making Every Contact Count</b> - Encourages conversations based on behaviour change methodologies (ranging from brief advice, to more advanced behaviour change techniques), empowering healthier lifestyle choices and exploring the wider social determinants that influence all of our health.
<b>MEIC</b>	<b>Making Every Intervention Count</b> - Making Every Intervention Count is the programme of work that will focus on re-shaping Children and Young People's Services so they remain effective into the future and provide the best possible outcomes for children and families within available resources.
<b>ME</b>	<b>Myalgic Encephalomyelitis</b> (see Chronic Fatigue Syndrome).
<b>Mela Tools</b>	The Mela Tools Programme is funded by the NIHR as part of a Clinician Scientist award, and is being conducted by researchers at the University of Cambridge's Primary Care Unit in collaboration with specialists with expertise in dermatology, plastic surgery, oncology, and Australian Primary Care Cancer Research. It also values support from Melanoma Focus – the national charity set up to concentrate efforts in the fight against melanoma.
<b>Member Practices</b>	The local surgeries and practices of GPs linked to Ipswich and East Suffolk CCG.
<b>Mental Health Crisis Care Concordat</b>	The Mental Health Crisis Care Concordat is a national agreement between services and agencies involved in the care and support of people in crisis. It sets out how organisations will work together better to make sure that people get the help they need when they are having a mental health crisis.
<b>MH</b>	<b>Mental Health</b>
<b>MHRA</b>	<b>The Medicines and Healthcare Products Regulatory Agency</b> - Regulates medicines, medical devices and blood components for transfusion in the UK.
<b>Mind</b>	Is a mental health charity in England and Wales.
<b>MIU</b>	<b>Minor Injury Unit</b>
<b>MND</b>	<b>Motor Neurone Disease</b>
<b>MOU</b>	<b>Memorandum of Understanding</b> - Describes a bilateral or multilateral agreement between two or more parties.

<b>MRI</b>	<b>Magnetic resonance imaging</b> - Is a type of scan that uses strong magnetic fields and radio waves to produce detailed images of the inside of the body.
<b>MRSA</b>	<b>Methicillin-resistant Staphylococcus Aureus</b> - Bacterium responsible for several difficult-to-treat infections in humans.
<b>MS</b>	<b>Multiple Sclerosis</b>
<b>MSF</b>	<b>Musculoskeletal Services Framework</b>
<b>MSK</b>	<b>The Musculoskeletal System</b> - Provides form, support, stability, and movement to the body.
<b>MVAs</b>	<b>Marginalised and Vulnerable Adults</b>
<b>Myalgic Encephalomyelitis</b>	Is effectively the biological change that leads to <b>Chronic Fatigue Syndrome</b>
<b>MyGo</b>	Is the UK's first employment service for young people aged between 16-24.
<b>N</b>	
<b>NAO</b>	<b>National Audit Office</b>
<b>NAS</b>	<b>Neonatal Abstinence Syndrome</b> - Refers to the withdrawal process when prescribed medication or illicit drugs are used during pregnancy, it typically occurs once the umbilical cord is cut.
<b>NEL CSU</b>	Provides expert support and advice to help clinical commissioners to deliver improved health services to local populations. It delivers an extensive range of services from contracting and analytics to finance and communications.
<b>Nephrology</b>	Is a specialty of medicine and paediatrics that concerns itself with the study of normal kidney function, kidney problems, the treatment of kidney problems and renal replacement therapy (dialysis and kidney transplantation).
<b>NICE</b>	<b>National Institute for Health and Care Excellence</b> – Provides national guidance and advice to improve health and social care.
<b>NMC</b>	<b>Nursing and Midwifery Council</b> - is the UK regulator for nursing and midwifery professions with a stated aim to protect the health and wellbeing of the public.
<b>NOACs</b>	<b>Novel Oral Anticoagulants</b> - are a class of anticoagulant drug. They can be used in the prevention of stroke.
<b>NPSA</b>	<b>National Patient Safety Agency</b> – From June 2012, the key functions and expertise for patient safety developed by the National Patient Safety Agency (NPSA) transferred to the NHS Commissioning Board Special Health Authority (the Board Authority). This ensures that patient safety is at the heart of the NHS and builds on the learning and expertise developed by the NPSA, driving patient safety improvement.
<b>NPS</b>	<b>Net Provider Score</b> - Is a management tool that can be used to gauge the loyalty of a firm's customer relationships. It serves as an alternative to traditional customer satisfaction research and claims to be correlated with revenue growth.
<b>NQB</b>	<b>National Quality Board</b> - A forum where the key NHS oversight organisation's can come together regionally and nationally to share intelligence, agree action and monitor overall assurance on quality.
<b>NHS Constitution</b>	The NHS constitution for England is a formal constitution which, in one document, lays down the objectives of the NHS, the rights and responsibilities of the various parties involved in health care, (patients, staff, trust boards) and the guiding principles which govern the service.
<b>NHS England/NHSE</b>	Executive non-departmental public body of the Department of Health. NHS England oversees the budget, planning, delivery and day-to-day operation of the NHS in England as set out in the Health and Social Care Act 2012.
<b>NHS Codes of Accountability</b>	Document outlining the code of conduct, services, costing, and values of the NHS.

<b>NHS Mandate</b>	The NHS Mandate between the government and NHS England sets out the ambitions for the health service.
<b>NHS National Outcomes Framework</b>	1) provides a national overview of how well the NHS is performing 2) is the primary accountability mechanism, in conjunction with the Mandate, between the Secretary of State for Health and NHS England 3) drives up quality throughout the NHS by encouraging a change in culture and behaviour; focused on health outcomes not process
<b>NHS Quality Premium Measures</b>	The Quality Premium is intended to reward CCGs for improvements in the quality of the services that they commission and for associated improvements in health outcomes and reducing inequalities.
<b>NOK</b>	<b>Next of Kin</b>
<b>Nolan Principles</b>	The seven principles of public life: Selflessness, Integrity, Objectivity, Accountability, Openness, Honesty and Leadership.
<b>Non- elective admissions</b>	Patient is admitted to hospital with no advanced planning, normally requiring urgent care.
<b>N &amp; N</b>	<b>Norfolk and Norwich University Hospital</b>
<b>NSAIDs</b>	<b>Non-Steroidal Anti-Inflammatory Drugs</b>
<b>NSFT</b>	<b>Norfolk and Suffolk Foundation Trust</b> - The body responsible for mental health, substance abuse, and learning disability services across Suffolk and Norfolk.
<b>O</b>	
<b>OCT</b>	<b>Optical Coherence Tomography</b> - is the most advanced and most precise method that has revolutionised the diagnosis of retinal diseases and therapeutic effect monitoring; OCT imaging is different from other diagnostic methods because of extremely high recording resolution.
<b>OD</b>	<b>Organisational Development</b>
<b>ODLL</b>	<b>Over Dispersion Lower Limit</b>
<b>ODUL</b>	<b>Over Dispersion Upper Limit</b>
<b>OOA</b>	<b>Out of Area</b>
<b>OptimizeRX</b>	Is an online prescribing tool.
<b>Ophthalmology</b>	Is the branch of medicine that deals with the anatomy, physiology and diseases of the eye.
<b>Optometry</b>	Healthcare profession concerned with the health of the eyes and related structures, as well as vision, visual systems, and vision information processing in humans.
<b>Oral Anticoagulants</b>	Anticoagulants are drugs used to prevent the clotting of blood, often ingested in pill form.
<b>OoH</b>	<b>Out of Hours</b>
<b>Osteoporosis</b>	Is a condition that weakens bones, making them fragile and more likely to break.
<b>P</b>	
<b>PACE</b>	<b>Post-Acute Care Enablement</b> - Proactively identifies, and facilitates the immediate discharge, of medically stable inpatients whose needs do not require the intensity of care provided by an acute hospital and can be safely met in the community.

<b>PACS</b>	<b>Primary and Acute Care Systems</b>
<b>Palliative Care</b>	Treatment of patients diagnosed with terminal illness.
<b>Papworth Hospital</b>	Papworth Hospital is one of the largest specialist cardiothoracic (heart and lung) hospitals in Europe and includes the country's main heart and lung transplant centre.
<b>Parity of Esteem</b>	Is the equality between mental and physical conditions.
<b>PALS</b>	<b>Patient Advice and Liaison Service</b> is an English National Health Service body created to provide advice and support to NHS patients and their relatives and carers.
<b>PC</b>	<b>Planned Care</b>
<b>PCT</b>	<b>Primary Care Trust</b> – The former to CCGs.
<b>PD</b>	<b>Parkinsons Disease</b>
<b>PDP</b>	<b>Personal Development Plan</b>
<b>PPGs</b>	<b>Patient Participation Groups</b> - Are groups of patients registered with a surgery who have no medical training but have an interest in the services provided. The aim of the PPG is to represent patients' views and cross barriers, embracing diversity and to work in partnership with the surgery to improve common understanding.
<b>Performance Indicators</b>	Type of performance measurement to give an insight into the success or failures of a company, department or organisation.
<b>PHB</b>	<b>Personal Health Budget</b>
<b>PHE</b>	<b>Public Health England</b> - Protects and improve the nation's health and wellbeing, and reduce health inequalities.
<b>PICU</b>	<b>Paediatric Intensive Care Unit</b>
<b>PID</b>	<b>Project Initiation Document</b>
<b>PHSO</b>	<b>Parliamentary and Health Service Ombudsman</b> - Makes final decisions on complaints that have not been resolved by the NHS in England, UK government departments and some other UK public organisations.
<b>PLEAD's</b>	<b>GP Prescribing Leads</b>
<b>PMO</b>	<b>Programme Management Office</b>
<b>PPCI</b>	<b>Primary Percutaneous Coronary Intervention</b> is a surgical procedure used for the treatment of Myocardial Infarction (Heart Attack)
<b>PQA</b>	<b>Pharmaceutical Quality Assurance</b> -
<b>PQQ</b>	<b>Pre-Qualification Questionnaire</b>
<b>Pressure Ulcer</b>	Also known as decubitus ulcers or bedsores, are localised injuries to the skin and/or underlying tissue that usually occur over a bony prominence as a result of pressure, or pressure in combination with shear and/or friction.
<b>PUPoC</b>	<b>Previously Unassessed Periods of Care</b> – for Continuing Healthcare claims.
<b>Primary Care</b>	Is the day-to-day health care given by a health care provider for e.g. a GP. Typically this provider acts as the first contact and principal point of continuing care for patients within a health care system and coordinates other specialist care that the patient may need.
<b>Prime Contracting/Lead Provider</b>	A prime contracting mechanism is essentially a contracting model which enables commissioners to transfer the responsibility and risk for the delivery of a particular range of services to a single provider. Under this model, the commissioner holds a single contract with the prime contractor, who then subcontracts elements of the service from further third-party providers thus providing the full range of services commissioned under the agreement.
<b>PROPCO</b>	<b>Property Services</b> – An entity of the NHS.
<b>PoC</b>	<b>Pathways of Care</b> – Provide clinical advice and develop standards.
<b>PSC</b>	<b>Public Sector in the County</b>

<b>PSSA</b>	<b>Public Sector Audit Appointments Limited</b>
<b>PSSAG</b>	<b>Prescribed Specialised Services Advisory Group</b> – A clinically lead group which can make recommendations to ministers to devolve commissioning responsibility for services to CCGs; where it is considered appropriate.
<b>PTCAAS</b>	<b>Patient Transport Service</b>
<b>Phlebotomists</b>	Are people trained to draw blood from a patient for clinical or medical testing, transfusions, donations, or research.
<b>PICU</b>	<b>Psychiatric Intensive Care Unit</b>
<b>PIRs</b>	<b>Post Infection Reviews</b> – For MRSA bloodstream infection cases.
<b>PMS</b>	<b>Personal Medical Services</b> - A locally-agreed alternative to General Medical Service (GMS) for providers of general practice.
<b>PPI</b>	<b>Proton Pump Inhibitors</b> - Are medicines that work by reducing the amount of stomach acid made by glands in the lining of the stomach.
<b>Pulmonary Rehabilitation</b>	Is a program of exercise, education, and support to help you learn to breathe—and function—at the highest level possible.
<b>PU</b>	<b>Pressure Ulcers</b>
<b>The Public Bodies (Admissions to Meetings) Act 1960</b>	Was an Act which allowed members of the public and press to attend meetings of certain public bodies.
<b>PHE</b>	<b>Public Health England</b> - Protects and improves the nation's health and wellbeing, and reduces health inequalities.
<b>Prime Minister's GP Access Fund (Formerly known as the Prime Minister's Challenge Fund)</b>	<b>Prime Minister's GP Access Fund (Formerly known as the Prime Minister's Challenge Fund)</b> - In October 2013, the Prime Minister announced a new £50 million Challenge Fund to help improve access to general practice and stimulate innovative ways of providing primary care services, of which NHS England were asked to lead the process of inviting practices to submit innovative bids and oversee the programme.
<b>PWC</b>	<b>Price Waterhouse Cooper Report</b> - On the causes of corporate/financial failure in CCGs compared to the findings from the recent self-assessment completed by the CCG in respect of financial performance, controls and governance. The report included an action plan to improve the CCG's procedures for longer term planning and systems of financial control.
<b>Q</b>	
<b>QIA</b>	<b>Quality Impact Assessments</b>
<b>QIPP</b>	<b>Quality, Innovation, Productivity, Prevention</b> - Programme created by the Department of Health to improve efficiency in the NHS, by improving the quality of care received by patients and reducing costs. QIPP uses a series of case studies to create new, more efficient models of healthcare, and thus inspire efficiency measures within the CCG'S and other healthcare departments.
<b>QIV</b>	<b>Quality Improvement Visit</b> - Quality Improvement is anything which causes a beneficial change in quality performance. There are two basic ways of bringing about improvement in quality performance. One is by better control and the other by raising standards. Visits (for e.g. to care homes) are a way of monitoring performance.
<b>QoF</b>	<b>The Quality and Outcomes Framework</b> - Is a system for the performance management and payment of general practitioners in the NHS. It was introduced as part of the new (GMS) contract in April 2004, replacing various other fee arrangements.
<b>QRG</b>	<b>Quarterly Report Group</b>

QSGs	<b>Quality Surveillance Groups</b>
<b>R</b>	
RAIDR	<b>Reporting Analysis &amp; Intelligence Delivering Results</b> - Is a sophisticated business intelligence tool which provides healthcare professionals in commissioning and primary care with a single portal for all their information.
RAP	<b>Remedial Action Plan</b> – A plan to monitor actions for improvement with specific target dates.
<b>Red Amber Green RAG</b>	This ‘traffic light’ rating system is used as a visual cue to rate the performance of a given project. Red signifies that the project needs corrective action, which normally cannot be undertaken by the project manager on their own. Amber means that one or more aspects of the project (budget, timing, scope etc.) are at risk and an agreement is usually reached to watch the progress of the project with an update meeting usually scheduled for the future. Green signifies that the project is either progressing as planned or is progressing with tolerable deviation from the original plan, and no further action is required.
<b>Readmission</b>	Patient returns to hospital/clinic after the end of treatment due to a relapse of symptoms.
<b>Redesign Team</b>	The Redesign team is responsible for creating new healthcare models (new processes of treating patients) which will improve service and save funds.
RCA	<b>Route Cause Analysis</b>
RCF	<b>Research Capability Funding</b> - Help research-active NHS organisations to act flexibly and strategically to maintain research capacity and capability.
RCOphth/CoO	<b>Royal College of Ophthalmologists/College of Optometrists</b>
RIDDOR	<b>Reporting of Injuries, Diseases and Dangerous Occurrences Regulations</b>
RN	<b>Registered Nurse</b>
RRS	(Mini competition)
RSI	<b>Research Site Initiative</b> - There is a need to further integrate research into everyday clinical practice, addressing the questions which matter to front-line staff, and facilitating their participation. In England GP incentive schemes or Research Site Initiatives (RSI) have increased the ability of primary care sites to deliver research to high standards.
RTT	<b>Referral to Treatment</b>
<b>S</b>	
SAB	<b>Safeguarding Adults Board</b>
SAB	<b>Staphylococcus Aureus Bacteraemia</b> - is a leading cause of community-acquired and hospital-acquired bacteremia. Patients with S. aureus bacteremia can develop a broad array of complications that may be difficult to recognize initially and can increase morbidity.
<b>Safeguarding</b>	Safeguarding is the protecting of people’s health, wellbeing and human rights, and enabling them to live free from harm, abuse and neglect. Groups in need of most protection include children, young people and vulnerable adults.
SARAP	<b>Safeguarding Adults Review Advisory Panel</b>
SALT	<b>Speech and Language Therapy</b>
SAM	<b>Stakeholder Assurance Meeting</b>
SAR	<b>Safeguarding Adult Review</b>
<b>Secondary Care</b>	Secondary care is referred to patients whose condition cannot be successfully treated by a primary care professional. A secondary Healthcare professional will normally be a specialist in a specific medical area.

<b>Section 75</b>	An agreement made under section 75 of National Health Services Act 2006 between a local authority and an NHS body in England. Many section 75 agreements were made between local authorities and PCT(s), which are to be abolished at the end of March 2013 and their functions largely assumed by clinical commissioning groups (CCGs). Section 75 agreements can include arrangements for pooling resources and delegating certain NHS and local authority health-related functions to the other partner(s) if it would lead to an improvement in the way those functions are exercised.
<b>Sepsis</b>	Sepsis is a common and potentially life-threatening condition triggered by an infection; if not treated quickly sepsis can lead to multiple organ failure and death.
<b>Service Specification</b>	A service specification is a document that contains your description of what you want from a service. It is a working tool for the Provider to use to structure how they will deliver the service, and it is a document for you to refer to measure the quality of the service and hold the provider to account.
<b>SCH SERCO</b>	<b>Suffolk Community Healthcare</b> - Private sector organisation which supports the NHS by working in long-term partnerships to deliver and support primary and acute care services.
<b>SCC</b>	<b>Suffolk County Council</b> - The local authority for the County of Suffolk and deals with a wide range of local Governance issues.
<b>SCR</b>	<b>Summary Care Record</b> - Is intended to support patient care in urgent and emergency care settings. The SCR will store a defined set of key patient data for every patient in England except those who elect not to have one. This data will make a summary record created from information held on GP clinical systems. This summary record will help in ensuring continuity of care across a variety of care settings.
<b>SCUK</b>	<b>Social Care Conferences UK</b> - Organises high quality events specifically for Social Workers and those working in or with social care organisations. These events focus on improving quality and provision of social care services, and integrating services to ensure continuity of care between agencies.
<b>SDM</b>	<b>Shared Decision Making</b>
<b>SHAS</b>	<b>Suffolk Hearing Advisory Service/Strategic Health Authorities</b>
<b>SHE</b>	<b>St Elizabeth's Hospice</b>
<b>SI</b>	<b>Serious Incident</b>
<b>SEND</b>	<b>Special Educational Needs and Disability</b>
<b>SEPT</b>	<b>SEPT Community Podiatry Services</b>
<b>SHMI</b>	<b>Summary Hospital-level Mortality Indicator</b> - Compares the actual number of patients who die following treatment at a trust with the number who would be expected to die, given the characteristics of the patients treated there. It considers all deaths that take place both in hospital and within 30 days of discharge, offering a more comprehensive picture of deaths following hospital care. The SHMI shows mortality rates for every acute non-specialist trust in England - providing a single comprehensive indicator that will be used consistently across the NHS. It also highlights trusts with the lowest mortality which can provide valuable learning on how quality of care can be improved.
<b>SIFRE</b>	<b>Suffolk Inter-Faith Resource</b> - Is a voluntary charitable company which runs faith based seminars, meetings for people from the faiths and arranges informal gatherings.
<b>SIRI</b>	<b>Serious Incident Requiring Investigation</b>

<b>SIRIS</b>	<b>Special Investigation Resource and Intelligent System</b> - Is an interactive, integrated system applying established national standards to manage, describe, and provide access to research resources held primarily by the Institution's libraries, archives, and research units in support of the Institution's mission.
<b>SLA</b>	<b>Service Level Agreement</b> - Is a part of a service contract where a service is formally defined. Particular aspects of the service - scope, quality, responsibilities - are agreed between the service provider and the service user.
<b>SLCC</b>	<b>Supporting Lives Connecting Communities</b> - Transformation programme of supporting people within their communities.
<b>SOP</b>	<b>Standard Operating Procedure</b>
<b>SPLG</b>	<b>Suffolk Public Sector Leaders Group</b>
<b>SRT</b>	<b>Self-Review Tool</b> - Enables providers to produce a summary of the anti-fraud, bribery and corruption work and of the security management work they conducted over the previous financial year.
<b>SRG</b>	<b>System Resilience Group</b> - The aim of a System Resilience Group is to cut waiting lists and to ease Winter Pressures.
<b>SSNAP</b>	<b>The Sentinel Stroke National Audit Programme</b> - Aims to improve the quality of stroke care by auditing stroke services against evidence based standards, and national and local benchmarks.
<b>STEIS</b>	Refers to a system for the reporting of serious incidents
<b>STP</b>	<b>Sustainable and Transformation Plan</b>
<b>Straight Procurement: Individual Provider Contract (single or multiple)</b>	This is the simplest form of agreement that a commissioner can hold. It is an agreement between a commissioner and provider for the delivery of a service or services. The terms of the agreement between the two parties are included in the contract itself
<b>Stoke Early Supported Discharge</b>	The Early Supported Discharge (ESD) for Stroke service provides intensive multidisciplinary specialist rehabilitation at home for people who have had mild to moderate strokes.
<b>Suffolk Brett Stour</b>	The suffolk GP Federation currently has 42 member practices which are organised into four local groups. Commissioning Ideals Alliance is one of those four, covering areas including Hadleigh and Stowmarket.
<b>Suffolk Congress</b>	The Suffolk Congress is open to all Voluntary Sector and Community Groups in Suffolk. (VCS) They are committed to working alongside statutory agencies and other Suffolk stakeholders, in a partnership of equals, working together to provide practical solutions to enhance the lives of the people of Suffolk.
<b>Suffolk Family Carers</b>	Provides information, advice and guidance to family carers of all ages across Suffolk to help them get the support they need to live fuller lives.
<b>Suffolk GP Federation</b>	Not-for-profit Federation of 61 independent GP practices covering 540,000 patients. Members remain independent organisations, whilst collaborating in the further development of local primary care.
<b>Survey Monkey</b>	Online survey software.
<b>SCR</b>	<b>Summary Care Record</b> - Is an electronic patient record, a summary of National Health Service patient data held on a central database covering England, part of the NHS National Programme for IT.

<b>System Leaders Partners Board</b>	Identifies and agrees on beneficial joint working priorities identified through the <u>Health &amp; Well-being Board</u> , oversees the delivery of joint strategic aims where cross-organisational cooperation is required and scrutinises progress of the joint delivery workstreams and removes blockages to progress.
<b>SWOT</b>	<b>SWOT Analysis</b> - Is a useful technique for understanding an organisation's Strengths and Weaknesses, and for identifying both the Opportunities open to them and the Threats they face.
<b>SWS</b>	<b>Suffolk Wellbeing Service</b> – Is designed to enable people in Suffolk to experience improved emotional wellbeing and promote early recovery from emotional health problems e.g. low mood, stress and anxiety.
<b>SystemOne</b>	Is a clinical computer system It is used by healthcare professionals in the UK predominantly in Primary Care. The system is being deployed as one of the accredited systems in the government's programme of modernising IT in the NHS.
<b>SUCG</b>	<b>System Urgent Care Group</b>
<b>SUF</b>	<b>Suffolk User Forum</b> - Providing feedback to inform, shape and improve services for mental health.
<b>SWF</b>	<b>Suffolk Workforce Forum</b>
<b>SW</b>	<b>Social Workers</b>
<b>T</b>	
<b>T &amp; F G</b>	<b>Task and Finish Group</b> – Refers to a 'project team'.
<b>TAs</b>	<b>Technology appraisals</b> – Are recommendations on the use of new and existing medicines and treatments within the NHS. These can be: medicines. medical devices, such as hearing aids or inhalers. diagnostic techniques - tests used to identify diseases.
<b>TARIFF</b>	<b>The tariff - also known as the national tariff</b> - Is a fixed standard price list for English hospital NHS treatments, interventions and operations which is part of the payment system known as <u>payment by results</u> (PBR)
<b>TBI</b>	<b>Traumatic Brain Injury</b>
<b>TDA</b>	<b>NHS Trust Development Authority</b> - Is responsible for providing leadership and support to the non-Foundation Trust sector of NHS providers. This includes 99 NHS Trusts.
<b>The Keogh Urgent and Emergency Care Review</b>	NHS urgent and emergency care services provide life-saving care. The current system is under increasing pressure and NHS England wants to improve the urgent and emergency care system so patients get safe and effective care whenever they need it. On January 18 2013 NHS Medical Director Professor Sir Bruce Keogh announced a comprehensive review of the NHS urgent and emergency care system in England. The review has drawn on the experience of patients and all professionals in the NHS and across social care.
<b>Thrombolysis</b>	Is the breakdown of blood clots by pharmacological means, commonly called 'clot busting'.
<b>TIA</b>	<b>Transient Ischaemic Attack</b> - Causes symptoms similar to a stroke, often referred to as a 'mini stroke'. Symptoms disappear completely within 24 hours.
<b>TOR</b>	<b>Terms of Reference</b>

<b>Town Pastors Ipswich</b>	Town Pastors are Christian volunteers from local churches who bring a caring presence onto the streets of our towns through the late nights and early mornings of the Night Time Economy. Usually present on Friday and/or Saturday nights, they bring a positive influence on the streets providing help and support to vulnerable people.
<b>TPB</b>	<b>Transformation Programme Board</b>
<b>TPP</b>	<b>Transforming Pathology Partnership</b> - A consortium providing pathology services on behalf of seven trusts across the East of England.
<b>Triangulate</b>	Triangulation (in healthcare research) is the combination of different research methods within a single study. This approach is useful when a clinical problem requires both qualitative and quantitative approaches.
<b>Tuberculosis</b>	Tuberculosis typically attacks the lungs, but can also affect other parts of the body. It is spread through the air when people who have an active TB infection cough, sneeze, or otherwise transmit respiratory fluids through the air.
<b>TUPE</b>	TUPE refers to the "Transfer of Undertakings (Protection of Employment) Regulations 2006" as amended by the "Collective Redundancies and Transfer of Undertakings (Protection of Employment) (Amendment) Regulations 2014". The TUPE rules apply to organisations of all sizes and protect employees' rights when the organisation or service they work for transfers to a new employer.
<b>TWOC</b>	<b>Trial Without Catheter</b>
<b>U</b>	
<b>Urgent Care</b>	Care which must be provided to a patient urgently and quickly (normally a patient's condition will be quite severe).
<b>Urology</b>	A branch of medicine which focuses on diseases of the urinary tract.
<b>UTI</b>	A urinary tract infection (UTI) (also known as acute cystitis or bladder infection) is an infection that affects part of the urinary tract.
<b>V</b>	
<b>VASP</b>	<b>Suffolk Voluntary and Statutory Partnership</b> – a suffolk-wide network for anyone with an interest in mental health.
<b>VCS</b>	<b>Voluntary and Community Sector</b>
<b>VFM</b>	<b>Value For Money</b>
<b>Vitamin D</b>	Group of fat-soluble secosteroids responsible for enhancing intestinal absorption of calcium, iron, magnesium, phosphate and zinc.
<b>VTE</b>	<b>Venous Thromboembolism</b> - is a collective term for both Deep Vein Thrombosis' (DVT) and 'Pulmonary Embolism' (PE).
<b>W</b>	
<b>Webinar</b>	A webinar (Web-based seminar) is a presentation that is transmitted over the Web. It is interactive. Participants can send, receive and discuss in real-time.
<b>WGA</b>	<b>Whole of Government Accounts</b> - consolidates the audited accounts of around 4,000 organisations across the public sector in order to produce a comprehensive, accounts-based picture of the financial position of the UK public sector.
<b>WI</b>	<b>Women's Institute</b> - The WI plays a unique role in providing women with educational opportunities and the chance to build new skills, to take part in a wide variety of activities and to campaign on issues that matter to them and their communities.
<b>WRAP 3</b>	
<b>WRES</b>	<b>NHS Workforce Race Equality Standard</b> - Ensures employees from black and ethnic minority (BME) backgrounds have equal access to career opportunities and receive fair treatment in the workplace.

<b>WSH</b>	<b>West Suffolk Hospital</b>
<b>WSCCG</b>	<b>West Suffolk CCG</b> -The West of Suffolk's equivalent to the Ipswich and East Suffolk CCG.
<b>X</b>	
<b>Y</b>	
<b>YAG</b>	A type of lazer used in eye surgeries.
<b>YEAH!</b>	<b>Youth Engagement And Health</b> - Ipswich and East Suffolk CCGs Youth Engagement Forum; creating young advocates for self-care and involvement in health issues.
<b>YTD</b>	<b>Year To Date</b> – A financial term, YTD describes the return so far in the current year.
<b>Z</b>	
<b>Other</b>	
<b>6C's</b>	NHS England 's 'Our Culture of Compassionate Care', The 6C's are: Care, Compassion, Competence, Communication, Courage and Commitment.
<b>111 Service</b>	NHS 111 Service is for patients who urgently need medical help or advice but it's not a life-threatening situation.