



Acronym List

| A | |
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| ABI | Acquired Brain Injury |
| ACE | Accelerate, Co-ordinate, Evaluate - 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'. |
| ACH | Aldeburgh Community Hospital |
| ACS | Adult Community Services |
| ADHD | Attention Deficit Hyperactivity Disorder - 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. |
| A & E | Accident & Emergency |
| AGM | Annual General Meeting |
| AHP | Allied Health Professions - 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 |
| AI | Artificial Intelligence |
| ALL | Advice Letter Listing - Is a unique referral route for most services at Ipswich Hospital and has been running since October 2011. |
| AMD | Age-related Macular Degeneration - is a painless eye condition that generally leads to the gradual loss of central vision but can sometimes cause a rapid reduction in vision. |
| AMSPAR | Association of Medical Secretaries, Practice managers, Administrators and Receptionists |
| ACN | Anglia Cancer Network - 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. |
| APEL | Accreditation of Prior Experiential Learning 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. |
| APS | APS Healthcare |
| AQP | Any Qualified Provider - 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 is 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. |
| ARAS | Admission Readmission Avoidance Scheme - A joint scheme of the Red Cross and Ipswich Hospital to support and assist vulnerable people being discharged from hospital. |
| ASB | Anti-Social Behaviour |
| ASTRO-PU | Astro-Prescribing Unit – Is a way of allocating budget weighted on a range of criteria i.e. sex, age etc. Not just by population. |
| AT Cohort | At Risk Group |
| B | |
| BAD | Bipolar Affective Disorder |
| BCF | Better Care Fund - 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. |
| BBL | Bluebird Lodge - A local community hospital |
| BAME | Black, Asian and Minority Ethnic |
| BMJ | British Medical Journal |
| BMI | Body Mass Index - Is a measure of relative mass based on an individual's weight and height. |
| BNF | The British National Formulary -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. |
| BSL | British Sign Language |
| C | |
| Ca | Cancer |

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| CaDias | Cancer Diagnosis in the Acute Setting |
| CAS | Community Action Suffolk - 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. |
| CCC | Care Coordination Centre |
| C&C | Coast and County – One of four collaborative groupings consisting of member practices. 35 of the 38 practices within the IESCCG geographical area belong to one of four collaborative groups. Coast and Country is one of these collaborations consisting of the following member practices: Eye, Fressingfield, Mendlesham, Bildeston, Constable Country, Holbrook, Needham Market and The Grove. |
| CDS | Commissioning Data Sets - 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. |
| CCOG | Collaborative Commissioning Oversight Group - Developing a more collaborative approach to the commissioning of specialised services. |
| CCP | Community Care Practitioners |
| CCP | Complex Case Panel |
| CE | Clinical Executive – Is effectively the engine room of the CCG. Its members lead the teams that get things done and ensure that plans are implemented. |
| CQC | Care Quality Commission - A monitoring body to insure the hospitals, care homes, dentists and GP surgeries in the localities are meeting national standards. |
| CCG | Clinical Commissioning Group - 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) |
| C-Diff | Clostridium Difficile - 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. |
| CDI | Children's Depression Inventory - Is a psychological assessment that rates the severity of symptoms related to depression and/or dysthymic disorder in children and adolescents. |
| CEAC/TIAA | Now merged, TIAA is an independent business assurance provider. |
| CEIF | Controlled Environment for Finance – A restricted area for finance team members working with patient identifiable data. |
| CEP | Community Engagement Partnership - Community engagement is the process of involving people in decisions that affect them. |
| Connect East Ipswich and Connect Sudbury | 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. |
| CEWG | Children's Emotional Wellbeing Group |
| CGH | Colchester General Hospital |
| CGA | Comprehensive Geriatric Assessment |
| CHC | Continuing Health Care - 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. |
| CHC Framework | 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: <ul style="list-style-type: none"> • Sets out clear principles and processes to be followed throughout England for establishing eligibility for NHS CHC. • Clarifies the interaction between the assessment for NHS CHC and NHS funded nursing care. It aims to minimise local interpretation and improve the transparency and consistency of the decision-making process by providing: <ul style="list-style-type: none"> • Guidance to be followed by all involved in the assessment process; • A national assessment process and three tools to support decision-making: The Checklist, Decision Support Tool and Fast Track Tool • Common paperwork to record evidence that will inform decision-making. |
| CFS | Chronic Fatigue Syndrome - 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). |

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| CIP | Cost Improvement Plan - Is the identification of schemes to increase efficiency/or reduce expenditure. |
| CIS | Community Intervention Service – 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. |
| CLDT | Community Learning Disability Services |
| CMAS | Community Memory Assessment Service |
| COBICs | Commissioning for Outcome-Based Incentivised Contracts |
| COO | Chief Operating Office |
| COPD | Chronic Obstructive Pulmonary Disease - 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. |
| COSHH | Control of Substances Hazardous to Health |
| CPA | Care Programme Approach - Is a way that services are assessed, planned, coordinated and reviewed for someone with mental health problems or a range of related complex needs. |
| CPD | Continuing Professional Development |
| CPG | Clinical Priorities Group |
| CQUIN | Commissioning for Quality and Innovation payment framework - Enables commissioners to reward excellence, by linking a proportion of English healthcare providers' income to the achievement of local quality improvement goals. |
| CRHTS | The Crisis Resolution Home Treatment Service - 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. |
| CRGs | Clinical Reference Groups - Provide clinical advice and develop standards. |
| CRN | Clinical Research Network |
| CRS | Crisis Response Service |
| CRUK | Cancer Research UK |
| CSS | Clinical Systems Support |
| CSU | Commissioning Support Unit |
| CTG | Clinical Transformation Group |
| CTO | Chief Transformation Office |
| CTR | Care and Treatment Review - Have been developed as part of NHS England's commitment to transforming the services for people with learning disabilities and/ or autism. |
| CUHFT | Cambridge University Foundation Trust |
| CYP | Children and Young People |
| D | |
| DCLG | Department for Communities and Local Government |
| DHG | Deben Health Group – One of four collaborative groupings consisting of member practices. 35 of the 38 practices within the IESCCG geographical area belong to one of four collaborative groups. Deben Health Group is one of these collaborations consisting of the following member practices: Framlingham, Saxmundham, Peninsula, Framfield House, Little St John's Street and Wickham Market. |
| DH | Dermatitis Herpetiformis is a skin condition linked to coeliac disease. |
| DESMOND | Diabetes education and self-management of ongoing and newly diagnosed patients. |
| DES | Directed Enhanced Services - Schemes that CCGs are required to establish or to offer contractors the opportunity to provide, linked to national priorities and agreements. |
| DFF's | Detailed Financial Policies |
| DIST | Dementia Intensive Support Team - 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. |
| DNA | Did Not Attend |
| DoH | Department of Health - 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. |

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| DOLs | The Mental Capacity Act Deprivation of Liberty safeguards apply to anyone: <ul style="list-style-type: none"> 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 Article 5 of the ECHR) is considered after an independent assessment to be necessary in their best interests to protect them from harm. |
| DPP | Diabetes Prevention Programme |
| D & T | Drugs & Therapeutics |
| DToC | Delayed Transfer of Care |
| DTR Income | Double Tax Relief Income |
| DVT | Deep Vein Thrombosis - Is a blood clot in one of the deep veins in the body. |
| DWP | Department of Work and Pensions |
| DXA | Dual-Energy X-ray absorptiometry scan - 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. |
| E | |
| EBITDA | Earnings Before Interest, Tax, Depreciation and Amortization |
| ECA | Emergency Care Assistant - 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. |
| EEAST / EOEAST | East of England Ambulance Service Trust - 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. |
| EEFA | East of England Faiths Agency - Is a Community Interest Company which arranges faith based teaching and training sessions for schools, statutory bodies, the private sector and the voluntary sector. |
| EMIS | Is a clinical system used in practices. |
| ENT | Ear, Nose and Throat |
| EOL | End of Life |
| ESD | Early Supported Discharge - 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). |
| ESNEFT | East Suffolk and North East Essex Foundation Trust . This is the joint name for Ipswich Hospital and Colchester Hospital. (Replaces IHT – Ipswich Hospital Trust). |
| ESOL | English as a Second Language |
| ESP | Enhanced Service Providers |
| ESP | Extended Scope Physiotherapists - Is a clinical physiotherapy specialist with an extended scope of practice. |
| Evolve | A system tool for accessing patient information. |
| EWB | Emotional Wellbeing |
| F | |
| FAB | Frailty Assessment Base |
| FCH | Felixstowe Community Hospital |
| FDS | Fast Diagnosis Scheme |
| FDS | Flexible Dementia Service - 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. |
| FFCE | Finished First Consultant Episodes |
| FFT | Friends and Family Test - 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. |
| FGM | Female Genital Mutilation - 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. |
| FNC | Funded Nursing Care |
| FOI | Freedom of information - 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. |
| FOT | Forecast Out Turn |

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| FRG | Financial Recovery Group |
| FRP | Financial Recovery Plan |
| FT | Foundation Trust |
| G | |
| GBAF | Governing Body Assurance Framework - 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. |
| GB | Governing Body - 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. |
| GF | Gluten Free - 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. |
| GMS | General Medical Services - 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 General Medical Services Contract . |
| GP 5YFV | GP Five Year Forward View |
| GPIT | General Practice Information Technology |
| GPPS | GP Patient Survey |
| GPwSI | GP with Special Interest – In a particular area for e.g. Dermatology, Diabetes. |
| GP+ | Suffolk GP+ is for people who need a doctor's appointment, or can't see their GP on a weekday. |
| GR | General Refinement |
| H | |
| HALO | Hospital Ambulance Liaison Officer - 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. |
| HAP | Health Action Plan |
| HaSCI | Health and Social Care Integration |
| HASU | Hyper-acute Stroke Unit - Bring experts and equipment under one roof to provide world-class treatment 24 hours a day, reducing death rates and long-term disability. |
| HCAI | Healthcare-Associated Infections (HCAI) - 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. |
| HCD | High Cost Drugs |
| HEE | 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. |
| HES | Hospital Eye Services |
| HRG | Health Resource Group |
| HSCIC | Health & Social Information Centre - Is the national provider of information, data and IT systems for health & social care. |
| HSCR | High Speed Customer Reporting - HSCR produces automatic standard format weekly and monthly reports in Microsoft Word or PDF format. |
| HSJ | Health Services Journal |
| HSMR | Hospital Standardised Mortality Ratios - Reflects deaths in hospital care and focuses on 56 diagnosis groups (about 80 per cent of in hospital deaths) |
| HW&RC | Health, Wellbeing and Reablement Centre |
| I | |
| IACP | Inter-Agency County Panel – Is a panel of various agencies involved with children and young people. |
| IAPT | Improving Access to Psychological Therapies - 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. |
| IBD | Inflammatory bowel disease - Is a term mainly used to describe two conditions, ulcerative colitis and Crohn's disease. |
| ICANHO | Provides a specialised rehabilitation service for adults with acquired brain injury and strokes. |
| ICS | Integrated Care System Network |

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| IC24 | 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. |
| IFFF | Integrated Falls and Osteoporotic Fragility Fracture |
| IFR | Individual Funding Request - 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 limited evidence. In such instances, the referring clinicians should obtain an Individual Funding Request form. |
| IMR | Independent Management Reviews |
| IMR | Intelligent Monitoring Report – The CQC monitors Trusts that provide Mental Health Services. |
| INTs | Integrated Neighbourhood Teams |
| ICO | Integrated Care Organisation |
| ICW | Integrated Care Workstream |
| IOP | Intraocular pressure - 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 millimetres of mercury (mmHg). |
| IP | Infection Prevention |
| IPC | Ipswich Primary Care - One of four collaborative groupings consisting of member practices. 35 of the 38 practices within the IESCCG geographical area belong to one of four collaborative groups. IPC is one of these collaborations consisting of the following member practices: Barrack Lane, Ivy Street, Burlington Road, Derby Road, Hawthorn Drive, Felixstowe Road, Two Rivers Medical Centre, Orchard Street, Ravenswood Medical and Solway & Mallick. |
| ISCRE | Ipswich and Suffolk Council for Racial Equality – 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. |
| IT (or sometimes known as ICT) | Information Technology - The application of computers and telecommunications equipment to store, retrieve, transmit and manipulate data. |
| IIT | Invitation to Tender - 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. |
| IHUG | Ipswich Hospital User Group - 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. |
| IESCCG | Ipswich and East Suffolk Clinical Commissioning Group |
| IPCN | Infection Prevention and Control Nurse |
| IPHWI | Improving Population Health and Wellbeing by the use of Information, Intelligence and Innovation |
| IPR | Integrated Performance Pack - Provides members with a summary of performance against national targets, contractual targets, clinical quality and patient safety issues, financial performance and acute activity. |
| ISA | International Standards on Auditing - are professional standards for the performance of financial audit of financial information. |
| IVF | In Vitro Fertilisation - 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. |
| J | |
| JIMAS | Is a UK registered charity that supports educational and charitable activities for both Muslims and non-Muslims. |
| JLDS | Joint Learning Disability Strategy |
| JLT | Joint Leadership Team |
| JWG | Joint Working Group |
| K | |
| KPIs | Key Performance Indicators - 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. |
| L | |
| LAC | Looked After Children - 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. |

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| LCFS | Local County Fraud Specialists |
| LD | Learning Disabilities |
| LEP | Local Enterprise Partnership - 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. |
| LLTF | Living Life To The Full |
| LRO | Legislative Reform Order - Section 1 of the Legislative and Regulatory Reform Act 2006 (the "LRRRA") 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). |
| LES | Local Enhanced Services - Schemes agreed by CCGs in response to local needs and priorities, sometimes adopting national service specifications. |
| LETB | Local Education and Training Board - 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). |
| LMC | Local Medical Committee - 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. |
| LOC | Local Optometry Committee |
| LOCSU | Local Optical Committee Support Unit |
| LOS | Length of Stay |
| LPC | Local Pharmaceutical Committees (LPCs) represent all NHS pharmacy contractors in a defined locality. |
| LRTI | Lower Respiratory Tract Infections |
| LSCB | Local Safeguarding Children Boards - 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. |
| LSP | Local Service Provider - Supports the Department of Health in delivery against LSP contracts. The LSP contracts deliver critical systems and services to the NHS. |
| LTC | Long Term Conditions - E.g. mental health illness. |
| M | |
| MoM | 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. |
| MASH | Multi-Agency Safeguarding Hub - 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. |
| MAT | Memory Assessment Team |
| MAU | Medical Assessment Unit |
| MCA/MCA Training | The Mental Capacity Act 2005 - 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. |
| MCP's | Multi-speciality Community Providers |
| MCW | My Care Wishes |
| MDDC | Multi-Disciplinary Diagnostic Centre |
| MDTs | Multi-Disciplinary Teams - A group composed of members with varied but complimentary experience, qualifications, and skills that contribute to the achievement of the organization's specific objectives. |
| MECC | Making Every Contact Count - 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. |

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| MEIC | Making Every Intervention Count - 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. |
| ME | Myalgic Encephalomyelitis (see Chronic Fatigue Syndrome). |
| Mela Tools | 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. |
| MH | Mental Health |
| MHRA | The Medicines and Healthcare Products Regulatory Agency - Regulates medicines, medical devices and blood components for transfusion in the UK. |
| Mind | Is a mental health charity in England and Wales. |
| MIU | Minor Injury Unit |
| MOCH | Medicines Optimisation in Care Homes. |
| MOU | Memorandum of Understanding - Describes a bilateral or multilateral agreement between two or more parties. |
| MRI | Magnetic resonance imaging - Is a type of scan that uses strong magnetic fields and radio waves to produce detailed images of the inside of the body. |
| MRSA | Methicillin-resistant Staphylococcus Aureus - Bacterium responsible for several difficult-to-treat infections in humans. |
| MSF | Musculoskeletal Services Framework |
| MSK | The Musculoskeletal System - Provides form, support, stability, and movement to the body. |
| MVAs | Marginalised and Vulnerable Adults |
| N | |
| NAO | National Audit Office |
| NAS | Neonatal Abstinence Syndrome - Refers to the withdrawal process when prescribed medication or illicit drugs are used during pregnancy, it typically occurs once the umbilical cord is cut. |
| NEL CSU | North East London Commissioning Support Unit - 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. |
| NICE | National Institute for Health and Care Excellence – Provides national guidance and advice to improve health and social care. |
| NMC | Nursing and Midwifery Council - is the UK regulator for nursing and midwifery professions with a stated aim to protect the health and wellbeing of the public. |
| NOACs | Novel Oral Anticoagulants - are a class of anticoagulant drug. They can be used in the prevention of stroke. |
| NEECCG | North East Essex CCG |
| NPSA | National Patient Safety Agency – 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. |
| NPS | Net Promoter Score - 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. |
| NOB | National Quality Board - A forum where the key NHS oversight organisations can come together regionally and nationally to share intelligence, agree action and monitor overall assurance on quality. |
| NOK | Next of Kin |
| N & N | Norfolk and Norwich University Hospital |
| NSAIDs | Non-Steroidal Anti-Inflammatory Drugs |
| NSFT | Norfolk and Suffolk Foundation Trust - The body responsible for mental health, substance abuse, and learning disability services across Suffolk and Norfolk. |
| NUMSAS | National Urgent Medicines Supply Advanced Service Care Navigation |
| O | |
| OCT | Optical Coherence Tomography - 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. |
| OD | Organisational Development |
| ODLL | Over Dispersion Lower Limit |
| ODUL | Over Dispersion Upper Limit |
| OOA | Out of Area |
| OoH | Out of Hours |
| P | |

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| PACE | Post-Acute Care Enablement - 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. |
| PACS | Primary and Acute Care Systems |
| PALS | Patient Advice and Liaison Service is an English National Health Service body created to provide advice and support to NHS patients and their relatives and carers. |
| PC | Planned Care |
| PCN | Primary Care Network |
| PCT | Primary Care Trust – The predecessor to CCGs |
| PD | Parkinson's Disease |
| PD | Personality Disorder |
| PDP | Personal Development Plan |
| PDR | Personal Development Review |
| PID | Project Initiation Document |
| PPGs | Patient Participation Groups - 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. |
| PHE | Public Health England - Protects and improve the nation's health and wellbeing, and reduce health inequalities. |
| PID | Project Initiation Document |
| PHSO | Parliamentary and Health Service Ombudsman - Makes final decisions on complaints that have not been resolved by the NHS in England, UK government departments and some other UK public organisations. |
| PLEAD's | GP Prescribing Leads |
| PMO | Programme Management Office |
| PPCI | Primary Percutaneous Coronary Intervention is a surgical procedure used for the treatment of Myocardial Infarction (Heart Attack) |
| POA | Pharmaceutical Quality Assurance - |
| POQ | Pre-Qualification Questionnaire |
| PUPoC | Previously Unassessed Periods of Care – for Continuing Healthcare claims. |
| PROPCO | Property Services – An entity of the NHS. |
| PoC | Pathways of Care – Provide clinical advice and develop standards. |
| PSC | Public Sector in the County |
| PSSA | Public Sector Audit Appointments Limited |
| PSSAG | Prescribed Specialised Services Advisory Group – A clinically lead group that can make recommendations to ministers to devolve commissioning responsibility for services to CCGs; where it is considered appropriate. |
| PTCAAS | Patient Transport Service |
| PICU | Psychiatric Intensive Care Unit |
| PIRs | Post Infection Reviews – For MRSA bloodstream infection cases. |
| PMS | Personal Medical Services - A locally agreed alternative to General Medical Service (GMS) for providers of general practice. |
| PPI | Patient and Public Involvement |
| PPis | Proton Pump Inhibitors - Are medicines that work by reducing the amount of stomach acid made by glands in the lining of the stomach. |
| PU | Pressure Ulcers - 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. |
| PHE | Public Health England - Protects and improves the nation's health and wellbeing, and reduces health inequalities. |
| Q | |
| QIA | Quality Impact Assessments |
| QIPP | Quality, Innovation, Productivity, Prevention - 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. |
| QIV | Quality Improvement Visit - Quality Improvement is anything that 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. |

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| QoF | The Quality and Outcomes Framework - 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. |
| ORG | Quarterly Report Group |
| QSGs | Quality Surveillance Groups |
| R | |
| RAIDR | Reporting Analysis & Intelligence Delivering Results - Is a sophisticated business intelligence tool which provides healthcare professionals in commissioning and primary care with a single portal for all their information. |
| RAP | Remedial Action Plan – A plan to monitor actions for improvement with specific target dates. |
| RAG | Red Amber Green 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. |
| RCA | Root Cause Analysis |
| RCF | Research Capability Funding - Help research-active NHS organisations to act flexibly and strategically to maintain research capacity and capability. |
| RCOphth/C oO | Royal College of Ophthalmologists/College of Optometrists |
| RIDDOR | Reporting of Injuries, Diseases and Dangerous Occurrences Regulations |
| RN | Registered Nurse |
| RCN | Royal College of Nursing |
| RSI | Research Site Initiative - 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 | Referral to Treatment |
| S | |
| SAB | Safeguarding Adults Board |
| SAB | Staphylococcus Aureus Bacteraemia - is a leading cause of community-acquired and hospital-acquired bacteraemia. Patients with S. aureus bacteraemia can develop a broad array of complications that may be difficult to recognize initially and can increase morbidity. |
| SARAP | Safeguarding Adults Review Advisory Panel |
| SALT | Speech and Language Therapy |
| SAM | Stakeholder Assurance Meeting |
| SAR | Safeguarding Adult Review |
| SCC | Suffolk County Council - The local authority for the County of Suffolk and deals with a wide range of local Governance issues. |
| SCR | Summary Care Record - 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. |
| SCUK | Social Care Conferences UK - 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. |
| SDM | Shared Decision Making |
| SHAS | Suffolk Hearing Advisory Service/Strategic Health Authorities |
| SEH | St Elizabeth's Hospice |
| SI | Serious Incident |
| SEND | Special Educational Needs and Disability |
| SEPT | SEPT Community Podiatry Services |
| SHMI | Summary Hospital-level Mortality Indicator - 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. |

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| SIFRE | Suffolk Inter-Faith Resource - Is a voluntary charitable company which runs faith based seminars, meetings for people from the faiths and arranges informal gatherings. |
| SIRI | Serious Incident Requiring Investigation |
| SIRIS | Special Investigation Resource and Intelligent System - 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. |
| SLA | Service Level Agreement - 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. |
| SLCC | Supporting Lives Connecting Communities - Transformation programme of supporting people within their communities. |
| SMI | Serious Mental Health |
| SOP | Standard Operating Procedure |
| SPLG | Suffolk Public Sector Leaders Group |
| SRT | Self-Review Tool - 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. |
| SRG | System Resilience Group - The aim of a System Resilience Group is to cut waiting lists and to ease Winter Pressures. |
| SSNAP | The Sentinel Stroke National Audit Programme - Aims to improve the quality of stroke care by auditing stroke services against evidence based standards, and national and local benchmarks. |
| STEIS | Refers to a system for the reporting of serious incidents |
| STP | Sustainability and Transformation Plan (|
| STT | Straight To Test |
| SPC | Suffolk Primary Care - One of four collaborative groupings consisting of member practices. 35 of the 38 practices within the IESCCG geographical area belong to one of four collaborative groups. Suffolk Primary Care is one of these collaborations consisting of the following member practices: Chesterfield Drive, Deben Road, Martlesham Heath, Norwich Road, Combs Ford, Debenham Group, Stowhealth, The Birches, Haven Health and Howard House. |
| SCR | Summary Care Record - 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. |
| SWOT | SWOT Analysis - 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. |
| SWS | Suffolk Wellbeing Service - 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. |
| SystemOne | 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. |
| SUCG | System Urgent Care Group |
| SUF | Suffolk User Forum - Providing feedback to inform, shape and improve services for mental health. |
| SWF | Suffolk Workforce Forum |
| SW | Social Workers |
| T | |
| T & F G | Task and Finish Group - Refers to a 'project team'. |
| TAs | Technology appraisals - 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. |
| TARIFF | The tariff - also known as the national tariff - 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) |
| TDA | NHS Trust Development Authority - Is responsible for providing leadership and support to the non-Foundation Trust sector of NHS providers. This includes 99 NHS Trusts. |
| TIA | Transient Ischaemic Attack - Causes symptoms similar to a stroke, often referred to as a 'mini stroke'. Symptoms disappear completely within 24 hours. |
| TOR | Terms of Reference |

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| TPB | Transformation Programme Board |
| TPP | Transforming Pathology Partnership - A consortium providing pathology services on behalf of seven trusts across the East of England. |
| TUPE | 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. |
| TWOC | Trial Without Catheter |
| U | |
| UTC | Urgent Treatment Centre |
| UTI | Urinary tract infection also known as acute cystitis or bladder infection is an infection that affects part of the urinary tract. |
| V | |
| VASP | Suffolk Voluntary and Statutory Partnership – a Suffolk-wide network for anyone with an interest in mental health. |
| VCS | Voluntary and Community Sector |
| VFM | Value For Money |
| VTE | Venous Thromboembolism - is a collective term for both Deep Vein Thrombosis' (DVT) and 'Pulmonary Embolism' (PE). |
| W | |
| WGA | Whole of Government Accounts - 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. |
| WI | Women's Institute - 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. |
| WRES | NHS Workforce Race Equality Standard - Ensures employees from black, Asian and minority ethnic (BAME) backgrounds have equal access to career opportunities and receive fair treatment in the workplace. |
| WSH | West Suffolk Hospital |
| WSCCG | West Suffolk CCG -The West of Suffolk's equivalent to the Ipswich and East Suffolk CCG. |
| X | |
| Y | |
| YAG | A type of laser used in eye surgeries. |
| YEAH! | Youth Engagement And Health - Ipswich and East Suffolk CCGs Youth Engagement Forum; creating young advocates for self-care and involvement in health issues. |
| YTD | Year To Date – A financial term, YTD describes the return so far in the current year. |
| Z | |
| Other | |
| 6C's | NHS England 's 'Our Culture of Compassionate Care' , The 6C's are: Care, Compassion, Competence, Communication, Courage and Commitment. |
| 111 Service | NHS 111 Service is for patients who urgently need medical help or advice but it is not a life-threatening situation. |
| Health A-Z | A-Z list published on the NHS website that details medical conditions and terms used by NHS. This can be accessed by visiting: https://www.nhs.uk/conditions/ |
| NHS Acronym Buster | The NHS Confederation has an online Acronym Buster that is also available as an app. Details can be found here: https://www.nhsconfed.org/acronym-buster |