

## Glossary of Terms

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| Active case management            | A goal-orientated approach to achieving specific work objectives.                                                                                                                                                                              |
| Acute                             | Describes a disease or illness with rapid onset, severe symptoms and a relatively brief duration                                                                                                                                               |
| Ambulatory care                   | Care that does not involve an overnight stay in hospital; may be provided in a hospital or other setting.                                                                                                                                      |
| Annual Health Check               | An assessment of performance and a rating awarded to an NHS organisation by the Healthcare Commission. See Healthcare Commission.                                                                                                              |
| Assurance framework               | A method by which an organisation identifies and then manages the principal risks to it meeting its objectives; a system of supporting risk assessment and risk management.                                                                    |
| Balanced scorecard                | A technique used by organisations to help monitor and manage performance against defined objectives; measurement might cover performance against agreed targets, financial performance and customer satisfaction.                              |
| Benchmarking                      | A process by which organisations evaluate their performance by comparing it with the best practice carried out, normally in their own sector.                                                                                                  |
| British Medical Association (BMA) | The professional organisation established to represent practising doctors in the UK; a professional and trade body.                                                                                                                            |
| Body Mass Index (BMI)             | A formula to tell if a person is a healthy weight for their height.                                                                                                                                                                            |
| Business plan                     | A formal statement of a set of business goals, the reasons why they are believed attainable, and the plan for reaching those goals. It may also contain background information about the organization or team attempting to reach those goals. |
| Capital spending                  | Spending on buying land or premises, constructing, adapting or modernising buildings, or on buying major items of equipment; spending which is not revenue. See 'revenue spending'.                                                            |
| Cardiovascular                    | Relating to the heart and blood vessels                                                                                                                                                                                                        |
| Carer                             | Someone who looks after a family member, partner or friend in need of help because they are ill, frail or have a disability. The help the carer gives is unpaid.                                                                               |
| 'Category A' response (ambulance) | The response of an ambulance trust to an immediately life-threatening situation; 75% of Category A calls should be responded to within eight minutes.                                                                                          |
| Care pathway                      | An outline of anticipated care for a patient with a particular need, designed to help a patient with a particular condition or set of symptoms move through the health system towards a positive outcome.                                      |
| Care Programme Approach (CPA)     | Formal process of addressing the needs of people with severe mental health problems                                                                                                                                                            |
| Case management                   | An approach designed to support an individual with numerous long-term conditions and complex needs, involving a named contact (eg. a community matron)                                                                                         |

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|                                     | who actively manages and joins up the care provided to ensure a co-ordinated approach.                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| C. Difficile                        | See Clostridium Difficile                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Chronic illness                     | A condition which continues for a long time or keeps coming back                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Commissioning                       | The system used to plan and review healthcare services provided in the community to ensure they meet the needs of patients and are provided in a safe and cost effective way. The full set of activities that Primary Care Trusts (PCTs) and local authorities undertake to make sure that services funded by them, on behalf of the public, are used to meet the needs of the individual fairly, efficiently and effectively. This is sometimes referred to as “buying services” for example from an acute trust such as the Royal United Hospital. |
| Community Area Planning Partnership | The 20 community areas in Wiltshire.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Community health services           | Healthcare services provided in the community. These services include, for example, district nursing, health visiting, therapy services, school nursing and family planning services.                                                                                                                                                                                                                                                                                                                                                                |
| Community matron                    | A specialist nurse providing co-ordinated care to patients with multiple long term health needs.                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Comprehensive Spending Review       | A process designed to fix firm departmental spending limits over a specific time period and define key improvements that can be expected to be made over that time.                                                                                                                                                                                                                                                                                                                                                                                  |
| Continuing Healthcare               | The NHS funding for patients with long term complex healthcare needs.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| COPD                                | Chronic Obstructive Pulmonary Disease                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| CT scan                             | Computerised Tomography scan – used for diagnosing diseases.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Darzi Review                        | See <i>Our NHS, Our Future</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| Elective care                       | Planned hospital care.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Emergency admission                 | An unplanned admission to hospital                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Emergency care                      | Care which is immediate and has not been pre-planned or scheduled. Covers the range of responses that health and social care give to patients who require urgent information, advice, care, treatment or diagnosis.                                                                                                                                                                                                                                                                                                                                  |
| Exceptional Funding Committee       | The PCT’s committee to consider requests for treatment which fall outside of services which are routinely commissioned.                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Exercise referral scheme            | A scheme under which patients can be referred to local sports facilities to undertake supervised exercise and improve their health.                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Healthcare Commission               | An organisation working at “arm’s-length” from the Department of Health. Its role is to promote improvement in the quality of healthcare, and to audit and regulate the NHS and independent health care sector in England.                                                                                                                                                                                                                                                                                                                           |
| Health inequalities                 | Differing socio-economic factors – for example, unemployment – which impact on the good health of an individual or community and their access to health care services                                                                                                                                                                                                                                                                                                                                                                                |

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| Inpatient                          | A patient who is admitted to hospital for a period of treatment or to undergo an operation. Patients would stay in hospital for 24 hours or more                                                                                                                                                                                                                                                                                                              |
| Local Area Agreement (LAA)         | A three-year agreement between a local area and central government. The LAA describes how local priorities will be met by delivering local solutions.                                                                                                                                                                                                                                                                                                         |
| Local Delivery Plan (LDP)          | A plan that every Primary Care Trust (PCT) prepares and agrees with its Strategic Health Authority (SHA) on how to invest its funds to meet local and national targets, and improve services. It allows PCTs to plan and budget for delivery of services over a three-year period.                                                                                                                                                                            |
| Local Involvement Network (LINK)   | The new organisation that will help patients and the public participate in shaping and planning health and social care services in Wiltshire.                                                                                                                                                                                                                                                                                                                 |
| Long-term condition                | Long term or chronic conditions are those that cannot be cured, such as diabetes or asthma. However, they can be managed by the individual, supported by health and social services to enable the normal activities of daily living.                                                                                                                                                                                                                          |
| <i>Mainstreaming Mental Health</i> | A process began during the summer of 2005 to look at how mental health services should be provided in Kennet, North and West Wiltshire in the future.                                                                                                                                                                                                                                                                                                         |
| MRSA                               | Meticillin resistant Staphylococcus aureus. A highly contagious strain of the Staphylococcus aureus family of bacteria, which cause a number of infections, including some serious infections. Known as a 'superbug' because of its resistance to treatment with common antibiotics (meticillin).                                                                                                                                                             |
| National tariff                    | The system in England where there is a set cost for each different type of outpatient and hospital admission.                                                                                                                                                                                                                                                                                                                                                 |
| National Service Framework (NSF)   | National Service Frameworks set out national standards for the best way of providing services either for a particular target audience (eg. Children, Older People) or for a particular condition (eg. Cancer, Mental Health)                                                                                                                                                                                                                                  |
| Neighbourhood Team                 | Neighbourhood Teams consist of nurses, physiotherapists, occupational therapists and support staff. They work in the community, providing care in patients' own homes where possible, enabling patients to stay in their own homes for longer or to be discharged from hospital earlier.                                                                                                                                                                      |
| NHS Direct                         | Service that delivers 24 hour health care to the public via telephone and e-health information.                                                                                                                                                                                                                                                                                                                                                               |
| NHS Litigation Authority           | The NHSLA is a Special Health Authority (part of the NHS), responsible for handling negligence claims made against NHS bodies in England. In addition to dealing with claims when they arise, we have an active risk management programme to help raise standards of care in the NHS and hence reduce the number of incidents leading to claims. We also monitor human rights case-law on behalf of the NHS through our Human Rights Act Information Service. |
| NHS Plan                           | Outlines the vision of a health service designed around the patient: a new delivery system for the NHS as well                                                                                                                                                                                                                                                                                                                                                |

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|                                      | as changes between health and social services, changes for NHS doctors, for nurses, midwives, therapists and other NHS staff, for patients and in the relationship between the NHS and the private.                                                                                                                                                                                                                      |
| NHS South West                       | One of the ten new Strategic Health Authorities in England. Formed in July 2006 it replaced the three old Strategic Health Authorities (Avon, Gloucestershire, Wiltshire; Dorset and Somerset; and the South West Peninsula). It oversees the largest region in England – stretching from Land's End to Tewkesbury, with a total population of over five million.                                                        |
| NHS Trust                            | A statutory, self governing NHS organisation providing health care services. They provide services for the local population and may also develop specialist services for a wider, regional population. Their income is derived from service agreements with Primary Care Trusts and Strategic Health Authorities. They have freedom to decide staff numbers and rates of pay and some powers to invest and borrow money. |
| NICE                                 | National Institute for Health and Clinical Excellence. An independent organisation responsible for providing national guidance on the promotion of good health and the prevention and treatment of ill-health.                                                                                                                                                                                                           |
| <i>Our health, Our Care, Our Say</i> | Government White Paper published in January 2006.                                                                                                                                                                                                                                                                                                                                                                        |
| <i>Our NHS, Our Future</i>           | Current national review of NHS by Lord Darzi.                                                                                                                                                                                                                                                                                                                                                                            |
| Overview and Scrutiny Committee      | Responsibility for scrutinising the health and social care functions of the local authority, including consideration of any proposals for substantial changes to local health services.                                                                                                                                                                                                                                  |
| PCT                                  | Primary Care Trust. Free-standing statutory NHS bodies with responsibility for delivering health care and health improvements to their local areas. They commission or directly provide a range of community health services as part of their functions. They are responsible for about three-quarters of all hospital budgets.                                                                                          |
| Pathways for Change                  | The name for the strategic review of health services across the former Kennet & North Wiltshire and West Wiltshire PCTs.                                                                                                                                                                                                                                                                                                 |
| Practice-based commissioning (PBC)   | PBC gives GPs direct responsibility for managing the funds that the Primary Care Trust (PCT) has to pay for hospital and other care for the GP practice population.                                                                                                                                                                                                                                                      |
| PBC Consortium                       | Practice Based Commissioning consortium work. An arrangement to optimise buying power and make best use of scarce commissioning skills by An arrangement to optimise buying power and make best use of limited commissioning skills by combining the purchasing requirements of more than one public sector organisation.                                                                                                |
| Predictive Admission Risk Rating     | A system for predicting which patients are at high risk of becoming admitted to hospital.                                                                                                                                                                                                                                                                                                                                |
| Primary care                         | The collective term for all services which are the first point of contact for the patient, for example the GP.                                                                                                                                                                                                                                                                                                           |
| Productivity metrics                 | A set of indicators which measure efficiency in the NHS.                                                                                                                                                                                                                                                                                                                                                                 |

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| Professional Executive Committee    | The PCT's senior clinical committee.                                                                                                                                                                                                                                                   |
| Revenue spending                    | Any expenditure for the normal running of the PCT which does not lead to the creation of assets.                                                                                                                                                                                       |
| Rheumatology                        | Consists of medical disorders that affects the ability to move using muscles and bones, particularly the joints and surrounding soft tissues. This section also contains the connective tissue diseases and inflammation of blood vessels.                                             |
| Single assessment process           | A framework aimed at ensuring a patient's needs are assessed thoroughly and accurately, but without procedures being needlessly duplicated by different agencies, and that information is shared appropriately between health and social care agencies.                                |
| Single point of access              | A service aimed at providing a single point of telephone contact for patients, carers and professionals for advice, information and access to services.                                                                                                                                |
| Specialist treatment                | A service provided a professional that meets the specific requirements of somebody with complex health needs.                                                                                                                                                                          |
| Standards for Better Health         | The national standards which measure the quality of care provided by the NHS.                                                                                                                                                                                                          |
| Stay On Your Feet campaign          | A programme designed to prevent falls in older people.                                                                                                                                                                                                                                 |
| Step-up                             | Community beds which are available as an alternative to hospital admission.                                                                                                                                                                                                            |
| Strategic Health Authority (SHA)    | SHAs manage the NHS locally and are a key link between the Department of Health and the NHS. They have a strategic role, which means they are responsible for developing plans for improved health services in the area and ensuring the high quality of those services is maintained. |
| Tertiary care                       | Specialist hospital care.                                                                                                                                                                                                                                                              |
| Therapy                             | The attempted remediation of a health problem, usually following diagnosis.                                                                                                                                                                                                            |
| Upper quartile                      | The top 25% in any set of data.                                                                                                                                                                                                                                                        |
| Urgent care                         | See emergency care                                                                                                                                                                                                                                                                     |
| Voluntary sector                    | Independent organisations managed by a volunteer committee. Can be very large, professional organisations with high numbers of paid staff or small local societies run purely by volunteers. They are normally grant, government or charitably funded.                                 |
| Wiltshire Community Health Services | The PCT's provider services                                                                                                                                                                                                                                                            |
| World Class Commissioning           | An initiative by the Department of Health to improve commissioning in the NHS.                                                                                                                                                                                                         |