

Glossary of Terms

Many terms and words that are used in the NHS can be confusing. So scroll through our A-Z glossary of terms by clicking on or viewing the words in alphabetical order to find a term you are looking for. This may help when reading or hearing information about suggested changes to services currently delivered from Shotley Bridge Hospital.

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A

Acute care

Medical and surgical treatment provided by a hospital.

Acute trust

An NHS body that provides medical and surgical services from one or more hospitals.

Admissions

When a patient is admitted to hospital.

AHP

Allied Health Professionals: NHS staffs offering clinical care who are not doctors or nurses, such as radiologists, physiotherapists or psychologists.

Ambulance services

Ambulance services respond to 999 calls; doctor's urgent admission requests; high-dependency and urgent inter-hospital transfers and major incidents. Non-emergency patient transport is run separately.

Ambulatory care

Services where people do not stay in hospital overnight e.g out-patients, x-ray, day surgery and medical diagnostics.

ANP

Advance Nurse Practitioner – These are Registered Nurses who have done extra training and academic qualifications to be able to examine, assess, make diagnoses, treat, prescribe and make referrals for patients who present with undiagnosed/undifferentiated problems

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B

BAH

Bishop Auckland Hospital

Beds

The number of beds in a ward or department refers to staffed beds used overnight

Bed blocking

(see delayed discharge rate).

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C

Care home

A residential home that provides accommodation with nursing and personal care.

Care pathway

The process of diagnosis, treatment and care taking a patient from their earliest contact with the NHS to the end of their treatment.

Carer

A carer is a friend or relative who looks after a person who is ill, disabled or elderly, on an informal, voluntary and often long-term basis. There are over 6 million carers in England.

CCG

Clinical Commissioning Group

CDDFT

County Durham and Darlington Foundation Trust

CHD

Coronary Heart Disease is when your coronary arteries become narrowed by a gradual build-up of fatty material within their walls

Chemotherapy

Is a cancer treatment where medicine is used to kill cancer cells

CHSFT

City Hospitals Sunderland Foundation Trust

Clinical governance

The system of steps and procedures adopted by the NHS to ensure that patients receive the highest possible quality of care.

Clinical network

A network of health professionals from different NHS organisations working together across institutional and local boundaries, to provide care for a particular disease or patient group.

Commissioning

The process of identifying a community's social and/or health care needs and finding services to meet them.

Community care

Community care provides social care and treatment outside of hospitals. It supports people (for example older people or people with learning disabilities) to continue to live in their own homes.

Community health services

NHS services provided outside a hospital. Community health staff include district nurses, health visitors, community midwives, district dieticians, chiropodists and community psychiatric nurses. Many community staff are attached to GP practices.

Community Hospital

Small local hospitals that provide a range of services to their local community

Consultation

A formal and defined process where discussions take place to gather advice and opinions

Continuing care

Continuing care usually refers to people's care needs after hospital treatment has finished

COPD

Chronic Obstructive Pulmonary Disease is the name for a group of lung conditions that cause breathing difficulties

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D**Day case admission**

Day case patients are admitted for care treatment which can be completed in a few hours and does not require a hospital bed overnight.

DCC

Durham County Council

DDES CCG

Durham Dales Easington and Sedgefield Clinical Commissioning Group

Delayed discharge rate

The proportion of patients in a hospital bed who are ready for discharge from the hospital either to their own homes or to another care setting.

Demographic trends

Changes in age, sex and size of the population over time.

DH / DoH

Department of Health - The Government department responsible for delivering a fast, fair, convenient and high quality health and social care service in England

Diagnostics

Use of the latest technology to perform a range of tests or scans. These could include, MRI, ultrasound, X-ray, echocardiography or CT and are used to help provide information about a condition or give a diagnosis of the problem

District nurse

A district nurse is a registered nurse who has been trained to provide nursing care to people in their own homes.

DMH

Darlington Memorial Hospital

DTOC

Delayed Transfers of Care

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E

Elective admission

A patient who is admitted into hospital for treatment from the waiting list

Emergency admission

A patient admitted to hospital at short notice because of clinical need or if alternative care is not available.

Emergency department

The emergency departments of hospitals deal with people who need emergency treatment because of sudden illness or injury. Sometimes called casualty departments

ENT

Ear, nose and throat

Endoscopy

A procedure that can examine the inside of your body using an instrument called an endoscope

Endoscopists

A health professional who provides endoscopic procedures

Engagement

A process of encouraging and enabling people to be involved in the work of an organisation / team / service

Evaluation criteria

A defined set of measures that are used to assess / evaluate information against.

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F

Finished consultant episode

The time spent under the care of a particular consultant

Fixed points

FoI

Freedom of Information – provides public access to information held by public bodies upon request.

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G

General practitioner (GP)

general practitioners are doctors who work from a local surgery or health centre providing medical advice and treatment to patients who are registered on their list.

Geriatric medicine

Speciality of healthcare that focusses on elderly people, sometimes called Care of the Elderly.

GB

Governing Body – A group of people who are responsible for monitoring the performance and quality improvement of healthcare providers against the agreed operational plans / targets.

GPSOC

GP Systems of Choice – An IT system and services provided to GP practices

GUM

Genito-urinary medicine - also referred to as sexual or reproductive health.

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H

HCA

Health Care Assistant - work in hospital or community settings, such as GP surgeries, under the guidance of a qualified healthcare professional

Health Visitor

A health visitor is a trained nurse who has done further training to specialise in the prevention of ill health, particularly for children.

Hospital Episode Statistics (HES)

A secure database containing personal, medical and administrative details of all patients admitted to, and treated in NHS hospitals in England for the purpose of statistical analysis.

Hurdle criteria

A set of parameters or measures applied to any potential options / scenarios, any potential options would need to demonstrate how they meet / exceed the criteria included.

HWB

Health & Wellbeing – looking after the mind and the body together in order to help us achieve more of the things we want to do in life.

HWBB

Health & Wellbeing Board - established under the Health and Social Care Act 2012 to act as a forum in which key leaders from the local health and care system could work together to improve the health and wellbeing of their local population

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I

Inpatient

a patient who has been admitted to a hospital as a day case or longer periods of time

Intermediate care

intermediate care refers to services that are designed to prevent unnecessary hospital admissions and which enable people to live independently at home through the provision of additional home care and other support.

Intermediate care facility

Is a long term care facility that provides nursing and supportive care to residents on a non-continuous skilled nursing care basis, under a physician's direction

IV

intravenous - meaning administered by injection into a vein.

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J

JHWS

Joint Health and Wellbeing Strategy – In County Durham this is a document that informs and influences decisions about health and social care services so that they are focused on the needs of the people who use them and tackle the factors that affect health and wellbeing, for example drugs, alcohol, unhealthy weight, mental and physical wellbeing

JSNA

Joint Strategic Needs Assessment - provides a detailed overview of the current and future health and wellbeing needs of the people of County Durham

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L

LA

Local Authority

Length of stay

The time from admission to discharge based on the number of nights in hospital

LoS / LOS

Length of Stay (See Length of Stay)

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M**MDT**

Multi-Disciplinary Team – is a group of health care workers who are members of different disciplines (professions e.g. Psychiatrists, Social Workers, etc.), each providing specific services to the patient.

Mortality

The number of deaths in a given time or a community; the proportion of deaths to population or to a specific number of the population; death rate.

Mortuary

A room or building in which dead bodies are kept, for hygienic storage or for examination, until burial or cremation

MSK

Musculoskeletal – relates to the joints bones and muscles.

Multi-agency

Services or activities which involve staff drawn from a range of organisations such as health, social services education and voluntary groups.

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N**National Institute for Clinical Excellence (NICE)**

A special health authority that promotes the best possible service and effective use of resources in the NHS. It sets clear national standards to improve the quality and consistency of NHS services throughout the country.

ND CCG

North Durham Clinical Commissioning Group

NEAS

North East Ambulance Service – The authority responsible for providing NHS ambulance services in the North East of England.

NECS

North of England Commissioning Support – provide a diverse range of services to the NHS across the North East of England including services such as Human Resources, Payroll and Communications.

NHS

National Health Service

NHS 111

NHS 111 is a 24 hour service (available over the phone or online) that can provide advice if you have an urgent medical problem and you are not sure what to do.

NHS Long Term Plan

Is a ten year plan (launched January 2019) setting how the NHS intends to be able to improve the quality of patient care and health outcomes.

NHS Property Services

Manage, maintain and improve NHS properties.

NHS trust

NHS organisations which provide healthcare.

NICE

National Institute of Health and Clinical Excellence - A special health authority that promotes the best possible service and effective use of resources in the NHS. It sets clear national standards to improve the quality and consistency of NHS services throughout the country.

NPSA

National Patient Safety Agency - was responsible for identifying and reducing risks to patients receiving NHS care and lead on national initiatives to improve patient safety. In June 2012 the Agency became part of the NHS Commissioning Board Special Health Authority

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O

OSC

Overview and Scrutiny Committee – part of the Local Authority structures, they exist to make decision-making processes more transparent, accountable and inclusive and to improve services for people by being responsive to their needs. The aim is to constructively challenge decisions so improvements can be made, not to apportion blame when things go wrong

Outpatient

An outpatient attends for a consultation, advice and/or treatment but does not stay in a hospital

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P

Patient pathway

the patient pathway is the route followed by a patient through and out of the NHS and social care services. It begins with their first contact with the NHS or local council, takes in all the different stages of their treatment or care and ends when the treatment is completed

PPCE

Patient, Public and Carer Engagement Committee – Part of the North Durham Clinical Commissioning Group governance structure which meets monthly with patient, public and Voluntary sector representatives to involve them in the organisations work.

PRG

Patient Reference Group – A group that works as part of the engagement methods used by North Durham Clinical Commissioning Group. It is open to and made up from patient representative from each of the GP practices in the North Durham CCG area.

Primary care

General healthcare services provided in the community close to where people live by GPs and their staff and social care services.

Provider

Provider is the name used to describe any organisation that provides a service to the NHS.

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Q

Quality of care

Quality of care is the statutory duty of chief executives of NHS trusts. It was introduced in 1999 to ensure a level of quality in the provision of care.

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R

RCGP

Royal College of General Practitioners – professional membership organisation for family doctors in the UK, the purpose is to encourage, foster and maintain the highest possible standards in general medical practice.

RCN

Royal College of Nursing - is the world's largest nursing union and professional body. It represents more than 435,000 nurses, student nurses, midwives and health care assistants in the UK and internationally

Rehabilitation

A branch of medicine that aims to enhance and restore the functional ability, enabling individuals to achieve their full potential and live as active lives as possible.

Respite care

Respite care provides an opportunity for a carer to have a break. The person in care may spend time in a residential home.

Ring-fenced budgets

Money given to services with a specific purpose the money should be spent on

RTT

Referral to Treatment – sets out the rules and definitions for referrals to treatment waiting times to ensure that each patient’s waiting time clock starts and stops fairly and consistently and the target timeframes that his must take place within.

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S**Scenario**

An outline of the possible future plans being considered as part of the engagement and consultation activities

Secondary care

Care typically provided in local hospitals usually on a referral from primary care.

Social care

Social care essentially means non-medical care which is aimed at providing vulnerable people (such as the sick and elderly) with care and support to enable them to live their lives as fully as possible.

Spot-purchasing

Where health and / or care support can be purchased from an independent supplier who provides a service (e.g., specialist home care) following a needs assessment.

Stakeholder

A stakeholder is a person or organisation with a direct interest in a service or practice.

Statutory organisations

Organisations with powers to fund or provide services, such as Local Authorities (Borough & County Councils), Health Authorities and NHS Trusts

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T**Theatre**

Procedures provided to patients across a wide range of ages, with staff supporting them from pre-operation, anaesthetic, operation and recovery

TOR

Terms of Reference – a document that sets out the purpose and structure of a group or piece of work.

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U

UEC

Urgent and Emergency Care – NHS help that is need on an unplanned basis which cannot wait for an appointment.

Urgent Care

Can be provided on a walk-in basis or by pre-booked appointments on the same day if you need urgent medical attention but it's not a life-threatening situation

UHND

University Hospital North Durham

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V

Voluntary and community services

A diverse range of organisations, also sometimes known as 'the third sector' or 'civil society organisations' and can vary significantly in size from small local groups, run exclusively by volunteers, to large national charities

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W

Waiting list

The waiting list is the number of people waiting to be admitted to a hospital as an inpatient.

Whole systems approach

Terms for strategic, integrated approach to planning and delivering services.

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X

X-ray

An x-ray (radiograph) is a noninvasive medical test that helps physicians diagnose and treat medical conditions. Imaging with x-rays involves exposing a part of the body to a small dose of ionizing radiation to produce pictures of the inside of the body

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Y

No entries for 'Y'

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