

Abbreviation	Term	Definition
5YFV	5 Year Forward View	NHS England 's Forward Plan setting out how the health service needs to change, arguing for a more engaged relationship with patients, carers and citizens so that we can promote wellbeing and prevent ill-health.
	Abuse	A violation of an individual's harm and civil rights by any other person or persons. Abuse may consist of single or repeated acts. It may be physical, verbal or psychological, it may be an act of neglect or an omission to act, or it may occur when a vulnerable person is persuaded to enter into a financial or sexual transaction to which he or she has not consented, or cannot consent. Abuse can occur in any relationship and may result in significant harm, or exploitation of the person subjected to it.
A&E / ED	Accident and Emergency or Emergency Departments	A 24 hour walk-in service provided by an acute hospital for conditions that need immediate medical attention to save a life or to prevent permanent damage to health, for example, a serious accidental injury or a heart attack.
AQN	Activity Query Notice	A notice setting out a query on the part of the Co-ordinating Commissioner or the Provider in relation to levels of Referrals and/or Activity.
ALPS	Acute Liaison Psychiatric Service	A critical service integral to all acute hospitals. Services comprise multidisciplinary teams skilled to integrate mental and physical healthcare in people whose mental health problems arise in, or have an impact on management of, physical illness and symptoms.
AMM	Acute Medical Model	AMM discussed at Council of Clinical Representatives meeting held in January 2017. Dr Ed Smith, Deputy Medical Director, YFT outlined the model and vision for A & E at Scarborough General Hospital.
AMU	Acute Medical Unit	The Acute Medical Unit (AMU) is the first point of entry for patients referred to hospital as emergencies by their GP and those requiring admission from the Emergency Department.
	Acute services	Medical and surgical treatment provided mainly in hospitals.
ACP	Advanced Clinical Practitioner	Advanced Clinical Practitioners (ACPs) are autonomous practitioners who are capable of working independently on the middle grade doctor rota. ACPs come from a number of backgrounds such as nursing, paramedic, physiotherapy. They are able to assess and manage all types of cases in all clinical streams and across all acuity groups presenting to the emergency department.

Abbreviation	Term	Definition
AHP	Allied Health Professional	AHPs work with all age groups and within all specialities. Their particular skills and expertise can be the most significant factor in helping people to recover movement or mobility, overcome visual problems, improve nutritional status, develop communication skills and restore confidence in everyday living skills. AHPs work in a range of surroundings including hospitals, people's homes, clinics, surgeries and schools. They work in partnership with health and social care colleagues across primary, secondary and social care, as well as in the independent and voluntary sectors.
AMS	Alternative Medical Scheme	An alternative medical scheme for patients who are potentially violent and who are seen by a GP with security personnel present.
A4H	Ambition for Health	A five-year programme to deliver joined-up and transformed health and social care services for local people, in a way that is effective and financially sustainable. The programme is a collaboration between eight local NHS and local authority organisations, and covers the Scarborough, Ryedale, Bridlington and Filey areas.
ARP	Ambulance Response Programme	The Ambulance Response Programme (ARP) aims to improve response times to critically ill patients. It will make sure that the best, high quality, most appropriate response is provided for each patient first time.
	Ambulatory Care	Ambulatory care is a patient focused service where some conditions may be treated without the need for a hospital stay. Ambulatory care is provided by a range of staff including doctors, nurses and therapists who can offer the same specialist assessment, treatment and care that is received on a hospital ward. Patients can often return to their own home, even if further treatment is required on another day. Ambulatory care can also prevent patients with long term conditions such as diabetes, respiratory conditions and angina from getting into a crisis and reduce the need for hospital admission. This is achieved through active management, such as vaccination, help with self-care, case management and lifestyle changes.
ACSC's	Ambulatory Care Sensitive Conditions	Ambulatory Care Sensitive Conditions (ACSC's) are medical problems that are potentially preventable. For example, hypertension (high blood pressure) is a condition that can be treated outside of a hospital. Admission to the hospital in this situation is a failure of our community health care system.
ACU / AMC	Ambulatory Care Unit / Ambulatory Care	Ambulatory care or outpatient care is medical care provided on an outpatient basis, including diagnosis, observation, consultation, treatment, intervention and rehabilitation services.

Abbreviation	Term	Definition
AQP	Any Qualified Provider	Any Qualified Provider is a means of commissioning certain NHS services in England. Clinical commissioning groups (CCGs) will determine the services to be commissioned as AQP; the intention is to increase patient choice.
AGC	Audit and Governance Committee	The audit committee plays a critical role in providing oversight and serving as a check and balance on a company's financial reporting system. The committee provides independent review and oversight of a company's financial reporting processes, internal controls and independent auditors. It provides a forum separate from management in which auditors and other interested parties can candidly discuss concerns.
	Being Open	Open communication of patient safety incidents that result in harm or death of a patient while receiving healthcare.
BCF	Better Care Fund	In June 2013, as part of the Government's Spending Round, a £3.8 billion pooled fund was announced to promote joint working between the health service, and social care in 2015/16. The Better Care Fund includes existing NHS and social care funding, which will be jointly invested as the biggest ever financial incentive for health and social care to work together and improve outcomes for people.
BME	Black and Ethnic Minority	BME/BAME – Black and Minority Ethnic or Black, Asian and Minority Ethnic is the terminology normally used in the UK to describe people of non-white descent.
BAF	Board Assurance Framework	The board assurance framework (BAF) brings together in one place all of the relevant information on the risks to the board's strategic objectives. It is an essential tool for boards, but like all tools it needs to be used with skill and diligence.
BMA	British Medical Association	The British Medical Association (BMA) is the trade union and professional body for doctors in the UK.
CRUK	Cancer Research UK	Cancer Research UK is a cancer research and awareness charity in the United Kingdom, formed on 4 February 2002 by the merger of The Cancer Research Campaign and the Imperial Cancer Research Fund.
CWT	Cancer Waiting Times	The measures and the operational standards are: Two weeks from urgent GP referral for suspected cancer to first appointment (93%) ... 62 days from urgent GP referral for suspected cancer to first treatment (31 days for children's cancers, testicular cancer, and acute leukaemia) (85%).
	Cardiac	Relating to the heart.

Abbreviation	Term	Definition
	Care Home	Also known as a residential home, which provides accommodation, meals and personal care (such as help with washing and eating) for people who can no longer live independently. The majority of care homes are run by private companies but some are managed by local authorities. See also Nursing Homes).
CH	Care Hub	A team of health and social care practitioners working together from different organisations and disciplines. The Care Hub team could include a nurse, social care worker, GP, occupational therapist, pharmacist, and a Counsellor from a local provider. Care Hubs will be based in a community setting, such as a local GP surgery.
	Care or Case Management	Patients with complex needs such as a serious disability or long term condition are identified and supported by skilled health and/or social care workers in an integrated care pathway.
	Care pathway/patient pathway	A care pathway (also sometimes called a patient pathway) is a diagram, drawn by healthcare professionals, of a patient's journey through care for a particular health condition. The pathway is developed so that, at each stage, the patient is getting the appropriate care. If that care does not work, the patient will continue on the care pathway to the next stage. Care pathways are designed to get the patient to the appropriate care smoothly.
	Care Plan	A care plan is an agreement between a patient and their health professional (or social services) to help individuals manage their health day to day. It can be a written document or something recorded in patient notes.
CQC	Care Quality Commission	The regulator for quality of health care services in England.
	Carer	A carer is anyone who cares, unpaid, for a friend or family member who due to illness, disability, a mental health problem or an addiction cannot cope without their support.
	Case or Case Management	Patients with complex needs such as a serious disability or long term condition are identified and supported by skilled health and/or social care workers in an integrated care pathway.
CEDR	Centre for Effective Dispute Resolution	The independent body for setting dispute resolution cases between independent sector providers (including FTs) and commissioners.
	Chemotherapy	Treatment of disease by chemical substances commonly used to treat cancers.
CMO	Chief Medical Officer	The Chief Medical Officer (CMO) is the most senior advisor on health matters in a government. There are four CMOs in the United Kingdom who are appointed to advise their respective governments.

Abbreviation	Term	Definition
CNO	Chief Nursing Officer	One of the highest nursing management positions within a healthcare organisation is that of the chief nursing officer (CNO). A CNO is responsible for overseeing and coordinating an organisation's nursing department and its daily operations.
CAMHS	Children and Adolescent Mental Health Services	CAMHS are specialist NHS services. They offer assessment and treatment when children and young people have emotional, behavioural or mental health difficulties.
	Children's Trust	Children's Trusts bring together all organisations responsible for delivering children's services in order to improve the lives of children and young people in the local area They aim to deliver better services and strengthen responsibility and accountability amongst a range of partners through the development of an agreed local strategy.
	Choose and Book	Choose and Book is a service that lets you choose your hospital or clinic and book your first appointment. When you and your GP agree that you need an appointment, you can choose which hospital or clinic you go to. You will also be able to choose the date and time of your appointment.
	Chronic Heart Disease	A general term covering one or more specific diseases of the heart which are long term conditions affecting a patient's life and do not respond to treatment.
COPD	Chronic Obstructive Pulmonary Disease	A Long Term Condition that is a persistent or recurring respiratory disease affecting the lungs and the heart, leaving people with difficulty in breathing.
	Clinical	Observation and treatment of disease and other illness in patients in order to heal.
CCG	Clinical Commissioning Group	NHS organisations with a statutory responsibility for planning health services and meeting the health needs of local populations. They often cover the same or a similar area as the Local Authority. They Commission (buy) health and care services including the majority of planned care, rehabilitation care, urgent and emergency care, most community health services, mental health and learning disability services. The governing body includes GPs, a nurse, a hospital consultant, executive officers and Local Authority officers for public health and social care.
CPA	Clinical Pathology Accreditation	A laboratory accreditation service which is part of UK Accreditation Service (UKAS), and operates a voluntary accreditation scheme determined by strict guidelines involving a thorough assessment of all procedures within the laboratory, including external quality assessment, internal quality control, standard operating procedures and personnel training, as well as a thorough site inspection.
CDiff	Clostridium Difficile	Clostridium difficile, also known as C. difficile or C. diff, is a bacterium that can infect the bowel and cause diarrhoea.

Abbreviation	Term	Definition
CDI	Clostridium Difficile Infection	The Clostridium Difficile Infection most commonly affects people who have recently been treated with antibiotics, but can spread easily to others.
CBT	Cognitive Behavioural Therapy	Cognitive behavioural therapy (CBT) is a talking therapy that can help you manage your problems by changing the way you think and behave. It's most commonly used to treat anxiety and depression, but can be useful for other mental and physical health problems.
	Commissioner	An organisation with responsibility for assessing the needs of service users, arranging or buying services to meet those needs from service providers in either the public, private or voluntary sectors, and assuring itself as to the quality of those services.
	Commissioning	Commissioning in the NHS is the process of ensuring that the health and care services provided effectively meet the needs of the population. It is a cycle of work from understanding the needs of a population and identifying gaps or weaknesses in current provision, to procuring services to meet those needs.
CQUIN	Commissioning for Quality and Innovation	CQUIN is a payment framework which allows commissioners like the CCG to link a proportion of providers' income to the achievement of locally agreed quality improvement goals.
	Commissioning intentions	Commissioning intentions are developed every year. They describe the changes and improvements to healthcare that the CCG wants to make for the year ahead and what we expect to commission (or 'buy') to achieve these changes. The CCG's commissioning intentions are shared widely with providers and stakeholders and then developed into a commissioning strategy plan for the year ahead.
CSU	Commissioning Support Unit	CSUs are not geographically defined, this means that in some cases customers are local or regional clinical commissioners, and in others they include clinical commissioning groups in other parts of England. Some CSUs also provide services to NHS England, local government, and acute trusts.
	Community Beds / Wards	An inpatient ward within a community hospital that offers care and rehabilitation to individuals that are temporarily unwell due to surgery or illness.
	Community Care	Care or support provided by social services departments and the NHS to assist people in their day-to-day living.
	Community Health Services	Treatment provided to people outside of hospitals, for example at the GP practice or via community nurses and therapists, together with preventative services such as immunisation, screening or health promotion.

Abbreviation	Term	Definition
	Community Hospitals	Local hospitals serving relatively small populations providing a range of clinical services but not equipped to handle emergency admissions on a 24 hour 7 days a week basis. Some community hospitals also offer community beds.
	Community Hub or Locality Hub	A centre that brings together primary and community services (and often social services) on a single site or virtually through multi-disciplinary teams (MDTs) to provide more convenient patient access. Health, social care and voluntary and private sector services work together to provide a seamless service which may include services such as GP and dental services, community nursing, physiotherapy, outpatient clinics and minor injury services.
CMHT	Community Mental Health Team	Community Mental Health Teams (CMHTs) support people living in the community who have complex or serious mental health problems. Different mental health professionals work in a CMHT.
CRT	Community Response Team	Community Response Teams are made up of nurses, physiotherapists, occupational therapists and support workers.
CT	Computerised Tomography	Computed tomography (CT) is an imaging procedure that uses special x-ray equipment to create detailed pictures, or scans, of areas inside the body. It is also called computerized tomography and computerized axial tomography (CAT).
CHC	Continuing Health Care	NHS continuing healthcare is the name given to a package of care that is arranged and funded solely by the NHS for individuals who are not in hospital and have been assessed as having a "primary health need".
CQN	Contract Query Notice	A notice setting out in detail the nature of a query either by the commissioner or the provider in relation to performance or non-performance of a contractual obligation.
CHD	Coronary Heart Disease	Coronary heart disease is a condition in which fatty substances build up in the walls of the arteries that run to your heart. This causes them to narrow, which can reduce the supply of oxygen to your heart. This may lead to angina (pain in your chest), and there's a risk you could have a heart attack. It's estimated that about two million people in the UK are living with coronary heart disease.
CoM	Council of Members	A CCG Council of Members consists of a representative from each GP practice in the CCG area. Members have responsibility to represent the health needs of their patients and the views of their GP practice. Each member GP practice has a vote for major CCG decisions which is proportional and determined by their total registered patients.

Abbreviation	Term	Definition
CF	Counter Fraud	The Fraud Act 2006 introduced a general offence of fraud - and NHS fraud is no exception. Generally, the term describes offences such as deception, forgery, and misrepresentation or concealment of facts.
CC	Critical Care	Intensive care medicine or critical care medicine is a branch of medicine concerned with the diagnosis and management of life-threatening conditions requiring sophisticated organ support and invasive monitoring.
	Data Loss	There is no simple definition of a serious data loss incident. What may at first appear to be of minor importance may, on further investigation, be found to be serious and vice versa. Any incident involving the actual or potential loss of personal information that could lead to identify fraud or have other significant impact on individuals should be considered as serious.
DQIP	Data Quality Improvement Plan	An agreed plan setting out specific data and information improvements to be achieved by the Provider in accordance with the timescales set out in that plan.
	Deep Dive	A deep dive is an extensive review into a subject area. The deep dives are an opportunity for key people to work collaboratively and examine performance, quality and safety matters in detail. Actions that arise from the deep dives are followed up and reported at agreed meetings so that progress is maintained.
DToC	Delayed Transfers of Care	Experienced by an inpatient in a hospital, who is ready to move on to the next stage of care but is prevented from doing so for one or more reasons. Timely transfer and discharge arrangements are important in ensuring that the NHS effectively manages emergency pressures. The arrangements for transfer to a more appropriate care setting (either within the NHS or in discharge from NHS care) will vary according to the needs of each patient but can be complex and sometimes lead to delays.
	Dementia	Umbrella term for a set of symptoms that may include memory loss and difficulties with thinking, problem-solving or language. Dementia is caused when the brain is damaged by an accident, disease or a stroke. A person with dementia will gradually deteriorate as it is a progressive condition.
DoLS	Deprivation of Liberty Safeguards	The Deprivation of Liberty Safeguards are an amendment to the Mental Capacity Act 2005. They apply in England and Wales only. The Mental Capacity Act allows restraint and restrictions to be used – but only if they are in a person's best interests. These are called the Deprivation of Liberty Safeguards.
	Dermatology	Branch of medicine concerned with the skin and its diseases.

Abbreviation	Term	Definition
	Diabetes	A condition characterised by a raised concentration of glucose in the blood due to a deficiency in the production and/or action of insulin, a pancreatic hormone.
	Diagnostics	Procedures to identify a disease or condition, e.g. blood tests, x-rays, endoscopies and MRI scans.
DNA	Did Not Attend	Used to denote when a patient failed to attend an appointment provided by an NHS Service.
	Dietician	A professional therapist who applies the science of nutrition to the feeding of groups and individuals in health and disease. Their primary role is to advise and educate both patients and other professionals.
DES	Directed Enhanced Service	Schemes that CCGs are required to establish or to offer contractors the opportunity to provide, linked to national priorities and agreements.
DPH	Director of Public Health	Essentially, a public health director is a person responsible for the overall management of public health care programs and organizations. Job duties for a public health director include developing departmental budgets and allocating funds to the appropriate programs and initiatives.
DOS	Directory of Services	A Directory of Services is an electronic database of services held with details of the service offered. A clinical directory of services can be used in conjunction with a Clinical decision support system. In the English National Health Service a directory has been compiled by every Clinical Commissioning Group. NHS Trusts, Local Authorities, voluntary and commercial organisations all provide information for these directories. The Directory is held centrally by the NHS Health and Social Care Information Centre.
	Due Diligence	Due diligence is the term used to describe the performance of an investigation of a business or person.

Abbreviation	Term	Definition
	Duty of Candour	<p>A statutory requirement to ensure health care providers operate in a more open and transparent way. The regulation requires an NHS body to:</p> <ul style="list-style-type: none"> - Make sure it acts in a open an transparent way with relevant persons in relation to care and treatment provided to people who use services in carrying on a regulated activity - Tell the relevant person in person as soon as reasonably practicable after becoming aware that a “notifiable safety incident” has occurred, and provide support to them in relation to the incident, including when giving the notification - Provide an account of the incident which, to the best of the health service body’s knowledge, is true of all the facts the body knows about the incident as at the date of the notification - Offer an apology - Follow this up by giving the same information in writing, and providing an update on the enquiries - Keep a written record of all communication with the relevant person
ESD	Early Supported Discharge	<p>Early Supported Discharge (ESD) is the discharge of a stroke patient from hospital to their own home, co-ordinated by a team of therapists, nurses and a doctor. Specialist stroke rehabilitation is then provided in the patient’s own home. Clinical trials have shown that patients who received ESD spent less time in hospital and recovered better, than patients who didn’t.</p>
ERCH	East Riding Community Hospital	<p>Patient care at the East Riding Community Hospital is provided by Humber NHS Foundation Trust and Hull and East Yorkshire Hospitals Trust. The hospital primarily serves the Drifffield, West Wolds, Beverley and Hornsea communities.</p>
ERYC	East Riding of Yorkshire Council	<p>East Riding of Yorkshire Council is the local authority of the East Riding of Yorkshire. ... It provides a full range of local government services including Council Tax billing, libraries, social services, processing planning applications, waste collection and disposal, and it is a local education authority.</p>
EHCP	Education Health and Care Plans	<p>An EHCP is for children and young people between 0 and 25 in education who have additional needs. The plan coordinates your child’s educational, health and social needs and sets out any additional support they may need.</p>

Abbreviation	Term	Definition
	Elective care	Elective care is pre-arranged, non-emergency care, including scheduled operations. It is provided by medical specialists in a hospital or another care setting. You will usually be referred by your GP.
	Emergency Care	Treatment given to individuals that have suffered e.g. a serious accident or a heart attack, who need immediate medical attention to save their life or to prevent permanent.
ECIST	Emergency Care Intensive Support Team	The emergency care intensive support team (ECIST) is a clinically led national NHS team that has been designed by clinicians to help health and care systems deliver high quality emergency care.
ECP	Emergency Care Practitioner	An Emergency Care Practitioner (ECP) generally come from a background in paramedicine and most have additional academic qualifications, usually at university, with enhanced skills in medical assessment and extra clinical skills over and above those of a standard paramedic, qualified nurse or other ambulance crew such as technicians.
	Emergency placements	An Emergency Placement is the placement of a Looked After Child in foster care or residential care (including Secure Accommodation) made without the usual planning and/or thorough assessment process having taken place because of the need to ensure the safety and the welfare of the child immediately.
	EMIS	Clinical IT system used by Eastfield Medical Centre, all other practices in SRCCG use SystemOne.
	End of Life Care	Care provided to someone at the end of their life. The difference between end of life care and palliative care is that someone receiving palliative care may have an incurable condition but will live for many years whereas end of life care is only provided to someone who terminally ill and in the last few weeks of their life.
	Endoscopy	Examination of the inside of the body to spot any abnormalities that might need treating. Done using a flexible pipe like instrument with a tiny camera and light on the end called an endoscope. The most common endoscopic procedures look down the throat, stomach, and portions of the intestine.
UPC	Enhanced Unplanned Care Services and Outcomes (CCG Transformation Programme Area)	One of the CCG's Transformation Programme Area

Abbreviation	Term	Definition
XSBD	Excess Bed Days	An NHS term of art for the average cost of additional days in hospital for patients who have exceptionally long stays, which is an additional cost per day that only applies to the additional days beyond the trim point (determined by the Department of Health) and beyond the 95th percentile, and does not apply to additional days above the average but below the trim point.
	Falls Prevention Service	A team that specialises in working with individuals who have an increased risk of having a fall, due to their age or poor condition of health. Things that the falls service do include offering physiotherapy to strengthen muscles, advising on and providing assistive equipment and footwear and making a referral to a hospital consultant for specialist assessment where appropriate.
FRP	Financial Recovery Plan	Financial Recovery Plan (FRP) is used to identify the challenges faced by the CCG is facing a significant financial challenge.
	First Exception Report	A report issued in accordance with the standard contract General Condition 9.21 (Contract Management) notifying the relevant Party's Governing Body of that Party's breach of a Remedial Action Plan and failure to remedy that breach.
FFCE	First Finished Consultant Episode (admissions)	Used to denote a patient's first consultant appointment.
	Five Year Forward View	The NHS Five Year Forward View was published on 23 October 2014 and sets out a vision for the future of the NHS and how it needs to change over the next five years if it is to close the widening gaps in the health of the population, quality of care and the funding of services. It has been developed by the partner organisations that deliver and oversee health and care services including NHS England, Public Health England, Monitor, Health Education England, the Care Quality Commission and the NHS Trust Development Authority. A copy is available in Easy Read and audio.
FT	Foundation Trust	NHS hospitals that are run as independent, public benefit corporations, controlled and run locally. Foundation Trusts have increased freedoms from government regulations regarding their options for investment in and delivery of services.

Abbreviation	Term	Definition
FFT	Friends and Family Test	The Friends and Family Test (FFT) is an important feedback tool that supports the fundamental principle that people who use NHS services should have the opportunity to provide feedback on their experience. It asks people if they would recommend the services they have used and offers a range of responses. When combined with supplementary follow-up questions, the FFT provides a mechanism to highlight both good and poor patient experience. This kind of feedback is vital in transforming NHS services and supporting patient choice.
GMC	General Medical Council	The General Medical Council (GMC) is a public body that maintains the official register of medical practitioners within the United Kingdom. Its chief responsibility is 'to protect, promote and maintain the health and safety of the public' by controlling entry to the register, and suspending or removing members when necessary. It also sets the standards for medical schools in the UK. Membership of the register confers substantial privileges under Part VI of the Medical Act 1983. It is a criminal offence to make a false claim of membership. The GMC is supported by fees paid by its members, and it became a registered charity in 2001.
GPhC	General Pharmaceutical Council	The General Pharmaceutical Council (GPhC) is the independent regulator for pharmacists, pharmacy technicians and pharmacy premises in Great Britain. It is their job to protect, promote and maintain the health, safety and wellbeing of members of the public by upholding standards and public trust in pharmacy.
GP OOH	General Practice Out-of-Hours Service	GP Out of Hours Services provide health care for urgent medical problems outside normal surgery hours of 8.00am to 6.30pm.
GP	General Practitioner	A medical doctor who provides primary care and specialises in family medicine.
	Gynaecology	Relating to the branch of medicine which deals with women's reproductive organs.
HRW CCG	Hambleton, Richmondshire & Whitby Clinical Commissioning Group	HRW CCG are responsible for the planning and purchasing of the vast majority of health services across the area - this includes hospital care, mental health and community services. They commission (buy) health services in and around the Hambleton, Richmondshire and Whitby areas.
HDFT	Harrogate and District Foundation Trust	Harrogate and District NHS Foundation Trust cares for the population in Harrogate and the local area as well as across North Yorkshire and Leeds. They also provide children's services in County Durham, Darlington and Middlesbrough.

Abbreviation	Term	Definition
HaRD CCG	Harrogate and Rural District Clinical Commissioning Group	Harrogate and Rural District Clinical Commissioning Group (CCG) is the NHS organisation that commissions (or buys) health services for the residents of the Harrogate and Rural District locality. We represent 18 GP practices and serve a resident population of approximately 160,000 people.
HSCIC	Health & Social Care Information Centre	This was re-branded as NHS Digital on 1 August 2016 and is an executive non-departmental public body of the Department of Health.
HWB	Health and Wellbeing Board	Health and Wellbeing Boards are forums where leaders from the NHS, local government and other health and wellbeing organisations work together to improve the health and wellbeing of their local population and reduce health inequalities. There are three Health and Wellbeing Boards in the area. These are based in York, East Riding of Yorkshire and North Yorkshire and are made up of elected members of the local council, Directors of Public Health, Adult Services, Social Care Services, Children's and Young People Services, members of the CCG and a representative of Healthwatch. Board members work together to understand the health and social care needs for the respective areas, they agree priorities and help to ensure that council and CCG plans and buy services in a more joined up way. Health and Wellbeing Boards are responsible for carrying out the Joint Strategic Needs Assessment (JSNA) and developing a joint strategy (the Health and Wellbeing Strategy) for how these needs can be best addressed.
	Health and Wellbeing Strategy	Health and Wellbeing Strategies for York, East Riding of Yorkshire and North Yorkshire have been developed by the respective Health and Wellbeing Board (HWB). The strategy is an overarching plan to improve the health and wellbeing of children and adults and reduce health inequalities.
	Health Inequalities	Health inequalities can be defined as unfair differences in health status or in the distribution of health determinants between different population groups. For example, differences in mortality rates between people from different social classes. In The Vale of York there are health inequalities between people who live in different parts of the area and improving health where there is an inequality is a priority issue for the local Health and Wellbeing Boards.
	Health Prevention	Consists of actions taken to prevent the onset of disease and health problems, as opposed to treating disease. See also health promotion.

Abbreviation	Term	Definition
	Health Promotion	Services that raise awareness about health hazards and encourage people to have better health by doing such things as stopping smoking, spotting early signs of diseases and eating healthily. Health promotion services also target audiences with key messages, for example, encouraging teenagers to have safe sex and vulnerable people individuals to get the 'flu jab during winter.
HPA	Health Protection Agency	The Health Protection Agency (HPA) was a non-departmental public body in the United Kingdom. It was an organisation that was set up by the UK government in 2003 to protect the public in England from threats to their health from infectious diseases and environmental hazards. It did this by providing advice and information to the general public, to health professionals such as doctors and nurses, and to national and local government.
HCAI	Healthcare Associated Infection	Healthcare-associated infections (HCAIs) can develop either as a direct result of healthcare interventions such as medical or surgical treatment, or from being in contact with a healthcare setting. The term HCAI covers a wide range of infections.
HCPs	Healthcare Professionals	A professional healthcare provider who specializes in treating and managing a person's general or specific health needs.
HRGs	Healthcare Resource Groups	Standard groupings of clinically similar treatments which use common levels of healthcare resource.
HW	Healthwatch	Established by the Health and Social Care Act 2012, Healthwatch is an independent consumer champion for people who use health and social care services. It works to ensure that views of the local community are heard and used to improve the experience and outcomes of health and social care services. The Vale of York CCG works with three Healthwatch organisations: Healthwatch York, Healthwatch North Yorkshire and Healthwatch East Riding of Yorkshire.
HWNY	Healthwatch North Yorkshire	Healthwatch is here to support everyone across North Yorkshire to: <ul style="list-style-type: none"> • Have a say in how health and social care services are provided • Find out about health and social care services • Make a formal complaint about NHS services
	Hospice	Offer supportive care to people in the final phase of a terminal illness and focuses on comfort and quality of life, rather than cure. Hospices receive some funding from the NHS and local authority but are usually run by a charity and also rely on charitable donations.

Abbreviation	Term	Definition
	Hospice at Home	Hospice at home is an integral component of community end of life care bringing the skills, ethos and practical care associated with the Hospice movement into the home environment; putting the patient and those who matter to them at the centre of the care. Hospice at home services aim to enable patients with advanced illness to be cared for at home and to die at home, if that is their preference.
	Hospital at Home	A care model that aims to improve a patient's quality of life and prevent hospital admissions by allowing them to be safely cared for in their own home. The care is provided by a specialist multi-disciplinary team who are set up to work just like a community ward team. Also known as a virtual ward.
	Hospital In-Reach	A team that contains nursing, therapy and social care workers. They identify patients in hospital that could be discharged home earlier with the right care planning and support then take care of the individual until they regain independence once more or are placed in a suitable care environment such as a care home.
HEY	Hull and East Yorkshire Hospitals NHS Trust	Hull and East Yorkshire Hospitals NHS Trust (HEY) operate from two main hospital sites: Hull Royal Infirmary and Castle Hill Hospital and also have a number of additional services based across Hull.
HYMS	Hull and York Medical School	The Hull York Medical School is a partnership between the Universities of Hull and York, with newly-equipped teaching and learning facilities on the main campuses of both universities.
	Human Resources	Department within an organisation responsible for workforce issues.
HCV STP	Humber Coast & Vale Sustainability Transformation Plan	The Humber Coast and Vale Sustainability and Transformation Plan is a set of proposals that suggests how we can work together to transform the way that health and care is planned and delivered for local people.
HCV	Humber Coast and Vale	The Humber, Coast and Vale geographical area encompasses six CCG boundaries, six local authority boundaries as well as a number of health and social care service providers.
HFT	Humber NHS Foundation Trust	Humber NHS Foundation Trust provide a very broad range of community services (including therapies), community and inpatient mental health services, learning disability services, healthy lifestyle support and addictions services to people living in Hull and the East Riding of Yorkshire, a large geographical area with a population of approximately 600,000. They also provide specialist services for children including physiotherapy, speech and language therapy and support for children and young people and their families who are experiencing emotional or mental health difficulties.

Abbreviation	Term	Definition
IAPT	Improving Access to Psychological Therapies	The Improving Access to Psychological Therapies (IAPT) is an NHS programme of talking therapy treatments recommended by the National Institute for Health and Clinical Excellence (NICE) which support frontline mental health services in treating depression and anxiety disorders.
	Incident	An event or circumstance that could have resulted, or did result, in unnecessary damage, loss or harm such as physical or mental injury to a patient, staff, visitors or members of the public
ICAS	Independent Complaints Advisory Services	ICAS provides support to people wishing to complain about the treatment or care they receive under the NHS.
IFR	Independent Funding Request	An individual funding request can be made by your clinician (doctor or other health professional) if they believe that a particular treatment or service that is not routinely offered by the NHS is the best treatment for you, given your individual clinical circumstances.
	Independent Sector	Private and voluntary organisations providing health and social care services to the community.
IPC	Infection Prevention & Control	Infection prevention and control is the clinical application of microbiology in practice. ... Infection or disease may be caused by bacteria, fungi, viruses or prions and can result in a wide variety of infections, for example, urinary tract, wound, respiratory, blood, bone and skin infections.
ICT	Information and Communication Technology	Information and Communications Technology (ICT) is an extended term for information technology (IT) which stresses the role of unified communications ^[1] and the integration of telecommunications (telephone lines and wireless signals), computers as well as necessary enterprise software, middleware, storage, and audio-visual systems, which enable users to access, store, transmit, and manipulate information.
IG	Information Governance	Information governance, or IG, is the set of multi-disciplinary structures, policies, procedures, processes and controls implemented to manage information at an enterprise level, supporting an organization's immediate and future regulatory, legal, risk, environmental and operational requirements.
IGSG	Information Governance Steering Group	The Information Governance Steering Group is a standing committee accountable to the Audit and Governance Committee. Its purpose is to support and drive the broader information governance agenda and provide the Board with the assurance that effective information governance best practice mechanisms are in place within the organisation.

Abbreviation	Term	Definition
IPC	In-patient	A patient who lives in hospital while under treatment.
ICP	Integrated Care Pathway	An integrated care pathway (or ICP) is a person-centred and evidence-based framework. It tells multidisciplinary and multi-agency care providers, people using services, and their carers what should be expected at any point along the journey of care.
	Integration of care	Promoting joint working between the health service, and social care and support to improve experiences and outcomes for people.
ICU	Intensive Care Unit	Also known as an intensive therapy unit or intensive treatment unit (ITU) or critical care unit (CCU), is a special department of a hospital or health care facility that provides intensive treatment medicine.
IST	Intensive Support Team	The Intensive Support team (IST) consists of clinical psychologists, speech and language therapists, a consultant psychiatrist, a behaviour nurse therapist and behaviour support workers who provide specialist assessment and intensive support for individuals, families, supporters and specialist providers.
	Intermediate Care	Short term care plan (usually up to six weeks) by a multi-disciplinary team, provided in patients' own homes or a place of care, aimed at preventing hospital admissions or helping with early hospital discharge.
IAT	Intra Arterial Therapy	Intra-arterial therapy (IAT) for acute ischemic stroke refers to endovascular catheter-based approaches to achieve recanalization using mechanical clot disruption, locally injected thrombolytic agents or both.
JSNA	Joint Strategic Needs Assessment	A JSNA describes the future health, care and wellbeing needs of local populations and the strategic direction of service delivery to meet those needs. JSNAs are developed jointly between the Council and the CCG – providing a framework for health and social care to work in partnership to identify the needs of the population they serve and to work together in commissioning services to meet those needs. The JSNA is a key part of the commissioning cycle and informs the CCG's commissioning intentions. There is a JSNA for each local authority area.
KPIs	Key Performance Indicators	These are set out in contracts with our providers and help us to monitor their performance. Examples of KPIs include length of stay in hospital for a particular treatment or how satisfied patients are with the care they receive.
LD	Learning Disabilities	A learning disability is a reduced intellectual ability and difficulty with everyday activities – for example household tasks, socialising or managing money – which affects someone for their whole life.

Abbreviation	Term	Definition
LeDeR	Learning Disability Mortality Review Programme	The Learning Disabilities Mortality Review (LeDeR) Programme aims to make improvements to the lives of people with learning disabilities. It clarifies any potentially modifiable factors associated with a person's death, and works to ensure that these are not repeated elsewhere.
LYPFT	Leeds and York Partnership NHS Foundation Trust	Leeds and York Partnership NHS Foundation Trust (LYPFT) provides specialist mental health and learning disability services to people in Leeds. We also provide specialist inpatient Child and Adolescent Mental Health Service (CAMHS) and Low Secure Forensic Service in York which serve the regional population. Our specialist services accept national referrals.
LTHT	Leeds Teaching Hospital Foundation Trust	Leeds Teaching Hospitals NHS Trust is one of the largest teaching hospitals in Europe, a regional and national centre for specialist treatment, a world renowned biomedical research facility, a leading clinical trials research unit and also the local hospital for the Leeds community.
	Lipids and Lipid Lowering Drugs	Lipids is the description for types of fats, including cholesterol which are naturally produced in the human body. Lipid-lowering drugs help to lower cholesterol levels as high levels can be bad for health.
	Local Authority	Local Authorities are democratically elected local bodies with responsibility for a range of functions as set out in local government legislation. They have a duty to promote the economic, social and environmental wellbeing of their geographical area. This is done individually and in partnership with other agencies, by commissioning and providing a wide range of local services.
LES	Local Enhanced Services	These schemes were agreed by PCTs, now commissioned by CCGs, in response to local needs and priorities, sometimes adopting national service specifications.
LMC	Local Medical Committee	LMCs are 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.
	Local Modification	A modification to a National Price where provision of a service by the provider at the national price would be uneconomic, as approved by Monitor in accordance with the National Tariff.

Abbreviation	Term	Definition
LPC	Local Pharmaceutical Committee	Local Pharmaceutical Committees (LPCs) represent all NHS pharmacy contractors in a defined locality. LPCs are recognised by local NHS Primary Care Organisations and are consulted on local matters affecting pharmacy contractors.
	Local Price	The price agreed by the Co-ordinating Commissioner and the Provider for a health care service for which no national price is specified by the National Tariff.
LQR	Local Quality Requirements	Local quality requirements set by the Department of Health which establish minimum standards for out-of-hours GP services specific for that area.
LSCB	Local Safeguarding Children Board	A Local Safeguarding Children Board (LSCB) is a multi-agency body set up in every local authority. Each LSCB has an independent Chair, that is, someone who doesn't work for social services. They coordinate what is done by everyone on the LSCB to safeguard and promote the welfare of children in the area.
LSMS	Local Security Management Specialists (LSMS)	To provide professional skills and expertise to tackle security management issues across a range of proactive and reactive action.
	Local Variation	A variation to a National Price agreed by the Co-ordinating Commissioner and the Provider in accordance with the National Tariff.
LCF	Locality Commissioning Forum	A forum that enables GP practices and other primary care professionals to become more involved in commissioning decisions and gives GPs greater freedoms and flexibilities to tailor services to the needs of their local community. Locality Commissioning Forums also form part of the decision making process and constitution of the CCG's Council of Members.
LTC	Long term condition	A long term condition is something that is controlled by medication and/or other therapies, including self-care and changes to lifestyle. This definition covers lots of different conditions such as diabetes, asthma, multiple sclerosis and pain.
LAC	Looked After Children	A child is looked after by a local authority if a court has granted a care order to place a child in care, or a council's children's services department has cared for the child for more than 24 hours.
LRTI	Lower Respiratory Tract Infection	Lower respiratory tract infection (LRTI), while often used as a synonym for pneumonia, can also be applied to other types of infection including lung abscess and acute bronchitis. Symptoms include shortness of breath, weakness, fever, coughing and fatigue.

Abbreviation	Term	Definition
MRI	Magnetic Resonance Imaging	Magnetic resonance imaging (MRI) is a test that uses a magnetic field and pulses of radio wave energy to make pictures of organs and structures inside the body. In many cases, MRI gives different information about structures in the body than can be seen with an X-ray, ultrasound, or computed tomography (CT) scan.
MMR	Measles, Mumps, Rubella	MMR stands for measles, mumps and rubella. These are three different diseases which are caused by three different viruses. The vaccines given to immunise against measles, mumps and rubella (MMR) are all combined into one injection - the MMR vaccine.
MAS	Memory Assessment Service	The memory assessment and services pathway provides an assessment and ACI (acetyl-cholinesterase inhibitor) monitoring service for clients with possible dementia and those with a diagnosis who have been commenced on ACI therapy.
MH	Mental Health	Mental health is a level of psychological well-being, or an absence of mental illness. It is the "psychological state of someone who is functioning at a satisfactory level of emotional and behavioural adjustment". From the perspective of positive psychology or holism, mental health may include an individual's ability to enjoy life, and create a balance between life activities and efforts to achieve psychological resilience.
MH	Mental Health Services	Services that provide treatment for individuals with mental health difficulties such as depression, dementia and eating disorders.
MRSA	Methicillin Resistant Staphylococcus Aureus	MRSA is a type of bacteria that's resistant to a number of widely used antibiotics. This means MRSA infections can be more difficult to treat than other bacterial infections. The full name of MRSA is methicillin-resistant Staphylococcus aureus. You may have heard it called a "superbug".
MSSA	Methicillin Sensitive Staphylococcus Aureus	Methicillin-sensitive Staphylococcus aureus, or MSSA, is a skin infection that is not resistant to certain antibiotics.
MCI	Mild Cognitive Impairment	Mild cognitive impairment (MCI) causes a slight but noticeable and measurable decline in cognitive abilities, including memory and thinking skills. A person with MCI is at an increased risk of developing Alzheimer's or another dementia.
	Minor Ailments	Illnesses that can be treated at home or with advice from a pharmacist e.g. colds, rashes and stomach upsets.
	Minor Injuries	Examples are cuts, bruises, scalds and suspected closed limb fractures. The role of a minor injury unit or service would be to provide treatment for such minor injuries.
MIU	Minor Injuries Unit	A service to provide treatment for minor injuries.

Abbreviation	Term	Definition
MSA	Mixed Sex Accommodation	<p>The NHS Operating Framework for 2012-2013 confirmed that all providers of NHS funded care are expected to eliminate mixed-sex accommodation, except where it is in the overall best interest of the patient. From 1 December 2010, the collection of monthly Mixed-Sex Accommodation (MSA) breaches was introduced. NHS organisations submit data on the number of occurrences of unjustified mixing in relation to sleeping accommodation. The collection enables the analysis and publication of consistently defined data to allow patients and members of the public to understand the extent to which MSA is occurring at individual organisations.</p>
	Model of Care	<p>A set of guidelines and principles for an entire health and/or social care service or services within one or more organisation. Care models help to improve patient care by:</p> <ul style="list-style-type: none"> • defining responsibility and authority for individuals working within the service/s • providing continuity of care • supporting individual care pathways. <p>There are many types of models of care, for example, patient-focused, primary care, family-centred and chronic.</p>
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	Monitor	The independent regulator of health care provision in England.
MCP	Multi Speciality Community Provider	<p>A new care model outlined in the NHS five year forward view, GPs practices come together in networks or federations and collaborate with other health and social care professionals to provide more integrated services outside of hospitals. This might include GPs working with some specialists currently working in acute hospitals, as well as nurses, community health services and social workers.</p>
MDT	Multi-disciplinary Team	<p>A multidisciplinary 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.</p>

Abbreviation	Term	Definition
MSA	Multiple system atrophy	A rare neurological disorder that impairs your body's involuntary (autonomic) functions, including blood pressure, heart rate, bladder function and digestion.
MSK	Musculo-Skeletal Service	Musculoskeletal disorders (often abbreviated to MSK or MSD) are defined as conditions which affect the muscles and skeleton of the body. It also includes tendons, ligaments, joints, the nervous and other systems (e.g. circulation, nerves and brain).
NHAIS	National Health Applications and Infrastructure Services ('Exeter' System)	The NHAIS system contains a wealth of secure information used by a range of bodies and professionals within the NHS. Open Exeter gives health authorities the power to grant access to this information to authorised NHS users.
NICE	National Institute for Health and Care Excellence	NICE sets standards for quality healthcare and produces guidance on medicines, treatments and procedures.
	National Price	The national price for a health care service specified by the National Tariff
NQR	National Quality Requirements	From 1 January 2005, all providers of out-of-hours services have been required to comply with the national quality requirements set by the Department of Health which establish minimum standards for all out-of-hours GP services.
NRLS	National Reporting and Learning System	The National Reporting and Learning System (NRLS) is a central database of patient safety incident reports.
	National Tariff	The national tariff in respect of each HRG as published by Monitor for each Contract Year.
	Neurological	Relating to the branch of medicine which deals with the nervous system and its diseases.
	Never Events	"Never events" are very serious, largely preventable patient safety incidents that should not occur if the relevant preventative measures have been put in place.
	NHS 111	The NHS111 telephone service is open 24 hours a day 365 days a year. It is for people who require healthcare treatment or advice and don't know where to go. Following an initial assessment, trained call handlers advise people on the services available to them locally at any given time, book appointments, or arrange for more urgent action, such as arranging for an ambulance to be sent out if necessary.
	NHS Constitution	The Constitution sets out rights to which patients, public and staff are entitled, and pledges which the NHS is committed to achieve.
	NHS Digital	Formerly the Health and Social Care Information Centre. It is the national provider of information, data and IT systems for commissioners, analysts and clinicians in health and social care.

Abbreviation	Term	Definition
ERYCCG	NHS East Riding of Yorkshire CCG	A GP-led organisation, with an annual budget of around £365 million, responsible for planning and buying (commissioning) hospital, mental health and community health care services for the people living in the East Riding of Yorkshire area. Covering an extensive rural area of approximately 1,000 square miles, the practices are grouped into five locality commissioning groups. These are Beverley and Driffield, Bridlington, Goole, Howdenshire and West Wolds, Haltemprice and Holderness.
NHSE	NHS England	An executive non-departmental public body of the Department of Health. NHS England oversees the budget, planning, delivery and day-to-day operation of the NHS in England as set out in the Health and Social Care Act 2012.
NHSI	NHS Improvement	NHS Improvement is responsible for overseeing foundation trusts and NHS trusts, as well as independent providers that provide NHS-funded care. We offer the support these providers need to give patients consistently safe, high quality, compassionate care within local health systems that are financially sustainable. By holding providers to account and, where necessary, intervening, we help the NHS to meet its short-term challenges and secure its future.
SRCCG	NHS Scarborough & Ryedale Clinical Commissioning Group	NHS Scarborough & Ryedale CCG is an NHS organisation that commissions (plans and buys) healthcare services for the residents of Scarborough and Ryedale. CCGs were established under the government's Health and Social Care Act 2012 and replaced Primary Care Trusts (PCTs). NHS Scarborough & Ryedale CCG is made up of all the GP practices in the local area and is led by a Governing Body.
	NHS Trust	NHS organisations that provide hospital based services, community and mental health care services and ambulance services. Also known as providers.
	Non-elective care	Non elective care is admitted patient care activity which takes place in a hospital setting where the admission was as an emergency/non-elective.
NYH	North Yorkshire & Humber	Yorkshire and the Humber is one of nine official regions of England at the first level of NUTS for statistical purposes. It comprises most of Yorkshire (South Yorkshire, West Yorkshire, the East Riding of Yorkshire including Hull, the shire county of North Yorkshire and the City of York), North Lincolnshire and North East Lincolnshire. It does not include Middlesbrough or Redcar and Cleveland (which are in the ceremonial county of North Yorkshire but not in the shire county).
	Nursing Homes	Residential establishments which provide the same care as in a care home but which also have registered nurses who can provide care for more complex health needs.

Abbreviation	Term	Definition
OT	Occupational Therapist	An occupational therapist (OT) assesses and treats patients with a physical, mental, or cognitive disorder to develop, recover, or maintain their daily living and work skills. They can also provide special equipment to help people manage tasks they could not otherwise manage on their own eg. bathing chairs and walking sticks.
	Occupational Therapy	Treatment of physical and psychological conditions through specific activities to help people reach their maximum level of function and independence in all aspects of daily life. Special equipment to help people manage tasks they could not otherwise manage on their own eg. bathing chairs and walking sticks is also supplied.
ONS	Office for National Statistics	The UK's largest independent producer of official statistics and the recognised national statistical institute of the UK.
OPEL	Operational Pressures Escalation Levels	Framework system implemented by NHSE to provide a consistent approach in times of pressure.
OD	Organisational Development	Organisational Development is a planned, systematic approach to improving organisational effectiveness – one that aligns strategy, people and processes. To achieve the desired goals of high performance and competitive advantage, organisations are often in the midst of significant change.
	Orthopaedics	Branch of medical science dealing with health problems and diseases affecting the skeleton.
OOA	Out of Area	Used to denote when patients receive medical treatment outside of their own CCGs area. IE. Whilst on holiday or visiting family/friends.
OOH	Out of Hours	Medical cover provided outside normal working hours.
	Out of Hours Service	Medical cover provided outside the normal working hours of community health care professionals, usually from 6pm-8am Monday – Friday and 24 hours during weekends and Bank Holidays.
	Outpatient	When you go to a hospital for diagnosis or treatment but do not stay any nights there.
OSC	Overview and Scrutiny Committee	Local authority committee
	Palliative Care	Supportive service for those who are living with disease that is not curable e.g. cancer or multiple sclerosis. The difference between palliative care and end of life care is that someone receiving palliative care may have an incurable condition but will live for many years whereas end of life care is only provided to someone who terminally ill and in the last few weeks of their life.

Abbreviation	Term	Definition
	Parity of esteem	Valuing mental health equally with physical health. Having access to Services which enable both mental and physical wellbeing to be maintained and ensuring that services assess and treat mental health disorders or conditions on a par with physical health illnesses.
PCU	Partnership Commissioning Unit	Established across the four North Yorkshire Clinical Commissioning Groups (CCGs) to manage a number of specialist commissioning areas. The PCU is hosted by Scarborough and Ryedale CCG on behalf of the four North Yorkshire CCGs, and is legally part of that CCG. The PCU covers the following specialist areas: Continuing Health Care, Children, young people and maternity, Vulnerable Adults (Learning Disabilities and Mental Health, Adult Safeguarding).
PALS	Patient Advice and Liaison Service	The Patient Advice and Liaison Service (PALS) offers confidential advice, support and information on health-related matters. They provide a point of contact for patients, their families and their carers.
PPG	Patient Participation Group	A group of patients who are interested in health and healthcare issues, and who want to get involved with and support the running of their local GP practice. Most PPGs include members of practice staff that meet regularly to discuss services and facilities offered by the practice to its patients.
PROMS	Patient Reported Outcome Measures	Patient Reported Outcome Measures (PROMs) assess the quality of care delivered to NHS patients from the patient perspective. Currently covering four clinical procedures, PROMs calculate the health gains after surgical treatment using pre- and post-operative surveys. The four procedures are: hip replacements.
PTS	Patient Transport Services	This is transport for patients who are unable to use public or other transport due to their medical condition and are attending hospital for Outpatient Clinics, being admitted or discharged from hospital wards or need lifesaving treatments such as Chemotherapy or Renal Dialysis.
PbR	Payment by Results	The payment system relying on national tariffs for certain HRGs.
PHB	Personal health budgets	Personal health budgets are the allocation of NHS funding which patients/service users, after an assessment, are able to personally control and use for the services they choose to support their health needs.
	Person-centred care	Person-centred care is about ensuring the patient/client is at the centre of care and support services. This means that individual wishes and needs, life circumstances and health choices will be taken into account when planning care.

Abbreviation	Term	Definition
	Physiotherapy	Treatment involving the use of physical treatments such as exercise, heat and massage for rehabilitation and to aid recovery.
	Place Based Approach	A place-based approach targets an entire community and aims to address issues that exist at the neighbourhood level, such as poor housing, social isolation, poor or fragmented service provision that leads to gaps or duplication of effort, and limited economic opportunities. By using a community engagement approach to address complex problems, a place-based approach seeks to make families and communities more engaged, connected and resilient.
	Planned care	Care that is planned for a patient after visiting their GP, e.g. elective care such as hip replacement surgery and hospital consultant care for a long term condition such as diabetes.
	Primary care	Primary care includes services provided by GP practices, dental practices, community pharmacies and high street optometrists (opticians). Most primary care services are commissioned by NHS England. The CCG is not involved in the commissioning of these services.
PCMD	Primary Care Mortality Database	The Primary Care Mortality Database (PCMD) holds mortality data as provided at the time of registration of the death along with additional GP details, geographical indexing and coroner details where applicable.
PCT	Primary Care Trust	Primary care trusts were part of the National Health Service in England from 2001 to 2013 and have been replaced by CCGs.
	Procurement	The process of specifying and buying goods or services. Procurement involves the evaluation of bids, and negotiation of contracts with health and social care service providers.
PEC	Productive Elective Care (CCG Transformation Programme Area)	Working in collaboration with local acute providers we will develop a range of initiatives aimed at increasing productivity for elective care
PMO	Project Management Office	A project management office, abbreviated to PMO, is a group or department within a business, agency or enterprise that defines and maintains standards for project management within the organization. The PMO strives to standardize and introduce economies of repetition in the execution of projects.

Abbreviation	Term	Definition
	Providers/Service Providers	A provider or service provider includes anyone who is commissioned to supply a health or social care service. GPs are primary care providers. Social care providers include social workers and home support workers. Hospitals are classed as Acute care providers or Secondary care providers.
PPE	Public and Patient Engagement	
PHE	Public Health England	Public Health England (PHE) is an executive agency of the Department of Health in the United Kingdom that began operating on 1 April 2013. Its formation came as a result of reorganisation of the National Health Service (NHS) in England outlined in the Health and Social Care Act 2012.
	Public Sector	An umbrella term which includes all government-funded organisations and functions that affect or are likely to affect the public or a section of the public, e.g. the NHS.
QPIC	Quality and Performance Improvement Committee	
QARC	Quality Assurance Reference Centre	The Quality Assurance Reference Centre (QARC) within the Public Health Agency is responsible for supporting the commissioning and QA of the breast, cervical and bowel cancer screening programmes. Each screening programme is led by a Consultant in Public Health Medicine/QA Director. Support staff within the QARC team include a programme manager, QA coordinator, data support officers and administrative staff.
	Quality Premium	The Quality Premium is intended to reward clinical commissioning groups for improvements in the quality of the services that they commission and for associated improvements in health outcomes and reducing inequalities.
QIPP	Quality, Innovation, Productivity and Prevention	A national, regional and local level programme designed to support clinical teams and NHS organisations to improve the quality of care they deliver while making efficiency savings that can be reinvested into the NHS.
	Rapid Response	A response to an urgent but not emergency situation, usually within 2 to 6 hours.
	Rehabilitation and Reablement	A programme of patient therapy, often involving physiotherapy and occupational therapy, designed to restore independence and reduce the effects of a permanent or temporary disability caused through injury or illness.
RSS	Referral Support Service	A local service which is hosted by NHS Vale of York Clinical Commissioning Group. The aim of the RSS is to get patient's to see the right person, at the right time, in the right place.
RTT	Referral to Treatment	Referral to Treatment Standards concerning time periods patients may wait from the time they are referred to the start of their treatment for Consultant-led Services.

Abbreviation	Term	Definition
RAP	Remedial Action Plan	A plan to rectify a performance failure under the Contract, specifying milestones for performance to be rectified and timescales within which those milestones must be achieved
RMA	Remedial Action Plan	A plan to rectify a performance failure under the Contract, specifying milestones for performance to be rectified and timescales within which those milestones must be achieved.
	Risk Stratification	A process used in the NHS to identify people that may particularly benefit from proactive health care or preventative treatment. For example, a GP practice may scan their patient records looking at things such as existing health conditions of all of their registered patients to identify the people that may benefit from a service targeted at supporting those with a long term condition.
RCA	Root Cause Analysis	Root cause analysis (RCA) is a method of problem solving used for identifying the root causes of faults or problems.
	Safeguarding	To protect people's health, wellbeing and human rights, and enabling them to live free from harm, abuse and neglect. It's fundamental to high-quality health and social care.
SGH	Scarborough General Hospital	Scarborough General Hospital is an NHS district general hospital in Scarborough, North Yorkshire, England. It is run by the York Teaching Hospital NHS Foundation Trust.
	Screening Tests	Tests to spot health conditions so that they can be treated at an early stage of development leading to a greater chance of full recovery. For example, a mammogram or cervical smear to spot types of cancer.
	Secondary care	Secondary care is the service provided by medical specialists, either in a community health centre or an acute hospital. These services are provided by specialists for example, cardiologists, urologists and dermatologists and patients are referred to these specialists by their GP
SUS	Secondary Uses Service	An electronic system via which acute providers submit monthly activity data to commissioners

Abbreviation	Term	Definition
	Self-care/ self-management	Self care covers a spectrum of individual behaviour change to stay as healthy as possible. At the moderate end, self care is about healthy individuals understanding the benefits of e.g. a good diet/exercise and the health risks of smoking and choosing to make healthy choices to stay well. At the more complex end of the spectrum it is about people with one or more long term conditions who have a personalised care plan that helps them to have a clear understanding of the benefits described above as well as an understanding of how they can best manage their medical conditions to stay as well as possible. By helping people to get the right services and understand choices available to meet all of their needs, not just the medical ones, a personal care plan can also improve an individual's independence and quality of life.
SLT	Senior Leadership Team	
SMT	Senior Management Team	
SSNAP	Sentinel Stroke National Audit Programme	The Sentinel Stroke National Audit Programme (SSNAP) is the single source of stroke data in England, Wales and Northern Ireland. There are three main components of SSNAP, the clinical audit, acute organisational audit, and post-acute organisational audit.
SIs	Serious Incidents	A serious incident requiring investigation is defined by the NPSA in the National Framework for Reporting and Learning from Serious Incidents Requiring Investigation as an incident that occurred in relation to NHS-funded services and care.
SDIP	Service Development and Improvement Plan	An agreed plan setting out improvements to be made by the Provider to the Services and/or Services Environment (which may comprise or include any Remedial Action Plan agreed in relation to a Previous Contract).
SLA	Service Level Agreement	Is a contract between a service provider (either internal or external) and the end user that defines the level of service expected from the service provider. SLAs are output-based in that their purpose is specifically to define what the customer will receive.
SCR AI	Shared / Summary Care Record Additional Information	Patients can choose to add 'additional information' to their Summary Care Records. This will include significant medical history and details about immunisations, your information and / or communication needs and your personal preferences. This only happens if both the patient and their GP agree to do this – patients should discuss their wishes with their GP practice.

Abbreviation	Term	Definition
SCR	Shared/ Summary Care Record	Records are kept in all the places that care is received. Usually information within your records can only be shared by letter, email, fax or phone. At times, this can slow down treatment and sometimes make it hard to access information. Shared/ Summary Care Records are being introduced to improve the safety and quality of patient care. Because the Summary Care Record is an electronic record, it will give healthcare staff faster, easier access to essential information about you, and help to give you safe treatment during an emergency or when your GP surgery is closed.
	Single Point of Contact	This is a local single point of contact for patients, GPs, ambulance services, voluntary sector etc. to access a range of health/social care services. Patient care is triaged and co-ordinated from a central point by local team covering a geographical area.
	Social Care Services	If you, or someone you know, has additional needs because of a physical or mental illness, a disability or old age, they may be entitled to help from social care services.
SEND	Special Educational Needs and Disabilities	Children and young people with special educational needs (SEN) all have learning difficulties or disabilities that make it harder for them to learn than most children and young people of the same age. These children and young people may need extra or different help to others.
SPN	Special Patient Notes	Special patient notes (SPNs) provided by in-hours general practitioners (GPs) to out-of-hours GPs improve the care of patients who have long-term conditions.
	Specialist Services	Advice, guidance and assessment provided by professionals with particular expertise, e.g. a diabetes consultant.
	Speech & Language Therapist	A professional therapist who diagnoses and treats acquired or developmental communication (speech) disorders.
SLCN	Speech Language and Communication	SLCN is the umbrella term most commonly used to describe these difficulties. It stands for Speech, Language and Communication Needs. Children with SLCN may have difficulty with only one speech, language or communication skill, or with several.
	Stakeholder	A stakeholder can be an individual, a local group or organisation, a local politician – anyone with an interest in local community developments, e.g., the healthcare plans of the CCG. Stakeholders are involved in partnership working and are sought out for views on future developments.

Abbreviation	Term	Definition
SCN	Strategic Clinical Network	Strategic Clinical Networks work in partnership with commissioners (including local government), supporting their decision making and strategic planning, by working across the boundaries of commissioner, provider and voluntary organisations as a vehicle for improvement for patients, carers and the public.
SHA	Strategic Health Authority	The regional bodies overseeing commissioners and providers (non-FTs) before their abolition in 2013.
	Stroke	A stroke is a serious, life-threatening medical condition that occurs when the blood supply to part of the brain is cut off due to a clot or a burst blood vessel. The sooner a person receives treatment for a stroke, the less damage is likely to happen. Rehabilitation is vital after a stroke for recovery or partial recovery. The risk of having a stroke can be significantly reduced through a healthy lifestyle, such as eating a healthy diet, taking regular exercise, drinking alcohol in moderation and not smoking.
SHMI	Summary Hospital Level Mortality Indicator	The Summary Hospital-level Mortality Indicator (SHMI) reports on mortality at trust level across the NHS in England using a standard and transparent methodology. It is produced and published quarterly as a National Statistic by NHS Digital. The SHMI is the ratio between the actual number of patients who die following hospitalisation at the trust and the number that would be expected to die on the basis of average England figures, given the characteristics of the patients treated there.
SVP	Supporting Vulnerable People	One of the CCG's Transformation Programme Area
STF	Sustainability and Transformation Fund	The sustainability and transformation fund will support financial balance and the delivery of the 5 Year forward View, and also enable new investment in key priorities.
STP	Sustainability and Transformation Plan	The purpose of Sustainability and Transformation Plans (STPs) is to help ensure health and social care services in England are built around the needs of local populations.
SRG	System Resilience Group	These are groups which are being established in June 2014 to plan the capacity (amount of care and treatment) required to be delivered for the local population by the local acute hospital throughout the year. These groups will plan capacity in both unplanned (emergency or non-elective) care and planned (elective) care. The SRG will have membership from local CCGs who commission services from the local acute hospital as well as the local acute hospital itself. These groups will report back to both Monitor and NHS England, the monitoring bodies for Foundation Trusts (the acute hospital) and the CCGs.

Abbreviation	Term	Definition
	SystemOne	Clinical IT System used by GP Practices within SRCCG excluding Eastfield Medical Centre who use EMIS.
TEWV	Tees, Esk and Wear Valleys NHS Foundation Trust	TEWV provides a range of mental health, learning disability and eating disorders services around County Durham, the Tees Valley, Scarborough, Whitby, Ryedale, Harrogate, Hambleton, Richmondshire and the Vale of York.
	Telecare	Telecare supports patients who are at risk of crises and hospital admission. Patients use a hand-held electronic unit to monitor vital signs like blood pressure, weight, pulse rate and blood oxygen. These allow community nursing staff to remotely monitor on a daily basis and intervene with additional support when necessary.
TUPE	Transfer of Undertakings (Protection of Employment) Regulations	The TUPE Regulations preserve employees' terms and conditions when a business or undertaking, or part of one, is transferred to a new employer. Any provision of any agreement (whether a contract of employment or not) is void so far as it would exclude or limit the rights granted under the Regulations.
	Transformation Programme Area	The areas of work which the CCG is working on to support the Ambition for Health Programme and the Sustainability Transformation Plan
TCPCS	Transforming Community & Primary Care Services (CCG Transformation Programme Area)	One of the CCG's Transformation Programme Area
T&O	Trauma & Orthopaedics	Trauma and orthopaedics is an area of surgery concerned with injuries and conditions that affect the musculoskeletal system (the bones, joints, ligaments, tendons, muscles and nerves).
TDA	Trust Development Authority	The NHS Trust Development Authority is here to provide support, oversight and governance for all NHS Trusts on their journey to delivering what patients want; high quality services today, secure for tomorrow.
UASC	Unaccompanied Asylum Seeking Children	Children who are outside their country of origin to seek asylum in the United Kingdom, are separated from parents and relatives, and are not in the care of someone who is responsible for doing so.
	Urgent (Unplanned) Care	The care needed to treat an unexpected condition that needs immediate medical treatment as an outpatient in a hospital, clinic or a health centre. An urgent condition is not life-threatening, but may cause serious medical problems if not treated quickly.

Abbreviation	Term	Definition
UECN	Urgent and Emergency Care Networks	Under this new care model outlined in the NHS five year forward view, the urgent and emergency care system will be simplified to provide better integration between A&E departments and other services that provide and support urgent treatments. Changes include the development of hospital networks with access to specialist centres, new partnership options for smaller hospitals and greater use of pharmacists and out-of-hours GP services.
UCC	Urgent Care Centre	Urgent care centres offer an alternative to the emergency department (A&E) for a range of minor injuries and urgent medical problems. It is a walk-in NHS service for patients whose condition is urgent enough that they cannot wait for the next GP appointment (usually within 48 hours) but who do not need emergency treatment at the emergency department (A&E). It is staffed by a GP working alongside emergency nurses.
UM	Utilisation Management	Utilization management (UM) is defined by the Institute of Medicine (IOM) Committee on Utilization Management by Third Parties (1989) as "a set of techniques used by or on behalf of purchasers of health care benefits to manage health care costs by influencing patient care decision-making through case-by-case assessments of the appropriateness of care prior to its provision."
VoY CCG	Vale of York Clinical Commissioning Group	NHS organisation led by clinicians who understand the needs of the community and the impact that local services have on patients' health. Serving a population of more than 351,000 patients in York, Selby, Tadcaster, Easingwold and Pocklington people from and the surrounding towns, villages and rural areas.
VFM	Value for Money	Is the term used to assess whether or not an organisation has obtained the maximum benefit from the goods and services it acquires and/or provides within the resources available to it.
	Virtual Consultations	Use of technology such as video-conferencing for doctor-patient consultations.
	Voluntary Sector	An umbrella term for the full range of organisations which are non-governmental and interested in furthering social, environmental or cultural benefits, rather than to make a profit. Includes registered charities and other non-profit organisations e.g. associations, self-help groups and community groups. Also known as the third sector.

Abbreviation	Term	Definition
	Wellbeing	Wellbeing covers a range of factors that affect overall happiness and quality of life. Factors include where you live (housing), how much money you have to live on (economic) and how you keep yourself usefully busy through voluntary or paid work (occupation). Individual wellbeing can be affected through choice (e.g. getting ill due to smoking) and lack of choice (e.g. not being able to afford good quality housing). Social and council services help with many aspects of wellbeing. Poor health and poor wellbeing are closely related so health and social care services often work closely together.
	White Paper	Documents produced by the Government setting out details of future policy on a particular subject.
YTD	Year to Date	Refers to the period beginning the first day of the current calendar or fiscal year up to the current date. YTD information is useful for analysing business trends or comparing performance data, and the acronym often modifies concepts such as investment returns, earnings and net pay.
YFT	York Teaching Hospital Foundation Trust	York Teaching Hospital NHS Foundation Trust provides a comprehensive range of acute hospital and specialist healthcare services for approximately 800,000 people living in and around York, North Yorkshire, North East Yorkshire and Ryedale - an area covering 3,400 square miles. In April 2011 they took over the management of community-based services in Selby, York, Scarborough, Whitby and Ryedale and in July 2012 acquired Scarborough and North East Yorkshire Healthcare NHS Trust, bringing Scarborough and Bridlington Hospitals into the organisation.
YAS	Yorkshire Ambulance Service	Yorkshire Ambulance Service NHS Trust was formed on 1 July 2006 when the county's three former services merged. It covers almost 6,000 square miles of varied terrain, from isolated moors and dales to urban areas, coastline and inner cities. It employs over 5,000 staff and provides 24-hour emergency and healthcare services to a population of more than five million. Over 1,200 volunteers also make a vital contribution to the service.
YDUC	Yorkshire Doctors Urgent Care	Yorkshire Doctors Urgent Care is part of the Vocare Group UK and provides GP out of hours services at York and Selby Hospital and an integrated urgent care centre at Scarborough Hospital.