



ACRONYM	MEANING
111	The number to dial for advice on the appropriate place to seek medical treatment.
A&E	Accident and Emergency
AC	Audit Commission
ACC	Acute Commissioning Committee
ACCEA	Advisory Committee on Clinical Excellence Awards
Acute Services	Medical, surgical treatment and care provided mainly in hospitals.
ADT	Admission, Discharges and Transfers
Advocacy	Where a person acts as a champion for a patient or carer. An advocate could be one of a range of people including pharmacists, doctors, voluntary workers or the carer themselves.
Agenda for Change (AfC)	Government proposal for reforming the way NHS staff are paid. It aims to reform pay systems to: enable staff to give their best for patients, working in new ways; pay fairly and equitable for work done; simplify and modernise conditions of service.
AHP	Applied Health Professional – Clinical health care professionals other than dentistry nursing and medicine.
AHSN	Academic Health Sciences Network – regional network for NHS and social care providers.
Ambulatory Care	Health services provided on an outpatient basis to those who visit a hospital or another health care facility and depart after treatment on the same day.
AMU	Acute Medical Unit – a short stay department usually less than 48 hours within some hospital that is separate from the emergency department. Acute Medical Units deliver emergency ambulatory care to ensure swift and effective decision making and allow assessment of patients with the aim of preventing prolonged length of stay.
APMS	Alternative Provider Medical Services (a type of Primary Care contract)
AQP	Any Qualified Provider – a qualified provider that meets the criteria of the service specification.
Average Length of Stay	The total number of patient days divided by the number of admissions and discharges during a specified period of time which results in an average number of days, in the hospital for each person admitted.
BAU	Business as Usual
BMA	British Medical Association
BAME	Black Asian Minority Ethnic
BCF	Better Care Fund is money that is used for joint health and social care projects.

Benchmarking	A process whereby organisations identify best performers. In particular, they examine how results are achieved in order to bring their own performance in line with the best.
BPP	Better Payment Practice. The requirement of all health bodies to pay external suppliers within 30 days of receipt of goods, or a valid invoice whichever is the later.
CAB	Clinical Advisory Board
CAMCC	Children & Maternity Commissioning Committee
CAMHS	Children & Adolescent Mental Health Service
CAP	Capability Assessments. During the process of identifying the most capable providers to deliver services for the over 65's, the Commissioners (LA and CCG) have put in place three assessments that will be used to determine the overall capability of the providers (APA) to deliver the contract.
CAT	Computerised Axial Tomographic (scan)
CCG	Clinical Commissioning Group
CCU	Critical Care Unit
CDG	Clinical Design Group
CHAI	Commission for Healthcare Audit & Inspection
CHS	Croydon Community Health Services – Croydon's local provider of acute and community services.
CIP	Cost Improvement Programme
CMHT	Community Mental Health Team
COBIC	Capitated and Outcomes Based Incentivised Contract – The COBIC approach to commissioning allows commissioner to get the best out of their responsibilities handed to them from the NHS reforms, and ensures they best meet their obligation as commissioners. COBIC's are a vehicle to achieve this as they: <ul style="list-style-type: none"> • Concentrate on outcomes • Better reflect public and user values • Properly engage clinicians in service design
Commissioning	Identifying health needs of local people; planning, and purchasing health services which respond to their needs.
Community Matron	A clinical role with responsibility for planning, managing and coordinating the care of people with highly complex needs, living in their own homes and communities.
Community Nurses	School Nurses, Health Visitors, District Nurses, Nursery Nurses and other staff nurses working in the community.
Competency Framework	A competency framework is a specific set of core skills and abilities which have been identified for different levels of staff in order to support roles and responsibilities as well as career progression.
Continuing Care	Continuing care services are provided in hospital, at home, in a care home, in a day hospital or day centre or in a hospice. Services may include fully funded continuing NHS health care in a care home or other settings, rehabilitation and recovery services, palliative care, respite health care, specialist health care support, specialist health care equipment and specialist transport.
CRess	Croydon Referral Support Service – a referral management service whereby referrals are triaged by local GP's to ensure the patient is

	referred to the most appropriate place of care.
CRL	Capital Resource Limit – The limit on capital spend that the CCG is required to meet each year.
CSU	Commissioning Support Unit
CUH	Croydon University Hospital – Croydon’s acute hospital and is part of Croydon Health Services NHS trust (CHS).
CQC	Care Quality Commission
CQRM	Care Quality Review Meeting
CQUIN	Commissioning for Quality and Innovation (Payment Framework)
DAAT	The Croydon drug Alcohol & Action Team (DAAT) was formed to coordinate the work of local agencies on drug misuse. It brings together Croydon Council, the Metropolitan Police and Probation Service.
DH	Department of Health
DNR	Do Not Resuscitate
DS	Discharge Summary
DSU	Day Surgery Unit
DTC	Diagnosis and Treatment Care
E Book	A service that allows patients and their GP to choose the date, time and hospital for their initial referral and book it on line.
ECI	Effective Commissioning Initiatives
ED	Emergency Department – part of the hospital concerned with the immediate treatment of patients who have had an accident and require medical or surgical emergency care.
EDN	Electronic Discharge Notification
EIA	Equality Impact Assessment
Elective Treatment	Care and treatments that are planned in advance
Emergency Admission	A patient admitted, unplanned, on the same day that admission is requested.
End to End Pathway	A pathway which focuses on defining the complete care path from start to finish for patients.
ENT	Ear Nose & Throat
EPP	Expert Patient Panel
EPR	Electronic Patient Record
Evidence based practice or evidence based medicine	Concerns the development of clinical practice guideline which are based on a thorough review of all the available research in a given area.
FBC	Full Business Case
FFT	Friend and Family Test
FOIA	Freedom of Information Act
Foundation Trusts	NHS Foundation Trusts are a type of NHS Hospital tailored to the needs of local population and run by managers, staff and members of the public. The Health and Social Care Act 2003 established NHS foundation trusts as independent public benefit corporation, modelled on cooperative and mutual traditions.
Front End	A term that refers to the initial stages of a process.
GBAF	Governing Body Assurance Framework
GMC	General Medical Council
GMS	General Medical Service. Personal medical services provided by

	general medical practitioners for example: giving appropriate health promotion advice, offering consultations and physical examinations, offering appropriate examinations and immunisations.
GP	General Practitioner
GPC	(BMA) General Practitioner Committee
GP Led Health Centre	A GP led service which will offer residents more choices.
GPhC	General Pharmaceutical Council
GPS	Government Procurement Services
H&WBB	Health & Wellbeing Board. A forum for local commissioners across the NHS, public health and social care, elected representatives, and representatives of HealthWatch to discuss how to work together, to improve the health and wellbeing outcomes of the people in their areas.
Health Inequalities	For example the gap in health status and access to health services between different groups, social classes and ethnic groups and between populations in different geographical areas.
HNA	Health Needs Assessment. The process of exploring the relationship between health problems in a community and the resources available to address those problems in order to achieve a desired outcome.
Health Promotion	Giving people and communities the resources and information they need to make choices about their health (e.g. measures to help people to give up smoking, eating more healthily, adopt healthier lifestyle etc.) and to make their environments better.
Health Visiting Service	Including community nurses and nursery nurses to provide a health promotion and prevention and support service to families with children under the age of 5 years.
HealthWatch	Health Watch England is the national consumer champion in health and care. It has significant statutory powers to ensure the voice of the consumer is strengthened and heard by those who commission, deliver and regulate health and care services.
HSMR	Hospital Standard Mortality Rate
IAPT	Improving Access to Psychological Therapies – a programme which supports the frontline NHS in implementing National Institute for Health and Clinical Excellence (NICE) guidelines for people suffering from depression and anxiety disorders.
ICAS	Independent Complaints Advocacy Service
ICC	Integrated Care Committee
ICP	Integrated Care Pathway
ICU	Intensive Care Unit
IMCA	Independent Mental Capacity Advocate
Indicator	A statistic or market has been chosen to monitor health or service activity. For example the number of women attending for breast cancer screening or the number of deaths from coronary heart disease in a defined population.
Information Governance	The NHS framework for setting standards of practice that enables organisations and individuals to ensure information is processed legally, securely, efficiently and effectively.

Integrated Governance	Integrated Governance is the means by which we pull together all the competing pressures on Governing Bodies and their supporting structures, to enable good governance (Integrated Governance Handbook, 2006).
ISOP	Integrated Strategic Operating Plan – the CCG plan for the next 5 years.
ITT	Invitation to Tender
ITU	Intensive Therapy Unit – a specialised department in a hospital that provided intensive care medicine.
JHWS	Joint Health & Wellbeing Strategy
JSNA	Joint Strategic Needs Assessment. The requirement for Joint Strategic Needs Assessment, created in Local Government and Public Involvement in Health Act, will lead to stronger partnerships between communities, local government, and the NHS, providing a firm foundation for commissioning that improves health and social care provision and reduces inequalities.
Kings Fund	The King’s Fund is an independent charitable foundation working for better health, especially in London.
KPI	Key Performance Indicator
LAS	Local Ambulance Service
Learning Disabilities	A disorder in the basic cognitive and psychological processes involved in using language or performing mathematical calculations, affecting a person of normal intelligence and not the result of emotional disturbance or impairment of sight or hearing.
LDP	Local Delivery Plan
Length of Stay	The period of time a patient remains in a hospital or other health care facility as an inpatient.
Letter of Intent	Letter drafted by the provider alliance that sets out their willingness to work together and the principles of how they will work together.
LHB	Local Health Board
Life Expectancy	The theoretical time an average person born today would live if he or she had the same rate of death at each age as people who are alive at the moment.
LMC	Local Medical Committee
LOC	Local Ophthalmology Committee
LSP	Local strategic Partnerships (LSPs) are non-statutory, multi-agency partnerships which matches local authority boundaries. LSPs bring together at a local level the different parts of the public, private, community and voluntary sectors; allowing different initiatives and services to support one another so that they can work together more effectively.
LPF	Lead Provider Framework – to make the procurement process as efficient as possible, and to minimise the cost and burden on the system, NHS England has co developed with Lead Provider Framework (LPF) for commissioning support services with CCGs to ensure that commissioners are able to source as quickly as possible a range of excellent and affordable services from quality assured providers, who are committed to providing volume based discounts.
LTC	Long Term Conditions. A disease, condition or health problem which persists over a long period of time. The illness may recur frequently

	and in some cases may lead to partial or permanent disabilities. Examples include arthritis, diabetes and hypertension.
Low birth weight	A baby born weighing less than 2,500 grams
LPC	Local Pharmaceutical Committee
MAU	Medical Admission/Assessment Unit
MCP	Most Capable Provider process. The process that the Commissioners (Local Authority and CCG) are adopting to identify, and assess the capability of providers to deliver the contract for over 65's.
MDT	Multi-disciplinary team
MHRA	Medicines and Healthcare Product Regulatory Agency
MIU	Minor Injury Unit – A unit for less serious injuries, such as deep cuts, eye injuries, broken bones, severe sprains, minor head injuries, minor burns and scalds.
MOI	Memorandum of Information – a document setting out the first capability assessment and introducing the principles of the outcomes base contract for over 65's.
Model of Care	An overarching design for the provision of a particular type of healthcare service that is shaped by theoretical basis, evidence based practice and defined standards which broadly define the way health services are delivered.
Mortality	Mortality is death. On a death certificate in England and Wales a death is defined by primary and underlying cause.
Morbidity	Illness or disease
MOU	Memorandum of Understanding – a document signed by all providers within the APA to describe how they will work together including governance.
MRC	Medical Research Council
MRI	Magnetic Resonance Imaging
NAG	National Advisory Group
NAO	National Audit Office – an organisation which scrutinises public spending on behalf of Parliament.
NCVO	National Council for Voluntary Organisations
NED	Non-Executive Director
Needs Assessment	Early and essential stage in the development of the HIMP aimed at assessing the health needs of a community.
NHS	National Health Service
NHSBT	NHS Blood and Transplant
NHSCB	NHS Commissioning Board
NHSCC	NHS Clinical Commissioners
NHSLA	NHS Litigation Authority – a special health authority responsible for handling negligence claims made against NHS bodies in England. In addition to dealing with claims when they arise, they have an active risk management programme.
NHST	NHS Trust were set up in 1991 under the NHS reforms to provide hospital and community services. Trusts are self-governing bodies with their own board of directors and with freedom to organise their affairs. This is subject only to the legal framework within which they work and to the contracts they have negotiated with purchasers.

NICE	National Institute of Clinical Excellence
NICU	Neonatal Intensive Care Unit – a hospital unit containing a variety of sophisticated devices and specialist equipment for the management and care of premature and seriously ill new borns.
NIHR	National Institute of Health Research
NSF	National Service Framework established a set of minimum national standards for clinical quality and access to services for the major care and disease groups. Their aim is to improve performance and reduce local variations in care standards.
OBC	Outcomes Based Commissioning. The majority of services are commissioned on a payment by activity basis. It is proposed that services for over 65's will be paid depending on the achievement of specific outcomes which have been defined by the people of Croydon.
Obesity	Description of an individual with a Body Mass index of equal to or greater than 30kg/m ²
OBS	Outline Business Case
OF	Outcomes Framework – set of domains, outcomes and indicators developed to the public, CCG and LA. The APA will be required to deliver services that meet these.
ONS	Office for National Statistics
OP	Outpatient
OSC	Overview and Scrutiny Committee
OT	Occupational Therapist
Outcomes	The result of health intervention or treatment.
Out of Hospital Care	Services that are provided in GP practice or clinic settings that give treatment to patients without them having to go into hospital.
OOH	Out of Hours – patient services provided by GPs outside of normal surgery hours.
PACS	Primary & Acute Care Systems
Palliative Care	An approach that improves the quality of life of patients and their families facing the problems associated with life threatening illness, including physical, psychosocial and spiritual issues.
The Patient Advice and Liaison Service (PALS)	Provides patients, carers and their families with confidential advice and support to those requiring information or advice on NHS Clinical Commissioning Group services. All information provided by PALS is treated confidentially and no action will be taken without the agreement of the patient or person concerned. PALS are accessible by phone, email, fax or letter.
Patient Group Direction (PGD)	A written instruction for the sale, supply and/or administration of named medicines in an identified clinical situation. It applies to groups of patients who may not be individually identified before presenting for treatment.
Payment by Results (PbR)	A funding system for care provided to the NHS patients in England which will pay hospitals on the basis of the work they do adjusted for case mix. It will do this by paying a nationally set price or tariff for similar groups of patients (HRGs) based on the national average cost of treating patients within a group.
PBC	Practised Based Commissioning

PCIS	Primary Care Information Service
PDR	Personal Development Review
PFI	Private Finance Initiative
PH	Public Health – concern with improving the health of the population rather than treating the diseases of individual patients.
PIAG	Patient Information Advisory Group
PID	Project Initiation Document
PIG	Policy Implementation Guide
PMO	Programme Management Office
PMS	Personal Medical Services entail local service contracts, negotiated between the provider and primary care trusts.
PPC	Prescription Pre Payment Certificate
PPE	Patient and Public Engagement
PPEI	Patient and Public Engagement & Involvement
PPG	Patient Participation Group
PPI	Patient & Patient Involvement
Primary Care	The front line of the NHS is officially called primary care. The initial contact many people have when they develop a health problem is with a member of the primary care team, usually their GP. Many other health professionals work as part of this frontline – nurses, health visitors, dentists, opticians, pharmacists and a range of specialist therapists.
Privacy Impact Assessment	A process which helps assess privacy risks to individuals in the collection, use and disclosure of information. PIAs help identify privacy risks, foresee problems and bring forward solutions.
PROM	Patient Reported Outcome Measure
PSIs	Practitioners with Specialist Interest
PTL	Patient Tracking List
QA	Quality Assurance
QC	Quality Committee
QIPP	Quality, Innovation, Productivity and Prevention – QIPP is a large scale transformational programme for the NHS, involving all NHS staff, clinicians, patients and the voluntary sector and will improve the quality of care.
QOF	Quality Outcome Framework (Assessor Validation Reports)
RCA	Root Cause Analysis
RCGP	Royal College of General Practitioners
RTT	Referral to Treatment
SARS	Severe Acute Respiratory Syndrome
SAP	Single Accountable Provider – with the APA there needs to be a single provider organisation with which the Commissioners (LA & CCG) can hold the contract for over 65 services.
SAU	Surgical Admission Unit
SCR	Summary Care Record
Screening	Screening tests detect problems that have not yet caused symptoms. Screening may identify risk factors, genetic predisposition and precursors or early evidence of disease.

SEAU	Surgical Emergency Assessment Unit
Secondary Care	Collective term for services to which a patient is referred and receives a consultant opinion. Usually this refers to NHS hospitals offering specialised medical services and care.
Self-Care	Health decisions that people make for themselves and their families to get and stay physically and mentally fit.
Sexually Transmitted Infection (STI)	Those that can be transferred from one person to another through sexual contact.
SI	Serious Incident
Skill Mix	The mixture of skill levels of individual members of staff that are available to perform particular tasks.
SLA	Service Level Agreement
SLAM	South London & Maudsley Hospital Trust
Smoking Cessation	A nationwide NHS strategy to help people who want to stop smoking.
Social Services	Personal care services provided by local authorities for vulnerable people including those with special needs because of old age, physical or mental disability and children in need of care and protection.
SPA	Single Point of Access
Specialist Service	A service which is designed to deliver specialist care within a particular field of medicine or surgery.
Stakeholders	The NHS has a wide range of stakeholders that all share an interest in its work, including patients and the public, local and regional NHS organisations Local Authorities and social care providers, charities and the voluntary and community sector.
TACs	Transforming Adult Community Services
TDA	NHS Trust Development Authority
Telehealth	The delivery of health related services and information via telecommunications technologies.
Terminal Care	Care for patient and their family at the end of life.
Termination of Pregnancy (TOP)	Foetal death due to induced abortion.
Trauma	Serious or violent shock to the body, as from violence or an accident.
TSCL	Transforming Services Changing Lives
TST	Transforming Services Together
UCC	Urgent Care Centre – a service which provides care for urgent but not life threatening treatment.
UCWG	Urgent Care Working Group
Undetermined Injury	Intentional self-harm and injury of undetermined intent – excluding cases where a verdict is pending.
UoR	Use of Resources – a review undertaken by External Audit on how well CCGs are managing and using their resources to deliver value for money and better and sustainable outcomes for local people.
VCS	Voluntary & Community Services

Virtual Ward	Need 'Virtual Ward'. A term used to describe how Community Nursing services are aligned in a multi-disciplinary team approach, to deliver proactive case management to patients with a long term condition, and to manage patients in their home with acute exacerbation.
Waiting Time	The time which elapses between the request by a GP for an appointment and the attendance of the patient at the outpatient department or of receiving treatment. It does not include the time people are suspended from the list or time lost by people being put back on the list after being deleted from it.
Walk in Centres	NHS Walk in Centres offer fast and convenient access to a range of NHS services, including health formation, advice and treatment for a range of minor illnesses (cough, colds, infections) and minor injuries (strains, sprains, cuts).
Wards (Electoral)	An area within a local authority for electoral purposes. Croydon has 24 wards.
WTE	Whole Time Equivalent – a way to measure a workers involvement in a project. A WTE of 1 relates to an individual working full time in an area and 0.5 would equate to 50% of time on a project

