

**/GLOSSARY**

As of 30 January 2002

TERM	EXPLANATION
accountability	responsibility, in the sense of being called to account for something.
action plan	an agreed plan of action and timetable that makes improvements to services, following a clinical governance review.
acute <i>care/ trust/hospital</i>	short term (as opposed to chronic, which means long term). <i>Acute care</i> refers to medical and surgical treatment involving doctors and other medical staff in a hospital setting. <i>Acute hospital</i> refers to a hospital that provides surgery, investigations, operations, serious and other treatments, usually in a hospital setting.
analgesia	medicines prescribed to reduce pain
analgesic ladder	the escalation and reduction of analgesia
anticipatory prescribing	to prescribe a drug or other remedy in advance
appraisal	an assessment or estimate of the worth, value or quality of a person or service or thing.
Association of Chief Police Officers	An association whose members hold the rank of Chief Constable, deputy Chief Constable or Assistant Chief Constable or their equivalents. They assist in setting the policing agenda by providing professional opinion on key issues identified to the Government, appropriate organisations and individuals.
audit, clinical audit	an examination of records to check their accuracy. Often used to describe an examination of financial accounts in a business.  In clinical audit those involved in providing services assess the quality of care. Results of a process or intervention are assessed, compared with a preexisting standard, changed where necessary, and then reassessed.
Barthel score	a validated tool used to measure

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	physical disability
baseline assessment	a look at what is currently happening, usually with a view to making a change or improvement.
British Medical Association (BMA)	a professional association of doctors and a trade union that represents doctors' interests and promotes medical research and education.
carers	people who look after their relatives and friends on an unpaid, voluntary basis often in place of paid care workers.
casemix	the variety and range of different types of patients treated by a given health professional or team.
catheterisation	use of a catheter
CHI	see Commission for Health Improvement
clinical	any treatment provided by a healthcare professional. This will include, doctors, nurses, AHPs etc. Non clinical relates to management, administration, catering, portering etc.
clinical assistants	A role in which duties include day to day medical management of the patients, writing up of initial case notes and to ensure follow up notes are kept up to date and reviewed regularly and to take part in <i>ward rounds</i> .
clinical governance	refers to the quality of health care offered within an organisation. The Department of Health document <i>A First Class Service</i> defines clinical governance as "a framework through which NHS organisations are accountable for continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which excellence in clinical care will flourish." It's about making sure that health services have systems in place to provide patients with high standards of care.
clinical governance review	a review of the policies, systems and processes used by an organisation to deliver high quality health care to patients. The review looks at the way these policies work in practice (a health check for a health organisation).

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clinical oncologist	a doctor who specialises in the treatment of cancer patients, particularly through the use of <i>radiotherapy</i> , but who may also use <i>chemotherapy</i> .
clinical risk management	understanding the various levels of risk attached to each form of treatment and systematically taking steps to ensure that the risks are minimised.
clinician/clinical ff	a fully trained health professional - doctor, nurse, therapist, technician etc.
clinical negligence scheme for trusts (CNST)	an 'insurance' scheme for assessing a trust's arrangements to minimise clinical risk which can offset costs of insurance against claims of negligence. Successfully gaining CNST 'standards' (to level one, two, three) reduces the premium that the trust must pay.
collaborative rehabilitation	several different organisations and individuals working together to plan a patient's rehabilitation. This often includes the GP, the hospital, social services and the voluntary sector.
Commission for Health Improvement (CHI)	independent national body (covering England and Wales) to support and oversee the quality of clinical governance in NHS clinical services.
community care	health and social care provided by health care professionals, usually outside hospital and often in the patient's own homes.
Community Health Council (CHC)	a statutory body sometimes referred to as the patients' friend. CHCs represent the public interest in the NHS and have a statutory right to be consulted on health service changes in their area.
consent	permission, from a patient or sometimes a patient's nearest relative, to allow a health treatment or investigation to happen.
consultant	a fully trained specialist in a branch of medicine who accepts total responsibility for specialist patient care. (For training posts in medicine see specialist registrar, senior house

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	officer and preregistration house officer.)
continence management	The practice of promoting or sustaining the ability to control urination and defecation
controlled drugs	drugs whose use is restricted (by an act of law). They can only be given in certain circumstances and by certain groups of health professionals.
defibrillator	a piece of equipment which sends an electric current through the heart to restore the heart beat.
diamorphine	technical name for heroin
discharge planning	a thorough assessment of the needs of the patient when they leave hospital and return to their home, or another place. It often includes joint work between the hospital and social services to plan how patients can leave hospital as soon as possible to continue their rehabilitation in the community.
do not attempt resuscitation (DNAR) or do not resuscitate (DNR)	an instruction, which says that if a patient's health suddenly deteriorates to near death, no special measures will be taken to revive their heart. This instruction should be agreed between the patient and doctor or if a patient is not conscious, then with their closest relative.
finished consultant episode (FCE)	a period of continuous consultant treatment under a specific consultant. If a patient is transferred from one consultant to another it will be counted as two FCEs.
formulary	a list of preferred medicinal drugs which are routinely available in a hospital or GP surgery.
general practitioner (GP)	a family doctor, usually patients' first point of contact with the health service.
geriatrician	a doctor who specialises in diagnosis and treatment of diseases affecting older people.
health authority (HA)	statutory NHS body responsible for assessing the health needs of the local

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	population, commissioning health services to meet those needs and working with other organisations to build healthy local communities.
health community or health economy	all organisations with an interest in health in one area including the community health councils, and voluntary and statutory organisations.
Health Service Ombudsman	<p>investigates complaints about failures in NHS hospitals or community health services, about care and treatment, and about local NHS family doctor, dental, pharmacy or optical services.</p> <p>Anyone may refer a complaint but normally only if a full investigation through the NHS complaints system has been carried out first.</p>
Improving Working Lives	a Department of Health initiative launched in 1999. It includes standards for developing modern employment services, putting in place work/life balance schemes and involving and developing staff.
incident reporting system	a system which requires clinical staff to report all matters relating to patient care where there has been a special problem.
incidents	something which has happened that is out of the ordinary which may be harmful to patients.
independent review panel	the panel of people chosen to run the review (see independent review)
intranet	an organisation's own internal internet which is usually private.
investigation - by CHI	an in depth examination of an organisation where a serious problem has been identified.
Investors in People	a national quality standard which sets a level of good practice for improving an organisation's performance through its people.
lay member	a person from outside the NHS who brings an independent voice to CHI's work.

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Level four PCT	brings together commissioning of secondary care services and primary care development with the provision of community health services. They are able to commission and provide services, run community health services, employ the necessary staff, and own property.
local medical committee (LMC)	a group of local GPs, elected by the entire local GP population who meet with the health authority to help plan resources and inform decisions.
locum	a temporary practitioner who stands in for the permanent one.
locum consultant	A temporary specialist physician who stands in for a permanent one
medical	the branches of medicine concerned with treatment through careful use of drugs as opposed to (surgical) operations.
medical director	the term usually used for a doctor at trust board level (a statutory post) responsible for all issues relating to doctors and medical and surgical issues throughout the trust.
midazolam	A water soluble drug that is used as a minor tranquilliser
multidisciplinary meetings	Meetings involving people from different professional backgrounds
Multidisciplinary, multiprofessional team	a group of people who are from different professional backgrounds concerned with the treatment and care of patients, who meet regularly to discuss patient treatment and care.
National Service Framework (NSF)	guidelines for the health service from the Department of Health on how to manage and treat specific conditions, or specific groups of patients e.g. Coronary Heart Disease NSF, Mental Health NSF. Their implementation across the NHS is monitored by CHI.
neuroleptic medicines	Used to quieten disturbed patients
neurology	a branch of medicine concerned with medical treatment of disorders of the nervous system.
NHS regional office	offices responsible for the strategic

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	management of the NHS and monitor the performance of health authorities, trusts and primary care trusts in England. They are part of the Department of Health and the people who work there are civil servants. There are eight regional offices of the NHS executive in England.
NHS trust	a self governing body in the NHS, which provides health care services. They employ a full range of health care professionals including doctors, nurses, dieticians, physiotherapists etc. Acute trust -provides medical and surgical services usually in hospital. Community trust - provides local health services, usually in the community, eg district nurses, chiropodists etc. Combined trust - community and acute trust services under one management.
non executive directors	a director of a commercial company who is not a full-time employee of the company
nursing director or chief nurse or chief nursing officer	the term usually used for a nurse at trust board level responsible for the professional lead on all issues relating to nurses and nursing throughout the trust.
occupational therapist	a trained professional (an allied health professional) who works with patients to assess and develop daily living skills and social skills.
ombudsman	see national health service ombudsman above.
opiates	A preparation of opium
opiate analgesia	A preparation of opium that soothes, deadens or induces sleep
pain management	a particular type of treatment that concentrates on managing a patient's pain - rather than seeking to cure their underlying condition - and complements their treatment plan. Pain management is often done as an outpatient service to help people at home.
palliative	A term applied to the treatment of incurable diseases, in which the aim is to mitigate the sufferings of the patient, not to effect a cure

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palliative care	care for people with chronic or life threatening conditions from which they will not recover. It concentrates on symptom control and family support to help people have as much independence and quality of life as is possible.
patient advice and liaison service (PALS)	a new service proposed in the July 2000 NHS plan due to be in place by 2002, that will offer patients an avenue to seek advice or complain about their hospital care.
patient centred care	a system of care or treatment is organised around the needs of the patient.
patient involvement	the amount of participation that a patient (or patients) can have in their care or treatment. It is often used to describe how patients can change, or have a say in the way that a service is provided or planned.
primary care	family health services provided by GPs, dentists, pharmacists, opticians, and others such as community nurses, physiotherapists and some social workers.
primary care groups (PCG)	groups of GPs, nurses and other health professionals working together to improve the health of local people, develop primary and community services and to contract secondary care. Primary care groups are formally constituted subcommittees of the health authority.
primary care trust (PCT)	New organisations that are evolving from primary care groups. They will have the same functions as primary care groups but will also commission some secondary health care services for their population and directly provide some community health services. They will be able to provide care usually available from general practitioners and their teams.
protocol	a policy or strategy which defines appropriate action.
psychiatrist	a doctor who specialises in the diagnosis and treatment of mental health problems.



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regional office	see NHS regional office above.
rehabilitation	the treatment of residual illness or disability which includes a whole range of exercise and therapies with the aim of increasing a patient's independence.
resuscitation	a range of procedures used when someone has suddenly become seriously ill in a way that threatens their life.
rheumatology	the branch of medicine concerned with treatment of disorders of the joints, bones and muscles.
risk assessment	an examination of the risks associated with a particular service or procedure.
risk management	understanding the various risks involved and systematically taking steps to ensure that the risks are minimized.
Royal College of Nursing (RCN)	the world's largest professional union of nurses. Run by nurses, it campaigns on the part of the profession, provides higher education and promotes research, quality and practice development through the RCN institute.
sensory disabilities	people who have problems hearing, seeing, smelling or with touch.
specialist	a clinician most able to progress a patient's diagnosis and treatment or to refer a patient when appropriate.
speech and language therapist	Professionally trained person who assists, diagnoses and treats the whole spectrum of acquired or developmental communication disorders
staff grade doctor	A role in which duties include the day to day medical care of patients, communicating with relatives
stakeholders	a range of people and organisations that are affected by, or have an interest in, the services offered by an organisation. In the case of hospital trusts, it includes patients, carers, staff, unions, voluntary organisations, community health councils, social services, health authorities, GPs, primary care groups and trusts in England, local health groups in Wales.

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statutory/statute	refers to legislation passed by Parliament.
strategic health authority	organisations that will replace health authorities and some functions of Department of Health regional offices in 2002. Unlike current health authorities, they will not be involved in commissioning services from the NHS. Instead they will performance manage PCTs and NHS trusts and lead strategic developments in the NHS. Full details of the planned changes are in the Department of Health document, <i>Shifting the Balance of Power</i> , July 2001.
strategy	a long term plan for success.
subcutaneous combined administration	an injection of more than one drug beneath the skins surface
swallowing assessments	the technique to access the ability of the patient to swallow safely
syringe drivers	A device that gives a subcutaneous infusion, which can provide good control of symptoms with little discomfort or inconvenience for the patient
terminal care	care given in the last weeks of life.
terms of reference	the rules by which a committee or group does its work.
trust board	a group of about 12 people who are responsible for major strategy and policy decisions in each NHS trust. Typically comprises a lay chairman, five lay members, the trust chief executive and directors.
Unison	Britain's biggest trade union. Members are people working in the public services
waiting lists	the number of people waiting for a planned procedure at an acute or community hospital.
ward rounds	
Wessex palliative care guidelines	
whistle blowing	the act of informing a designated person in an organisation that patients are at risk (in the eyes of the person blowing the whistle). This also includes systems

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	and processes that indirectly affect patient care.
whistle blowing policy	a plan of action for a person to inform on someone or to put a stop to something