

Glossary

Acute

Services (usually in-patient) which treat patients for a certain condition for a short time.

Approved Mental Health Professional

Someone who has had specific training in the legal aspects of mental health assessment and treatment. AMPHs are approved by their local authority social services department to organise and carry out assessments under the Mental Health Act 1983 (MHA).

Approved Social Workers (ASWs)

Social workers specifically approved and appointed under Section 114 of the Mental Health Act 1983 by a local social services authority 'for the purposes of discharging the functions conferred upon them by this Act'. One of the most important is to carry out assessments under the Act and to function as applicant in cases where compulsory admission is deemed necessary. Before being appointed, social workers must undertake post-qualifying training approved by the Central Council for Education and Training in Social Work (CCETSW).

Caldicott Guardian

Each NHS organisation has a nominated 'Caldicott Guardian' responsible for ensuring the Trust complies with the Caldicott principles. These aim to ensure the protection of patient's right to privacy, dignity and confidentiality.

CAMHS

Used as shorthand to describe Child and Adolescent Mental Health Services. There are four different levels of services for children and adolescents with mental health problems - these are described as Tiers 1, 2, 3 or 4.

Care pathway

Patient's journey through primary care, specialist and community services to discharge/continuing care.

Care plan

A plan for your care over the next few weeks or months. It should be written down and you should have a copy. If you think it is wrong, or something is missing, you can ask for it to be changed.

Care Quality Commission

The CQC is the independent regulator of health and social care in England. It regulates care provided by the NHS, local authorities, private companies and voluntary organisations. It aims to make sure better care is provided for everyone - in hospitals, care homes and people's own homes. It also seeks to protect the interests of people whose rights are restricted under the Mental Health Act.

Caseload

A volume or list of patient referrals belonging to a healthcare professional.

Carers

Relatives or friends who voluntarily look after individuals who are sick, disabled, vulnerable or frail.

CCG

Clinical Commissioning Groups are groups of General Practices that work together to plan and design local health services in England. They do this by 'commissioning' or buying health and care services.

C-Diff

Clostridium Difficile - a type of bacterial infection that can affect the digestive system.

Choose and Book

Enabling patients to book appointments at point of referral with a choice of time and date

Clinical governance

How we make sure we carry out treatments safely and effectively and encourage a culture of excellence in our staff to continuously improve quality of care.

Clinical trial

A research study to answer specific questions about new therapies or new ways of using known treatments. Clinical trials are used to determine whether new drugs or treatments are both safe and effective.

Clinician

A term which is used to describe someone who provides care and treatment to patients, such as a nurse, psychiatrist or psychologist.

Commissioning

Identifying health needs of local people, planning and purchasing health services which respond to their needs. Primary Care Trusts are responsible for deciding what services their local residents need from the NHS and buy these services with public money from the most appropriate providers.

Community care

A network of services provided by the NHS, social services and volunteers designed to keep people independent, and to support elderly people or people with mental health problems or learning disabilities who might previously have been in hospital.

Community mental health team

Multi-disciplinary team offering specialist assessment, treatment and care to people in their own homes and the community.

Community Psychiatric Nurse (CPN)

A nurse who has been trained to help people with mental health problems and who works in the community, instead of in a hospital.

Co-morbidity

The simultaneous presence of two or more disorders, often refers to combination of severe mental illness, substance misuse, learning disability and personality disorder. The term dual diagnosis or complex needs may also be used.

Complementary therapies

A wide range of treatments which can add something to conventional treatment - eg, Reiki, Indian head massage, aromatherapy, dance and movement etc.

Contacts

Patient contact details or contact times - eg, face-to-face meetings, first assessment. Or details of family or friends who may provide a point of reference in support of patient care.

Corporate governance

The system by which organisations are directed and controlled. The principles of corporate governance are openness, integrity and accountability.

CPD

Continuing Professional Development

CQUIN

Commissioning for Quality and Innovation - a framework aiming to secure improvements in quality of services and better outcomes for patients, whilst also maintaining strong financial management.

DoH

Department of Health

Disengagement

Loss of contact with services by the service user.

DNA

Did not attend. Used to indicate if a person did not attend a scheduled meeting, activity or engagement.

DSD

Delayed Service Discharge - the circumstance when an inpatient who has been judged clinically ready for discharge but who continues to occupy a bed beyond the discharge date - eg, whilst waiting for community care services or services for carers, etc.

Early intervention service

Services offering prompt interventions to young people experiencing their first episode of psychiatric illness. Earlier interventions are associated with better outcomes.

Forensic Service

Specialist health services for offenders with mental health problems.

Foundation Trust status

A new kind of public service organisation. Based on mutual traditions, they are established as 'public benefit corporations' with new freedoms to innovate and forge partnerships in the public interest and governance arrangements designed to help trusts better reflect the needs of the communities they serve.

General Practitioner (GP)

Your local doctor - or family doctor - who will usually be the first person you see if you have a physical illness or emotional problem. They can help you directly but can also refer you on for specialist care or assessment. Many GPs have a community psychiatric nurse, psychiatrist or counsellor who works at the GP surgery.

Health and Social Care (HASC) Scrutiny Committees

Local Authority scrutiny committees made up of councillors and members – responsible for reviewing local services. Specifically health overview and scrutiny committee reviews performance of local health services.

Healthcare Associated Infections

These are infections that occur in a health care setting that were not present before the patient entered the care setting.

Healthcare professional

Generic identification of staff who are qualified to administer mental health or community health care services.

Health and Wellbeing Board - The Health and Social Care Act 2012 established health and wellbeing boards as a forum where key leaders from the health and care system work together to improve the health and wellbeing of their local population and reduce health inequalities. Health and wellbeing board members collaborate to understand their local community's needs, agree priorities and encourage commissioners to work in a more joined-up way. As a result, patients and the public should experience more joined-up services from the NHS and local councils in the future

Health promotion

Giving people and communities the resources and information they need to make choices about their health and to make their environment safer.

Healthcare governance

How we make sure we carry out treatments safely and effectively and encourage a culture of excellence in our staff to continuously improve quality of care

Healthwatch

The aim of Healthwatch is to give people an opportunity to communicate their views about how their health and social care services are delivered.

Home treatment

Home treatment (sometimes called crisis resolution) is a way of helping people at home rather than in hospital. This can help to avoid the stress, anxiety and upheaval

that can happen with a hospital admission. This can include daily or twice daily visits, and help with medication and sorting out practical matters such as accommodation and shopping.

ICT

Information, Communication and Technology.

Improving Access to Psychological Therapy

The Improving Access to Psychological Therapies (IAPT) programme aims to improve access to talking therapies in the NHS by providing more local services and psychological therapists. IAPT services have now been set up across the NHS.

Incidence

The number of people who get a particular illness or suffer a particular disability.

Inpatient

Someone who stays in hospital to receive care and treatment.

Independent sector

Voluntary sector, charitable and private care providers.

Intermediate care

Care provided as an alternative to in-patient carer. Also allows patients to be safely discharged from hospital and complete their recovery at home or other suitable place.

Investor in People (IIP)

Recognition of commitment to training with objectives and personal development plans for all staff.

Looked After Children (LAC)

Looked After Children are provided with somewhere to live by social services for more than 24 hours, as a result of a court order, or after agreement with their parents. Children become 'looked after' when their birth parents are unable to provide ongoing, temporary or permanent, care.

Morbidity

Illness or disability

Monitor

The independent regulator of NHS Foundation Trusts.

MRSA

Methicillin-resistant Staphylococcus Aureus - a type of bacterial infection that is resistant to a number of widely used antibiotics.

Multi-disciplinary team

A team of health and social care staff. It includes professionals such as nurses, doctors, social workers, psychologists and benefits workers. It can also include service users and non-professionals in certain jobs.

Named nurse

The nurse with special responsibility for you when you are in hospital. He/she will work closely with you and your consultant to design your care plan and review its progress. Also known as a primary nurse.

Never event

Never events are serious, largely preventable patient safety incidents that should not occur if the available preventative measures have been implemented.

NHS Trusts

Provide most NHS services.

National Institute for Health and Care Excellence (NICE)

NICE is responsible for promoting clinical excellence and cost-effectiveness and producing and issuing clinical guidelines to ensure that every NHS patient gets fair access to quality treatment.

National Service Frameworks (NSFs)

Bring together the best clinical and cost-effective evidence to determine the best ways of providing particular services. They set national standards and define service models for a specific service or care group, support implementation of the standards and establish timescales for development.

NVQ

National Vocational Qualifications

Patient Advice and Liaison Service (PALS)

Complementary to existing services, the Patient Advice and Liaison Service (PALS) provides service users, their carers and families with help, information and support to resolve concerns quickly and efficiently. Every NHS organisation will have a PALS to support patients and the public.

Payment by Results (PbR)

Payment by Results (PbR) provides a transparent, rules-based system for paying trusts. It will reward efficiency, support patient choice and diversity and encourage activity for sustainable waiting time reductions. Payment will be linked to activity and adjusted for casemix.

Pharmacist

Someone who has expert knowledge of the use of medicines. They work closely with doctors and nurses and advise them on the safe and effective use of drugs. They are responsible for supplying medication and making sure it is available in the right form.

PI

Performance indicator.

Private Finance Initiative (PFI)

A government-led programme to enable the private sector to become involved in the provision of facilities which will then be run by the NHS

Providers and providing

Hospital trusts, GPs, voluntary organisations and sometimes private institutions that provide the health according to contract with the Strategic Health Authority or Primary Care Trust

Psychological therapies

Talking therapies, including psychotherapy, counselling, family therapy and cognitive-behaviour therapy.

R&D

Research and Development

Referral

Patient referrals provided from an external source - eg, doctors' surgery, another Trust or hospital, police, army or other medical service agency.

Secondary care

Health care provided in hospital setting.

Serious incident (SI)

A serious incident is defined by the National Patient Safety Agency (NPSA) as an incident that occurred in relation to NHS-funded services and care resulting in one of the following: unexpected or avoidable death of one or more patients, staff, visitors or members of the public; serious harm to one or more patients, staff, visitors or members of the public; a scenario that prevents or threatens to prevent the Trust's ability to continue to deliver healthcare services; allegations of abuse; adverse media coverage or public concern about the Trust or the wider NHS.

Service user/s

People who need health and social care for their health problems. They may live in their own home, stay in care, or be cared for in hospital.

Seven-day follow up

Follow up (by phone or face-to-face contact) within seven days of discharge from psychiatric inpatient care to help reduce subsequent risk and social exclusion.

SITREP

Situation Report compiled to describe the detail surrounding a situation, event, or incident.

Social care

Personal care for vulnerable people, including people with special needs which stem from their age, physical or mental disability and children who need care and protection.

Social care package

A combination of services put together to meet a person's needs as part of a care plan arising from an assessment or review.

Stakeholder

All parties within and interest in the organisation, services, etc.

Talking therapy / treatment

A general term for treatments which involve talking in individual or group sessions with a trained mental health professional.

Tertiary care

Specialist care, usually for less common illnesses.

Voluntary Sector

See Independent Sector above

Ward manager

The senior nurse in charge of running a hospital ward.

Wait

Waiting times endured by a patient for a service to be provided or allocated.

White Paper

Government document which outlines the way policy and services will operate in the future.

WTE

Whole-time equivalent - measure of NHS staff resourcing or allocation