

## SECTION 5

### **Glossary of Terms & Abbreviations**

#### **Business Case**

A document explaining a project, why it should be done and how much it will cost.

#### **Clinical Commissioning Group**

A group led by GPs that will be responsible for how NHS funding in their community will be spent.

#### **Commissioning**

A means of getting best value for the local population through translating aspirations and need, by documenting service requirements and then buying those services.

#### **Commissioning Cycle**

A series of activities required to commission (see above).

#### **Engagement**

Developing and sustaining a working relationship with the local community in order to help understand and act on the needs or issues that arise.

#### **Health and Well Being Board**

A forum for local representatives from the NHS, public health and social care, councillors, and HealthWatch (see below) to discuss how to work together to improve the health and wellbeing outcomes of the people in their area.

#### **HealthWatch**

This will be an independent consumer champion for the public - locally and nationally - to promote better outcomes in health and social care.

#### **Joint Strategic Needs Assessment (JSNA)**

A process that identifies current and future health and well-being needs, which informs service planning.

#### **Lay Representative**

A member of the public who is not employed by any of the local health-related organisations.

#### **NHS Constitution**

A document that sets out the statutory rights and pledges for the public.

#### **Overview and Scrutiny Committee**

Responsible for monitoring and regulating key service integration. Health organisation's are required to consult with the Committee with respect to any proposed and significant changes to the pattern or location of local services.

#### **PALS (Patient Advice and Liaison Service)**

Offers confidential advice, support and information on health-related matters to patients, their families and their carers.

**Patient Engagement Continuum**

A way of identifying a number of ways of engaging with the public.

**Patient Experience and Engagement Commissioning Cycle**

A way to identify at what points to work with public/patients and stakeholders in the commissioning process

**Patient Reference Group**

Group organised within a GP practice to ensure that patients are involved in decisions about the range and quality of services provided by the practice.

**Public & Patient Engagement Steering Group**

A group to oversee and monitor engagement, develop, implement and review progress on the PPE strategy. Also to be available to provide guidance to CCG commissioners ensuring PPE is embedded in all commissioning activities.

**Personalisation**

A new way of thinking about care and support services. This means starting with the person as an individual with strengths, preferences and aspirations. The individual drives the process of identifying his or her own needs and aspirations, making choices about how and when to seek support.

**Soft intelligence**

Non-scientific, often unsubstantiated reports and accounts based on personal observations and experiences rather than independent and/or factual accounts.

**Specification**

A document describing the requirements of a particular service.

**Stakeholder**

A person, group, or organisation who affects or can be affected by an organisation's actions

## Abbreviations

<b>AAP</b>	Area Action Partnership
<b>AOP</b>	Annual Operating Plan
<b>CBT</b>	Cognitive Behaviour Therapy
<b>CHD</b>	Coronary Heart Disease
<b>CDPCT</b>	Co Durham Primary Care Trust
<b>CCG</b>	Clinical Commissioning Group
<b>CCBT</b>	Computerised Cognitive Behavioural Therapy
<b>COPD</b>	Chronic Obstructive Pulmonary Disease
<b>CQC</b>	Care Quality Commission
<b>CVD</b>	Cardiovascular disease
<b>DESMOND</b>	Diabetic Education and self-management for on-going and newly Diagnosed
<b>DES</b>	Direct Enhanced Services
<b>EPP</b>	Expert Patient Programme
<b>GPsi</b>	General Practitioner with special interest
<b>ICT</b>	Intermediate Care Team
<b>INR</b>	International Normalised Ratio
<b>ICO</b>	Integrated Care Organisation
<b>LES</b>	Local Enhanced Services
<b>LIT</b>	Local Implementation Group
<b>LINKS</b>	Local Involvement Networks
<b>LSP</b>	Local Strategic Partnership
<b>MSK</b>	Musculo-skeletal
<b>NHS</b>	National Health Service
<b>OOH</b>	Out of Hours
<b>PALS</b>	Patient Advisory Liaison Service
<b>PBC</b>	Practice Based Commissioning – the buying of services and treatment for patients by your General Practice with a delegated indicative (not physical cash) budget from the PCT/NHS
<b>PPCE</b>	Patient ,Public and Carer Engagement
<b>PPE</b>	Patient and Public Engagement
<b>PCT</b>	Primary Care Trust (now defunct)
<b>PPG</b>	Patient Participation Groups (sometimes known as Forums)
<b>PRG</b>	Patient Reference Group
<b>SHA</b>	Strategic Health Authority
<b>QOF</b>	Quality and Outcomes Framework
<b>QIPP</b>	Quality, Innovation, Prevention and Productivity