

## Glossary of terms

Here you can find an explanation of some of the terms used in our resources. If there are any terms we have used that are not listed here that you would like a definition of please contact us.

**A&E (accident and emergency)** –hospital-based service available 24 hours, seven days a week for urgent medical care and medical and surgical emergencies that are likely to need admission to hospital. This includes severe pneumonia, diabetic coma, bleeding from the gut, complicated fractures that need surgery, and other serious illnesses.

**Acute care** –acute care refers to short-term treatment, usually in a hospital, for patients with any kind of illness or injury.

**Big Ask** – In 2013, The Big Ask research was commissioned by Dorset CCG along with the three local acute hospitals and the community provider. Upward of 25,000 surveys were distributed and over 6,100 local residents and users of NHS services provided their response.

**Clinical Commissioning Group or CCG** –Organisation made up of GPs which is responsible for identifying and securing most NHS health services for a particular area. They replaced Primary Care Trusts (PCTs) in April 2013. Dorset CCG consists of 100 GP practices in Dorset. It is responsible for commissioning services for the whole of Dorset.

**Out of acute hospital care** –care that takes place outside of hospital, in a community setting. This could be a patient's home, GP practice, community hospital or community health centre.

**CAMHS** –child and adolescent mental health services.

**Care pathway** –the spectrum of services for a particular condition or disease. This starts with prevention and includes primary care, diagnosis, and rehabilitation. For example, for maternity, the care pathway can run from pre-conception care, education and advice; antenatal care during pregnancy; labour and delivery; and post-natal care. It could also include mental health services at any point.

**Clinical interdependencies** –some services need to be in the same place, or supported by other services through a network arrangement. For example, an A&E department would normally have to have blood testing and X-ray facilities on site. A cardiothoracic unit –which treats heart and lung disease –would usually need critical/intensive care support in the same place.

**CRG** –Clinical Reference Group.

**Clinical Services Review** –programme of work led by NHS Dorset CCG to analyse the future health needs of the people of Dorset and plan how best to meet them.

**Clinical Working Group** –groups of doctors, nurses, hospital consultants, paramedics and other clinicians, who meet monthly during the Clinical Services Review to develop potential options to improve NHS care in Dorset.

**CQC –Care Quality Commission** –the independent regulator of health and adult social care in England. The CQC makes sure hospitals, care homes, dental and GP surgeries, and all other care services in England provide people with safe, effective, compassionate and high quality care, and encourages these services to make improvements. They do this by inspecting all hospitals, GP practices and care homes in England to make sure they are meeting national standards and share their findings with the public.

**Deficit** –when spending is greater than income.

**Delivery model** –the way a service will be delivered, e.g. a home birth service, a midwife-led unit, and an obstetric unit in a hospital with consultants available 24 hours, seven days a week are all different delivery models for different types of maternity care.

**Elective surgery** –see planned care

**Financial surplus** –when income is greater than spending.

**Foundation Trust (FT)** –NHS Foundation Trusts are non-profit making public sector corporations. They are part of the NHS but have greater freedom to decide their own plans and the way services are run. Foundation Trusts have members and a council of governors. The aim is that eventually all NHS trusts will be Foundation Trusts. All three acute hospitals in Dorset are Foundation Trusts.

**GP locality** –a smaller group of GP practices within the Dorset CCG area. There are 13 localities in Dorset, able to bring more detailed, local knowledge to Dorset CCG.

**GPwSI** –a GP with a special interest.

**Governing Body** –the decision-making group on behalf of the GP Membership of the NHS Dorset Clinical Commissioning Group. Our Governing Body is made up of our 13 Locality Chairpersons, a Governing Body Chairperson, an accountable Chief Officer, an accountable Chief Finance Officer, two Lay Members, a Nurse Lead and a Secondary Care Lead.

**Healthwatch** –these replaced LINKs, the public involvement networks, as part of the restructure of the NHS. Healthwatch Dorset provides information to service users, carers and the public about local health and care services and how to find their way around the system. It represents the views and experiences of service users, carers and the public on health and wellbeing boards (see below). It can also raise any concerns with the national body Healthwatch England, which can in turn recommend that the CQC takes action.

**Hub and spoke model** –a setting for care outside hospital, based on a central community site and serving as a support ‘hub’ to local healthcare teams. The services offered vary

depending on local needs, from bases for multidisciplinary teams to 'one-stop' centres for GP services, diagnostics and outpatient appointments.

**Health and wellbeing board (HWB)** –these were formed as part of the NHS restructure in April 2013. They bring together the local NHS, public health, adult social care and children services to plan how best to meet the needs of local people, and tackle health inequalities. They are hosted by the local authority and members include elected councillors and Healthwatch (see definition above). There are two health and wellbeing boards in Dorset, one covering Bournemouth and Poole, one for the rest of Dorset.

**Health overview and scrutiny committee (HOSC) or health overview and scrutiny panel** –a committee of the relevant local authority, or group of local authorities, made up of local councillors who are responsible for monitoring, and if necessary challenging, health plans. They decide whether consultation is needed, depending on the scale of proposed change, and they also agree some other aspects of consultation, such as the length of the consultation period.

**Inpatient** –a patient who is admitted to a hospital for treatment or an operation.

**Integrated care** – care which is co-ordinated around the patient, making sure all parts of the NHS and social services work more closely and effectively together.

**Intensive care** – these units provide support for patients after complex surgery, or patients needing multiple organ support such as ventilation and dialysis.

**Joint Strategic Needs Assessment** –is a way the local NHS, in partnership with local authorities and other public sector partners, works collaboratively to understand the current and future health and wellbeing needs of its local population and identifies future priorities. They are used to inform the local authorities and the NHS commissioners about the potential health needs of the population. Public Health Dorset are now co-ordinating a single JSNA on behalf of both health and wellbeing boards.

**Long term conditions** – a medical condition that cannot be cured, but can be managed by treatment such as medication and other therapies. Examples include diabetes, heart disease and dementia.

**Major trauma centre** – see trauma.

**Maternity** – relating to pregnancy, childbirth and immediately following childbirth.

**Models of care** – the way care will be delivered, For example, a home birth service, a midwife-led unit, and an obstetric unit in a hospital with consultants available 24 hours, seven days a week are different models of maternity care.

**Multi-disciplinary team (MDT)** – groups of professionals from primary, community, social care and mental health services who work together to plan a patient’s care.

**Neonatal** – medical care of newborn babies.

**Non-elective surgery** – see urgent and emergency care.

**NHS England** – an executive non-departmental public body of the Department of Health. It oversees the budget, planning, delivery and day-to-day operation of the commissioning side of the NHS in England as set out in the Health and Social Care Act 2012. It holds the contracts for primary care services and specialised services.

**NHS Mandate** – a mandate from the Government to NHS England that provides direction and ambitions for the NHS. The Mandate is published every year to make sure it is up-to-date, but it also sets long term ambitions.

**Obstetrics and maternity unit** – where babies are delivered and women with complex pregnancies, such as expectant mothers with diabetes or heart disease, or who are pregnant with triplets, are monitored.

**Outpatient** – a patient who attends an appointment to receive treatment without needing to be admitted to hospital (unlike an inpatient). Outpatient care can be provided by hospitals, GPs and community providers and is often used to follow up after treatment or to assess for further treatment.

**Paediatric services** – healthcare services for babies, children and adolescents.

**Patient (Carer) and Public Engagement Group (PPEG)** –a group of patients, carers and the public, set up to provide input into the Clinical Services Review. It consists of a range of people who use or have contact with health services across Dorset and who between them bring a wide and diverse range of experiences and perspectives to feed into the discussions. In addition, they are able to feedback information and progress on the work of the review to their own networks and are supporting NHS Dorset CCG with its information sharing and gathering around the review.

**Parity of esteem** –As laid out in the NHS Mandate, we value mental health equally with physical health, where everyone who needs it has timely access to services that enable patients to maintain both their mental and physical wellbeing.

**Planned care (also known as elective care or elective surgery)** –a planned operation or medical care. This can be relatively straightforward (hernia repairs, knee replacements), and not require a stay in hospital. Or it may be complex, either because the procedure itself is complex or because the patient has other health problems, and require a stay in hospital while the patient recovers.

**Primary care** –services which are the main or first point of contact for the patient, usually GPs

**Provider** –an individual or an organisation that gives a service in return for payment

**Secondary care** –hospital or specialist care that a patient is referred to by their GP or other primary care provider.

**Specialist care** –hospital or secondary care that a patient is referred to by their GP or other primary care provider.

**Stakeholder** –anyone with an interest in a business. Stakeholders are individuals, groups or organisations that are affected by the activity of the business.

**Third sector** –charitable or voluntary organisations.

**Trauma, as in major trauma centre or trauma centre** – designated centres that treat patients who have complex injuries –either one very serious injury or a number of injuries – which make managing these patients very challenging. They need expert care from a large number of different specialties to give them the best chance of survival and recovery.

**Urgent and emergency care** – surgery or medical treatment that is not planned and which is needed for urgent conditions. Examples include surgery for appendicitis, perforated or obstructed bowel, and gallbladder infections. It is also known as non-elective surgery.

**Whole system** – commissioners and providers in a local area acting as a ‘whole system’ to deliver effective and efficient services across all aspects of health and/or social care.

**WTE –whole time equivalent** - the number of staff required to carry out a particular function assuming that they all work full (whole) time.

**24x7** – 24 hours, seven days a week.



**Dorset**  
**Clinical Commissioning Group**