

## Appendix 3 - Glossary and Abbreviations

Term / Abbreviation	Definition
<b>A&amp;E</b>	Accident and Emergency department (interchangeable with ED)
<b>ACP</b>	Advanced Clinical Practitioner
<b>AI</b>	Artificial Intelligence
<b>ARRS</b>	Additional Roles Reimbursement Scheme
<b>ARF</b>	Accelerating Reform Fund
<b>ARI</b>	Acute Respiratory Infections
<b>ARMS</b>	At Risk Mental State
<b>ASC</b>	Adult Social Care
<b>AT</b>	Assistive Technology
<b>BAU</b>	Business As Usual
<b>BCF</b>	Better Care Fund
<b>BCH</b>	Bridgwater Community Hospital
<b>CAS</b>	Clinical Assessment Service
<b>CCU</b>	Coronary Care Unit
<b>CESR</b>	Certificate of Eligibility for Specialist Registration
<b>CESS</b>	Children's Epilepsy Surgery Service
<b>CETR</b>	Care (Education) and Treatment Review
<b>CFS</b>	Chronic Fatigue Syndrome - ME
<b>CHC</b>	Continuing Health Care
<b>CHSW</b>	Childrens Hospice South West
<b>CLD</b>	Criteria Led Discharge
<b>CLIC</b>	Chard, Ilminster and Langport Primary Care Network
<b>COPD</b>	Chronic Obstructive Pulmonary Disease
<b>COVID</b>	Coronavirus Disease
<b>CPD</b>	Continuous Professional Development
<b>CQC</b>	Care Quality Commission
<b>CT</b>	Computerised Tomography
<b>CVD</b>	Cardiovascular Disease
<b>CYP</b>	Children and Young People
<b>DCC</b>	Direct Clinical Care
<b>DDaT</b>	Digital Data and Technology
<b>DfE</b>	Department for Education
<b>DNA</b>	Did Not Attend
<b>DoLS</b>	Deprivation of Liberty Safeguards

<b>Term / Abbreviation</b>	<b>Definition</b>
<b>ECH</b>	Extra Care Housing
<b>ED</b>	Emergency Department (interchangeable with A&E)
<b>EHCH</b>	Enhanced Health in Care Homes
<b>EHCP's</b>	Education and Health Care Plans
<b>EHR</b>	Electronic Health Record
<b>EIA</b>	Equalities Impact Assessment
<b>ESD</b>	Early Supported Discharge
<b>FCP's</b>	First Contact Practitioners
<b>FNC</b>	Funded Nursing Care
<b>GIRFT</b>	Getting It Right First-Time programme
<b>GP</b>	General Practitioner
<b>HCL</b>	Hybrid Closed Loops
<b>HEAT</b>	Health Equity Assessment Tool
<b>HEE</b>	Health Education England
<b>HEI</b>	Higher Education Institution
<b>HUC</b>	Herts Urgent Care
<b>HVLC</b>	High Volume Low Complexity
<b>ICB</b>	Integrated Care Board
<b>ICS</b>	Integrated Care System
<b>IETS</b>	Initial Education and Training Standards
<b>IHG</b>	Inequalities in Healthcare Group
<b>IMD</b>	Index of Multiple Deprivation
<b>INT</b>	Integrated Neighbourhood Team
<b>IVDU</b>	Intravenous Drug Users
<b>LD</b>	Learning Disability
<b>LDA</b>	Learning Disability and Autism
<b>LoS</b>	Length of Stay
<b>LPS</b>	Liberty Protection Safeguards
<b>LTC</b>	Long Term Conditions
<b>MCA</b>	Mental Capacity Act
<b>MDT</b>	Multi-disciplinary Team
<b>ME</b>	Myalgic Encephalomyelitis also known as Chronic Fatigue Syndrome
<b>MH</b>	Mental Health
<b>MHSDS</b>	Mental Health Services Data Set
<b>MIU</b>	Minor Injury Unit
<b>MPH</b>	Musgrove Park Hospital

<b>Term / Abbreviation</b>	<b>Definition</b>
<b>MRI</b>	Magnetic Resonance Imaging
<b>MSK</b>	Musculoskeletal
<b>NEWS 2</b>	National Early Warning Score
<b>NEWTT</b>	Newborn Early Warning Trigger and Track
<b>NHS</b>	National Health Service
<b>NHSE</b>	NHS England (merged with NHSI 01/07/22)
<b>NICE</b>	National Institute for Health and Care Excellence
<b>OD</b>	Organisational Development
<b>ONS</b>	Office for National Statistics
<b>OOH</b>	Out Of Hours
<b>OT</b>	Occupational Therapist
<b>PA</b>	Programmed Activities
<b>PAU</b>	Paediatric Assessment Unit
<b>PCN</b>	Primary Care Network
<b>PCSP</b>	Personalised Care Support Planning
<b>PHB</b>	Personal Health Budget
<b>PMB</b>	Post Menopausal Bleed
<b>RTT</b>	Referral to Treatment
<b>SASP</b>	Somerset Activity and Sports Partnership
<b>SDEC</b>	Same Day Emergency Care
<b>SDUC</b>	Same Day Urgent Care
<b>SDWS</b>	Somerset Dementia Wellbeing Service
<b>SEND</b>	Special Educational Needs and Disabilities
<b>SFT</b>	Somerset NHS Foundation Trust
<b>SIDeR</b>	Somerset Integrated Digital e-Record
<b>SLT</b>	Speech and Language Therapy/Therapist
<b>SMI</b>	Serious Mental Illness
<b>SPL</b>	Somerset Primary Link
<b>SRO</b>	Senior Responsible Officer
<b>STOC</b>	Somerset Transformation of Outpatient Care
<b>SWASFT</b>	South Western Ambulance Service NHS Foundation Trust
<b>TEP</b>	Treatment Escalation Plan
<b>UCR</b>	Urgent Community Response
<b>UTC</b>	Urgent Treatment Centre
<b>VCFSSE</b>	Voluntary, Community, Faith and Social Enterprise
<b>YDH</b>	Yeovil District Hospital

<b>Key term</b>	<b>Definition/Description</b>
<b>Additional Roles Reimbursement Scheme (ARRS)</b>	The Additional Roles Reimbursement Scheme (ARRS) was introduced in England in 2019 as a key part of the government's manifesto commitment to improve access to general practice. The aim of the scheme is to support the recruitment of 26,000 additional staff into general practice.
<b>Advanced Clinical Practitioner (ACP)</b>	Advanced Clinical Practitioners come from a range of professional backgrounds such as nursing, pharmacy, paramedics and occupational therapy. They are healthcare professionals educated to Master's level and have developed the skills and knowledge to allow them to take on expanded roles and scope of practice caring for patients. (As per Health Education England HEE definition)
<b>Armed Forces Covenant</b>	The Armed forces Covenant is a promise by the Nation that those who serve or have served and their families are treated fairly. The Armed Forces Covenant is a part of the NHS Constitution. In relation to healthcare the Covenant states that the Armed Forces Community should enjoy the same standard of, and access to, healthcare as that received by any other UK citizen in the area they live and that Veterans should receive priority treatment where it relates to a condition that results from their service in the Armed Forces, subject to clinical need.
<b>Artificial Intelligence (AI)</b>	Artificial Intelligence (AI) is the use of a non-human software package to interpret brain imaging, even if the imaging is also subsequently interpreted by a radiologist.
<b>BLISS</b>	Bliss is a UK-based charity for infants. Bliss supports the families of babies in neonatal care and works with health professionals to provide training and improve care for babies.
<b>BRAVE AI</b>	<p>A risk assessment tool that helps health professionals identify individuals who are at risk of going to hospital next year but who may otherwise go under the radar.</p> <p>The tool works by using clever computer algorithms (machine learning AI) to look for patterns in registered patients' records, the technology assesses an individual's risk of unplanned hospital admission in the next year.</p> <p>Those individuals identified can then be invited to take part in a holistic assessment so that local, integrated neighbourhood teams of health and care professionals (nurses, pharmacists, therapists, health coaches, social prescribers, and doctors) can work together to develop a personalised care and support plan, based on what matters to the individual.</p>
<b>Call before you Convey</b>	A single point of access for 111, ambulance, primary care and rapid response referrals to an emergency medicine physician for triage/remote consultation so people can be treated by skilled paramedics at home, or in the most appropriate setting outside hospital whenever it is safe to do so.
<b>Care Quality Commission</b>	Independent regulator of health and social care in England, who make sure health and social care services provide people with safe, effective, compassionate, high-quality care and encourage care services to improve.
<b>Carer</b>	A person (commonly the patient's spouse, a close relative or friend) who provides on-going, unpaid support and personal care at home.
<b>Commissioners</b>	Funding bodies of NHS services.
<b>Continuing Health Care (CHC)</b>	Some people with long-term complex health needs qualify for free social care arranged and funded solely by the NHS. This is known as NHS continuing healthcare which can be provided in a variety of settings outside hospital, such as in your own home or in a care home.

Key term	Definition/Description
<b>Core20Plus5</b>	Core20PLUS5 is a national NHS England approach to inform action to reduce healthcare inequalities at both national and system level. The approach defines a target population – the ‘Core20PLUS’ – and identifies ‘5’ focus clinical areas requiring accelerated improvement.
<b>CT angiogram</b>	Uses a CT (computerised tomography) scanner to produce detailed images of both blood vessels and tissues in various parts of the body.
<b>CT scan</b>	A CT (computerised tomography) scan X-rays the body from many angles.  The X-ray beams are detected by the scanner and analysed by a computer. The computer compiles the images into a picture of the body area being scanned.  These images can be viewed on a monitor or reproduced as photographs.
<b>Direct clinical care (DCC)</b>	Refers to the time a doctor spends on direct patient contact and/or management.  DCC is work directly related to preventing, diagnosing, or treating illness, including emergency work carried out during or arising from on-call work.
<b>Deprivation of Liberty Safeguards (DoLS)</b>	The Deprivation of Liberty Safeguards (DoLS) is the procedure prescribed in law when it is necessary to deprive of their liberty a resident or patient who lacks capacity to consent to their care and treatment in order to keep them safe from harm.
<b>Education and Health Care Plans (EHCP’s)</b>	Where a child requires additional support that goes beyond what a school, college, or nursery can typically deliver from their own budgets or staffing then they may need an Education Health and Care Plan (EHCP).  An EHC plan is a legally binding document outlining a child or teenager’s special educational, health, and social care needs. The document has to list all of the child’s special educational needs, provision to meet each of the needs and that provision has to be specific, detailed, and quantified. The plan names the school/setting which is to provide the provision and the plan is legally enforceable ultimately through Judicial Review.
<b>FOREST</b>	Enhanced Parent Pathway, now known as the FOREST team, which provides a more targeted midwifery and health visiting offer.
<b>Funded Nursing Care (FNC)</b>	NHS-funded nursing care is when the NHS pays for the nursing care component of nursing home fees. The NHS pays a flat rate directly to the care home towards the cost of this nursing care.
<b>Further Faster Programme</b>	The work brings together clinicians and operational teams with the challenge of collectively going 'further and faster' to transform patient pathways and working to reduce unnecessary appointments and improve access and waiting times for patients.
<b>Getting It Right First Time (GIRFT) <sup>1</sup></b>	Getting It Right First Time (GIRFT) is a national programme designed to improve medical care within the NHS by reducing unwarranted variations.  By tackling variations in the way services are delivered across the NHS, and by sharing best practice between trusts, GIRFT identifies changes that will help improve care and patient outcomes, as well as delivering efficiencies such as the reduction of unnecessary procedures and cost savings.
<b>Healthwatch</b>	The aim of local Healthwatch is to give citizens and communities a stronger voice to influence and challenge how health and social care services are provided within their locality. Local Healthwatch organisations are a statutory service commissioned by local councils as part of the Health and Social Care Act 2012.

<sup>1</sup> <https://gettingitrightfirsttime.co.uk/>

Key term	Definition/Description
<b>Hybrid Closed Loop (HCL)</b>	Hybrid closed loop (HCL) technologies are the next phase of technical advancement linking continuous glucose monitoring (CGM) and insulin pump technology to provide people living with type 1 diabetes with support 24 hours a day. Sometimes referred to as an 'artificial pancreas'.
<b>Herts Urgent Care (HUC)</b>	A social enterprise providing NHS services who specialise in both primary care and urgent care services. HUC currently provides the Somerset NHS 111 service.
<b>Hospital @ Home</b>	Enabling people to receive acute care and treatments in <b>home</b> surroundings with support from a team of health and care professionals.
<b>Liberty Protection Safeguards (LPS)</b>	LPS (Formerly DoLS) rooted firmly within the Mental Capacity Act 2005 (MCA) and all the key principles of the MCA will be about safeguarding the rights of people who are under high levels of care and supervision, but lack the mental capacity to consent to those arrangements for their care.
<b>Long Term Plan<sup>2</sup></b>	The NHS long Term Plan launched in January 2019. It sets out a plan for the NHS to improve patient care and health outcomes in the future.
<b>Mental Health Services Data Set (MHSDS)</b>	The Mental Health Services Data Set (MHSDS) is a PATIENT level, output based secondary uses data set which aims to deliver robust, comprehensive, nationally consistent and comparable person-based information for PATIENTS who are in contact with Mental Health Services.  The Mental Health Services Data Set covers Mental Health Services located in England, or located outside England but treating PATIENTS commissioned by an English Integrated Care Board, NHS England specialised commissioner or an NHS-led Provider Collaborative.  As a secondary uses data set, the Mental Health Services Data Set re-uses clinical and operational data for purposes other than direct PATIENT care, and defines the data items, definitions and associated value sets to be extracted or derived from local information systems.
<b>Multi-disciplinary</b>	A team or service which is composed of staff from different healthcare professions with specialist skills and expertise.  The members work together to ensure patients receive comprehensive, coordinated treatment.
<b>NEWS 2</b>	National Early Warning Score  NEWS is a tool developed by the Royal College of Physicians which improves the detection and response to clinical deterioration in adult patients and is a key element of patient safety and improving patient outcomes
<b>Ockenden Maternity Review</b>	This Review has been established by NHS England in May 2022, following significant concerns raised regarding the quality and safety of maternity services at Nottingham University Hospitals NHS Trust (NUH) and concerns of local families. This review replaces a previous regionally led review after some families expressed concern and made representation to the SoS at DHSC.
<b>One Public Estate (OPE)</b>	One Public Estate is an established national programme delivered in partnership by the Office of Government Property (OGP) within the Cabinet Office and the Local Government Association (LGA). It provides practical and technical support and funding to councils to deliver ambitious property-focused programmes in collaboration with central government and other public sector partners.

<sup>2</sup> <https://www.longtermplan.nhs.uk/wp-content/uploads/2019/08/nhs-long-term-plan-version-1.2.pdf>

Key term	Definition/Description
<b>Population Health Management (PHM)</b>	<p>Population Health Management will be a core enabler and function of integrated care systems in helping drive a data led focus on person-centred care.</p> <p>It can help local integrated teams to reduce <a href="#">health inequalities</a> and offer targeted <a href="#">proactive</a>, <a href="#">personalised</a>, and <a href="#">preventative</a> healthcare for every community.</p>
<b>Sessions</b>	A term used to describe a junior doctor's time. One session represents half a day.
<b>SIDeR</b>	<p>Somerset Integrated Digital e-Record</p> <p>A shared care record system, which gives an overview of patients health and social care information in one digital record. This combined information is not stored anywhere and is read-only. Only an audit trail remains once the page has been closed. This makes it easier and quicker for care professionals, to access the right information at the right time to provide patients with the right care without the need for patients to repeat their past medical information to each doctor or carer that they see and will provide more time to talk about what is important to them.</p>
<b>Social Prescribing</b>	<p>Social prescribing is a key component of <a href="#">Universal Personalised Care</a>. It is an approach that connects people to activities, groups, and services in their community to meet the practical, social and emotional needs that affect their health and wellbeing.</p> <p>In social prescribing, local agencies such as local charities, social care and health services refer people to a <a href="#">social prescribing link worker</a>. Social prescribing link workers give people time, focusing on 'what matters to me?' to coproduce a simple <a href="#">personalised care and support plan</a>, and support people to take control of their health and wellbeing.</p>
<b>SWAG Cancer Alliance</b>	<p>The <b>Somerset, Wiltshire, Avon &amp; Gloucestershire Cancer Alliance</b> is the forum to bring providers and commissioners together with patients, to co-design services to optimise pathways, ensure effective integration and address variation, and are the vehicle that leads the activity required at a local level.</p> <p>The Cancer Alliance puts clinical leaders across primary, secondary, and tertiary care in the driving seat for improving quality and outcomes across cancer pathways, based on shared data and metrics. Continuing to deliver the strategy and its programmes will require committed leadership, smart choices around investing to save, and a firm intent to try new approaches and test new models of care.</p>
<b>Telemedicine</b>	The remote diagnosis and treatment of patients by means of telecommunications technology
<b>Treatment Escalation Plan (TEP)</b>	A Treatment Escalation Plan is a tool which records and communicates the personalised and realistic goals of treatment. It should reflect the values and preferences that are important to the person receiving care if their condition should deteriorate.
<b>Trusts</b>	In the context of the UK's National Health Service (NHS), trusts are organisational units, e.g., hospital trusts, community trusts, primary care trusts or combinations thereof. In this report it usually refers to hospitals.
<b>Urgent Community Response (UCR)</b>	Urgent community response teams provide urgent care to people in their homes which helps to avoid hospital admissions and enable people to live independently for longer. Through these teams, older people and adults with complex health needs who urgently need care, can get fast access to a range of health and social care professionals within two hours. This includes access to physiotherapy and occupational therapy, medication prescribing and reviews, and help with staying well-fed and hydrated.

Key term	Definition/Description
<b>Virtual Wards (Hospital @ Home)</b>	<p>Virtual wards (also known as <a href="#">hospital at home</a>) allow patients to get hospital-level care at home safely and in familiar surroundings, helping speed up their recovery while freeing up hospital beds for patients that need them most.</p> <p>Just as in hospital, people on a virtual ward are cared for by a multidisciplinary team who can provide a range of tests and treatments. This could include blood tests, prescribing medication or administering fluids through an intravenous drip.</p> <p>Patients are reviewed daily by the clinical team and the 'ward round' may involve a home visit or take place through video technology. Many virtual wards use technology like apps, wearables and other medical devices enabling clinical staff to easily check in and monitor the person's recovery.</p>