

Listed below are some of terms and acronyms (abbreviations) often used around health and social care in Gateshead (*and elsewhere*). We have tried to simplify and explain them as best as possible. If you want to add new ones to the list e-mail ruthdodds@gvoc.org.uk for inclusion.

Glossary of Acronyms

BME	Black and Minority Ethnic
CAMHS	Children and Adolescent Mental Health Services
CPS	Crown Prosecution Service
CQC	Care Quality Commission (<i>formally CSCI</i>)
CSCI	Commission for Social Care Inspection
DofH	Department of Health
GCN	Gateshead Community Network
GP	General Practitioner
GVOC	Gateshead Voluntary Organisations Council
IAPT	Improving Access to Psychological Therapies
JSNA	Joint Strategic Needs Assessment
LA	Local Authority (ie Gateshead Council)
NEAS	North East Ambulance Service
NHS SOTW	NHS South of Tyne and Wear
NICE	National Institute for Clinical Excellence
OSC	Overview and Scrutiny Committee (Gateshead Council)
PALS	Patient Advice Liaison Service
PCC	Primary Care Centre
PCT	Primary Care Trust
PDSI	Physical Disability and Sensory Impairment
PEANuT	Participatory Evaluation and Appraisal in Newcastle Upon Tyne
PPI	Patient and Public Involvement (Forum)
PUCPI	Patient, User, Carer, Public Involvement Forum
QE	Queen Elizabeth Hospital Gateshead - lead hospital of the Gateshead Health NHS Trust Foundation and where the trust is based
SCIE	Social Care Institute for Excellence
NTW	Northumberland, Tyne & Wear NHS Trust
SHA	Strategic Health Authority – NHS North East

Other Terms Commonly Used

A

Advocacy/Advocate - Advocacy is about supporting people to make informed choices, to make sure their views are heard, and to take as much control as possible over their own lives. Advocates, whether paid or volunteers, are trained to help people to get the information they need, and to have a voice. Advocates also help people to make sure their rights are respected. Advocacy is for people who are oppressed or at risk of being oppressed. They may include: people with learning difficulties, mental distress or dementia, young people, older people, homeless people, people with physical or sensory impairments, non-English speakers.

C

Carer – a Carer is someone who is caring for an elderly relative, a sick friend or a disabled family member. They do it unpaid and often without support.

Coalition Government – a coalition government is made of of 2 or more political parties who share power and work together in order to run the country. The ***UK Coalition Government 2010-present*** was formed after the 2010 general election in the United Kingdom. The Conservative Party, led by David Cameron, and the Liberal Democrats, led by Nick Clegg, entered into a coalition agreement, in order to govern together.

Commissioning – currently local PCTs (Primary Care Trusts) are responsible for buying (commissioning) the services needed to run and provide local health and social care services in a local area. They do this by assessing the needs of communities and allocated services to them as appropriate.

D

Department of Health (DofH) - is a department of the government with responsibility for government policy for English health and social care matters and for the English National Health Service (NHS). It is led by the Secretary of State for Health with two Ministers of State and two Parliamentary Under-Secretaries of State.

Domiciliary Care – is personal care which is provided to someone in their own home.

G

Gateshead Health NHS Trust Foundation – based at Queen Elizabeth Hospital Gateshead. The Trust provides a full range of local acute services for elective (planned) and emergency care including in-patient, out-patient, day case and day care. In addition, they provide Breast Screening Services – covering Gateshead, South Tyneside, Sunderland and parts of Durham – and are the North Eastern centre for the National Bowel Cancer Screening Programme. Patient services are organised into five Divisions: Medical Services, Surgical Services, Assessment & Diagnostic Services, Women & Children's Services, Clinical Support Services. Services are provided from our three main hospital sites: Queen Elizabeth Hospital, Bensham Hospital & Dunston Hill Hospital.

GatNet – is a Gateshead GP practice commissioning consortium.

GP Consortium – a group of GP practices which have come together to commission NHS services in a local area. From 2012 they will become responsible for assessing what is needed in terms of local health and social care services and buying them in (commissioning) for an area. This role is currently being done by local PCTs and SHAs.

H

Health and Social Care (H&SC) – services provided for people with regard to health (hospitals/GPs/dentists) and social care (ie residential care homes/domiciliary care).

HealthWatch – Under the proposals made in the NHS White Paper (published Jul 2010) Equality & Equity and Excellence: Liberating the NHS “Health Watch” would be an independent, national body with the power to monitor the NHS and to refer patients’ concerns to a wide range of authorities. Overall, its role would be to promote the interests of all NHS patients by: a) Being a voice for patients on all NHS issues, b) Investigating and reporting on the effective delivery of NHS services, c) Providing a mechanism through which informed public opinion influences the regulation of healthcare. HealthWatch would replace local LINKs.

I

IAPT - The Improving Access to Psychological Therapies programme aims to improve access to evidence based talking therapies in the NHS through an expansion of the psychological therapy workforce and services. See www.iapt.nhs.uk

Individual Budget - The idea behind individual budgets is to enable people needing social care and associated services to design that support and to give them the power to decide the nature of the services they need.

L

LINK (Local Involvement Network) - are independent bodies that have been set up in each local authority to: ask residents what they think about health and adult social care services, carry out visits to see how health and social care services are provided, provide ways for people to get involved and suggest ideas to help improve services & give people a chance to suggest ideas that might improve services to commissioners, managers, and providers of health and and adult social care services.

M

Ministers & Parliamentary Under-Secretaries of State (*Department of Health*) - The Department of Health ministers are led by the Secretary of State (Andrew Lansley MP) who is a Cabinet minister. The Ministers are Simon Burns MP (Minister of State for Health), Paul Burstow MP (Minister of State for Care Services), Anne Milton (Parliamentary Under Secretary of State for Public Health) and Lord Howe (Parliamentary Under Secretary of State for Quality). To view their individual responsibilities see www.dh.gov.uk/en/Aboutus/MinistersandDepartmentLeaders/Ministers

Monitor – is the independent regulator of NHS Foundation Trusts. See www.monitor-nhsft.gov.uk

N

NHS (National Health Service) - The National Health Service or NHS is the publicly-funded healthcare system in England. The NHS provides healthcare to anyone normally resident in England or any other part of the United Kingdom with most services free at the point of use for the patient though there are charges associated with eye tests, dental care, prescriptions, and many aspects of personal care.

NHS Foundation Trust - An NHS Foundation trust is an NHS trust that is part of the National Health Service in England and has gained a degree of independence from the Department of Health and local NHS strategic health authority.

NHS South of Tyne & Wear - NHS South of Tyne and Wear (NHS SOTW) covers Gateshead Primary Care Trust (PCT), South Tyneside Primary Care Trust (PCT) and Sunderland Teaching Primary Care Trust (TPCT) and is the name given to the joint management arrangements which exist across the three PCTs. This means that, whilst each PCT remains a statutory organisation in its own right, the day-to-day management of the three PCTs has been brought together under a single management team.

NHS Strategic Health Authority – SHA are part of the structure of the National Health Service in England. Each SHA is responsible for enacting the directives and implementing fiscal policy as dictated by the Department of Health at a regional level. In turn each SHA area contains various NHS trusts which take responsibility for running or commissioning local NHS services. The SHA is responsible for strategic supervision of these services. The local SHA is the NHS North East.

NICE (National Institute for Clinical Excellence) - The National Institute for Health and Clinical Excellence (NICE) provides guidance, sets quality standards and manages a national database to improve people's health and prevent and treat ill health. The National Institute for Health and Clinical Excellence (NICE) is an NHS organisation based in London and Manchester. NICE was set up on 1 April 1999 to ensure everyone has equal access to medical treatments and high quality care from the NHS - regardless of where they live in England and Wales.

North East Ambulance Service (NEAS) - The North East Ambulance Service NHS Trust provides ambulance and patient transport services to the counties of Northumberland, Tyne and Wear, Durham and Teesside.

Northumberland, Tyne & Wear NHS Trust – Northumberland, Tyne & Wear NHS Foundation Trust is one of the largest mental health and disability Trusts in England. It works from over 160 sites across Northumberland, Newcastle, North Tyneside, Gateshead, South Tyneside, Sunderland and North Easington. It also has a number of regional and national specialist services. Based St Nicholas' Hospital, Newcastle.

P

PALS (Patient Advice Liaison Service) – The Patient Advice and Liaison Service, known as PALS, was introduced to ensure that the NHS listens to patients, their relatives, carers and friends, and answers their questions and resolves their concerns as quickly as possible. PALS also helps the NHS to improve services by listening to what matters to patients and their loved ones and making changes, when appropriate. They provide information about the NHS and help you with any other health-related enquiry, help resolve concerns or problems when using the NHS, provides information about the NHS complaints procedure and how to get independent help if you decide to make a complaint, provides you information about agencies and support groups outside the NHS. See www.pals.nhs.uk

Personalisation – is the process of enabling people to be more in control of the social care services they receive. Every person who receives support, whether funded by Social Services or by themselves, will have choice and control over the shape of that support. This is done through the person receiving an Personal/Individual Budget.

Person Centred Plan - Person Centred Planning is a way for people with learning disabilities to plan for what they want now and in the future, with the people in their lives who they like and trust.

Primary Care - is the term for the health services which play a central role in the local community. It refers to the work of health care professionals who act as a first point of consultation for all patients. Such a professional would usually be a general practitioner (GP). Therefore **Secondary care** is

the service provided by medical specialists who generally do not have first contact with patients, for example, cardiologists, urologists and dermatologists

Q

QUANGO – **QU**asi **A**utonomous **N**on **G**overnmental **O**rganisation - used to label an organisation to which government has given over power to. In the United Kingdom the official term is "non-departmental public body".

R

Resource Allocation System - is the system used to work out the amount of money an individual will have for their care and support following an assessment.

S

Secretary of State for Health – is a UK government cabinet position responsible for the Department of Health. Currently Andrew Lansley MP.

Shadow Cabinet – the shadow cabinet is a senior group of opposition spokespeople who together under the leadership of the Leader of the Opposition form an alternative cabinet to the government's, whose members *shadow* or mark each individual member of the government. Therefore there is a **Shadow Secretary of State for Health** who is John Healey MP.

W

White Paper – “white paper” is an informal name for a parliamentary paper announcing proposed government policy. White papers are issued by the government and lay out policy, or proposed action, on a topic of current concern. Although a white paper may on occasion be a consultation as to the details of new legislation, it does signify a clear intention on the part of a government to pass new law.

