

Glossary of key terms – Out of Hospital Care Strategy

There are five themes that the strategy has been developed around:

1. Prevention

We have included prevention as an additional theme for the strategy in response to feedback received from patients, users, carers and professionals. As this is a new theme we are still working on the preventative services we propose to include and would therefore welcome your feedback on what is important for Richmond. Our definition of preventative services is:

‘Good information and advice, practice al support, appropriate housing options, rehabilitation and joint working between health and social care assist people in living fulfilled and independent lives thereby reducing the number of people entering or requiring ongoing support from health and social care.’

2. Management of long term conditions and end of life care

Long term conditions (LTCs) are conditions that are not currently curable, but can be controlled or managed by medication, treatment and/or lifestyle changes. Examples include diabetes, asthma, heart failure, progressive neurological diseases, ulcerative colitis and chronic obstructive pulmonary diseases (COPD).

3. Planned care

Planned care is what an individual is referred for treatment that has a pre-defined treatment pathway. Examples include referrals from a GP to community or outpatient appointments.

4. Unplanned care (urgent and emergency care)

Unplanned care is care that is not planned or pre-booked with your GP or hospital. It includes urgent or emergency access to services including GPs, mental health crisis, A&E, walk-centres, urgent social care via the emergency duty team or carers emergency card scheme.

5. Mental health

Mental health is a broad term that covers positive mental wellbeing and also mental illness.