

<b>Term</b>	<b>Abbreviation</b>	<b>Explanation</b>
<b>A</b>		
Acute care		Care or treatment which is delivered in a hospital following an injury, operation or illness. It is different to care you may receive from your GP, community nurse or other professionals in the community where you live.
Advance care plan		A written document that lets health and social care professionals know what patient wishes, feelings and preferences are about their future care and support, in case the patient becomes unable to tell them, for example, as the patient approaches the end of their life. It can cover any aspect of care, such as where the person may want to live, how they would like to do things, and what's important to them. It can be written by the patient themselves, with support from family, friends, a doctor or anyone else they may wish.
Age well		An overarching theme for the health and care plans and actions that serve older people.
<b>C</b>		
Carer		A person who provides unpaid support to a partner, family member, friend or neighbour who is ill, struggling or disabled and could not manage without this help.
Care Programme Approach		An approach to care planning for people with serious mental health problems. It helps mental health services to assess the needs of patients and work out how best to support them.
Choice Support		Choice Support is a national charity supporting people with autism, learning disabilities and mental health needs.

Clinically led		An approach where commissioning and healthcare decisions are led by medical professionals.
Co-design		When patients and/or the public are involved in designing and planning services.
Commissioning		The process of planning services for a group of people who live in a particular area. It does not always mean paying for services, but making sure that the services people need are available in that area.
Community Independent Living Services		A borough wide network of support, information, advice and signposting services.
Complex health and care needs		You may have complex health and care needs if you require a high level of support with many aspects of your daily life and rely on a range of health and social care services. This may be because of illness, disability or loss of sight or hearing - or a combination of these. Complex needs may be present from birth or may develop following illness or injury or as people get older.
Complex mental health needs		Complex mental health needs are when a person may require long-term support, for example, when a person has mental health symptoms in addition to another mental health condition.
<b>D</b>		
Daily Mile		An initiative that encourages children to run or jog for 15 minutes every day in their primary and nursery schools.
Dementia		Dementia is the name for problems with mental abilities caused by gradual changes and damage in the brain.

Digital youth project		Using digital media to engage, support and provide learning opportunities for young people.
<b>E</b>		
Early intervention		Action that is taken at an early stage to prevent problems worsening at a later stage. It may apply to children and young people, or to help that is offered to older people or people with disabilities to enable them to stay well and remain independent.
Emergency admissions		An unplanned, often urgent admission (often via A&E), which occurs when a patient is admitted to hospital, to include at least one overnight stay on short notice.
Emergency department		Also known as the accident and emergency (A&E) department of a hospital.
Emotional wellbeing		A positive sense of wellbeing which enables an individual to be able to function in society and everyday life.
<b>F</b>		
Family start programme		Family Start is a home visiting programme that focuses on improving children's growth, health, relationships, family circumstances, environment and safety.
<b>G</b>		
GP annual health check		Annual health checks are for adults and young people aged 14 or over with a learning disability. Anyone aged 14 or over who is on their GP's learning disability register can have a free annual health check once a year. You can ask to go on this register if you think you have a learning disability. You do not need to be diagnosed with a learning disability to be on the register.

H		
Health and care partners		These are the organisations and groups who are working together in the areas of health and care. They include the NHS, local council, and community and voluntary sector.
Health and care plan		The Health and Care Plan describes the vision, priorities and actions to meet the health and care needs of local people in a specific borough and to deliver improvements in their health and wellbeing. It is owned by the health and care partners and each have responsibility for delivering it.
Health and Wellbeing Board	HWB	Every council area in England has a Health and Wellbeing Board to bring together local GPs, councillors and managers from the NHS and the council. Their job is to plan how to improve people's health and make health and social care services better in their area.
Healthy Catering Commitment Plan		A voluntary scheme promoted by local authorities to help caterers and food businesses make simple, healthy improvements to their food.
Health inequalities		Differences in how healthy, different groups of people are, and how easily they are able to get the health care they need. These differences may be affected by things like poverty, housing and education.
Healthy Workplace Charter		The London Healthy Workplace Charter provides clear and easy steps for employers to make their workplaces healthier and happier.
Healthwatch		An organisation established by the Health and Social Care Act 2012. The aim of Healthwatch is to give local people and communities a stronger voice to influence and challenge how

		health and social care services are provided locally.
Home first services		An approach to discharging patients from hospital and carrying out certain further assessments or services in the patients home instead of in hospital.
Hospital admissions		A planned or unplanned admission to hospital involving at least one overnight stay. A planned admission can be for, for example, a scheduled operation or treatment. (See emergency admissions.)
<b>I</b>		
Improving Access to Psychological Therapies	IAPT	The Improving Access to Psychological Therapies (IAPT) provides treatments for people with anxiety and depression.
Inclusive community		Meeting the needs of everyone in a community by taking action to create an environment where everyone feels comfortable, respected and able to achieve their potential. It means treating people as equals and removing barriers that may stop them participating in an event or activity.
Integrated community-based urgent care services		An approach where health and care services are coordinated and provided by local organisations in the community, instead of by a hospital.
<b>J</b>		
Joined up care and support		An approach where care and support are coordinated and seamless.
Joint dementia strategy		A strategy for dementia diagnosis and care that is shared by the NHS and the local council.
Joint Strategic Needs Assessment	JSNA	The process of identifying the future health, care and wellbeing needs of the population in a particular area, and planning services to help meet those

		needs. This process is led by the council, working with the NHS and private and voluntary organisations in the local area.
<b>L</b>		
Learning disabilities		A disorder in the basic cognitive and psychological processes involved in using language or performing mathematical calculations, affecting persons of normal intelligence and not the result of emotional disturbance or impairment of sight or hearing.
Live well		An overarching theme for the health and care plans and actions that serve people from adulthood through to older age.
Long-term conditions		Conditions, such as diabetes, asthma and arthritis that cannot currently be cured, but whose progress can be managed and influenced by medication and other therapies.
<b>M</b>		
Mental health		The way you think, feel and react, which affects your ability to cope with life, make choices and relate to other people. There are many different types of mental health problems, including depression, anxiety, eating problems, and other things. These may be treated in a variety of different ways and may last a long or short time.
Mental health crisis		A mental health crisis often means that an individual no longer feels able to cope or be in control of their situation. The person may feel great emotional distress or anxiety, cannot cope with day-to-day life or work, think about suicide or self-harm, or experience hallucinations and hearing voices. A crisis can also be the result of an underlying medical condition, such as confusion or delusions caused by an infection, overdose, illicit drugs or

		intoxication with alcohol. Confusion may also be associated with dementia.
Mental health resilience		There may be times or situations in our lives that are more difficult than others. Mental health resilience is the capacity to stay mentally well during those times.
Mental health wellbeing		Mental wellbeing describes your mental state - how you are feeling and how well you can cope with day-to-day life.
Musculo-skeletal services	MSK	Services to treat conditions such as back pain, arthritis and rheumatology.
<b>N</b>		
National Child Measurement Programme	NCMP	The National Child Measurement Programme (NCMP) is a nationally mandated public health programme. It provides data on obesity in children and is part of the government's approach to tackling child obesity.
National Institute for Health and Care Excellence	NICE	The independent organisation responsible for providing national guidance on the promotion of good health and the prevention and treatment of ill health.
NHS Health Check		The NHS Health Check is a health check-up for adults in England aged 40-74. It's designed to spot early signs of stroke, kidney disease, heart disease, type 2 diabetes or dementia.
NHS long term plan		A detailed 10-year plan for the future of the NHS from 2019 to 2029, setting out what the main priorities are and how the budget will be spent. The aim is to improve the quality of care people receive. Priorities include improving care for children and young people, cancer, heart disease and mental health.

Neurodevelopment assessment offer		<p>Specialist expertise in the assessment and management of children with complex neurodevelopmental disorders, including autism. An assessment may cover:</p> <ul style="list-style-type: none"> <li>• cognition and learning potential</li> <li>• social and communication skills</li> <li>• speech and language development</li> <li>• functional skills</li> </ul>
<b>O</b>		
Out of hospital care		Services that are provided in a GP practice or other settings where treatment is given to patients without them having to go into hospital.
Outpatient appointments		When a patient visits a hospital, clinic or associated facility for diagnosis or treatment, and is not admitted to hospital.
<b>P</b>		
Pathways		The way that a particular illness or condition should be managed, including the process of obtaining equipment or supplies for a person who needs these things.
Patient-focused		Patient-focused means that care focuses on the whole person – it is accessible, deals with all problems, is continuous over time, and is coordinated.
Patient Advice Liaison Service	PALS	A service that provides patients, carers and their families with confidential advice and support on NHS services. All information provided to PALS is treated confidentially and no action will be taken without the agreement of the patient or the person concerned. PALS are accessible by phone, email or letter.



Patient participation group	PPG	A patient participation group (PPG) is made up of volunteers, who meet on a regular basis to discuss their GP practice services and how improvements can be made to benefit patients.
Person-centred care		Person-centred care is a way of thinking and doing things that sees the people using health and social services as equal partners in planning, developing and monitoring care to make sure it meets their needs.
Post-16 education, health and care plan		An education, health and care plan is for children and young people aged up to 25 who need more support than is available through special educational needs support. Plans identify educational, health and social needs and set out the additional support to meet those needs.
Post-16 learning offers		Learning options for those with an education, health and care plan who are aged over 16 years old.
Prevention		Any action that prevents or delays the need for you to receive care and support, by keeping you well and enabling you to remain independent.
Primary care		A range of out of hospital services provided by healthcare professionals such as GPs, nurses, health visitors, dentists, opticians, pharmacists and a range of specialist therapists.
Provider		A hospital, clinic, health care professional or group of health care professionals, care professional or care organisation, who provide a service to patients.
<b>Q</b>		
Quality of life		Your satisfaction with your life in terms of wellbeing and happiness. The way

		you define your own quality of life will depend on the things that matter most to you as an individual and make your life enjoyable and meaningful. The care and support you receive should make a positive difference to your quality of life.
Quality, Innovation, Productivity and Prevention	QIPP	A programme which supports clinical teams and NHS organisations to improve the quality of care they deliver while making efficiency savings that can be reinvested in the service to deliver year-on-year quality improvements.
Quality and Outcomes Framework	QOF	The quality and outcomes framework (QOF) is part of the General Medical Services (GMS) contract for general practices. The QOF rewards practices for the provision of quality care and helps to fund further improvements in the delivery of clinical care.
<b>R</b>		
Reablement		A way of helping you remain independent, by giving you the opportunity to relearn or regain some of the skills for daily living that may have been lost as a result of illness, accident or disability. It is similar to rehabilitation, which helps people recover from physical or mental illness.
Resilience		Resilience is a person's capacity to adapt in the face of challenging circumstances, whilst maintaining a stable mental wellbeing.
Respite care		A service giving carers a break, by providing short-term care for the person with care needs in their own home or in a residential setting. It can mean a few hours during the day or evening, 'night sitting', or a longer-term break. It can also benefit the person with care needs by giving them the

		chance to try new activities and meet new people.
Risky behaviours		Behaviour that can have a detrimental effect to health and that can be avoided, for example, smoking, drinking alcohol and using cannabis.
<b>S</b>		
Secondary care		Services provided by hospitals (also known as acute care).
Secondary Uses Service	SUS	When a patient is treated or cared for, information is collected which supports their treatment. This information is also useful to commissioners and providers of NHS-funded care in secondary care settings to assist with planning of services. SUS is a secure database that stores this patient-level information in line with national standards.
Self-care		Things you do for yourself to keep yourself as healthy and well as possible. It is everything from eating healthy food, to looking after minor illnesses, to managing a long-term condition such as diabetes. It does not mean managing completely on your own without a doctor, nurse or other professional.
Self-harm		Self-harm is when a person intentionally damages or injures their own body.
Self-manage		An approach that encourages people with health and social care needs to stay well, learn about their condition and their care and support needs, and remain in control of their own health.

Social care system		Help that you need, such as personal care or practical assistance, to live your life as comfortably and independently as possible, because of age, illness or disability, that is organised usually with input from a social worker.
Social prescribing		Social prescribing involves helping patients to improve their health, wellbeing and social welfare by connecting them to non-medical services in the community, when prescribing or recommending a medicine or medical treatment would not be helpful for the patient's situation. For example, referring someone to a social group if they are feeling isolated.
South West London Alliance	SWL	The South West London Alliance brings together five CCGs in south west London - Kingston, Richmond, Wandsworth, Merton and Sutton, who are working together to maximise health outcomes for local populations and efficiencies in use of resources.
South West London Health and Care Partnership	SWLHCP	The South West London Health and Care Partnership brings together the local NHS, local authorities and the community and voluntary sector in each of the six boroughs across south west London to work together to deliver the best possible care across the area. The six boroughs are Kingston, Richmond, Wandsworth, Merton, Sutton and Croydon.
Special educational needs and disabilities	SEND	A child or young person has special educational needs and disabilities if they have a learning difficulty and/or a disability that means they need special health and education support.
Start well		An overarching theme for the health and care plans and actions that serve children and young

		people.
Sustainability and Transformation Plan	STP	The purpose of Sustainability and Transformation Plans (STPs) is to help ensure health and social care services are built around the needs of local populations.
<b>T</b>		
Transitions protocol		A process to ensure that young people with identified mental health needs will have a planned and smooth transition between child and adult mental health services.
Treat Me Well campaign		Treat Me Well is a Mencap campaign to transform how the NHS treats people with a learning disability in hospital by making reasonable adjustments, for example, better communication, more time and clearer information.
<b>U</b>		
Urgent care		Care for people needing medical advice, diagnosis and/or treatment quickly and unexpectedly.
<b>V</b>		
Voluntary sector		The part of the economy that is made up of not-for-profit organisations.
Vocational pathways		A way to see how your strengths, interests and achievements may relate to future study options and job opportunities.
<b>W</b>		
Wellbeing		The state of a person being comfortable, healthy or happy. It includes physical, mental and social elements, as well as a sense of accomplishment and personal fulfilment.