



Glossary of health and care terms

May 2021

This glossary provides a summary of organisations and general terms used within the health and care sector in Wales. The glossary provides some of the most common words and phrases used.

0 - 9

111

The NHS Wales 111 service is a free-to-call, non-emergency medical helpline, available 24 hours a day, to be used for health information, advice and access to urgent care. The service is currently operational in the Aneurin Bevan University Health Board (UHB), Cwm Taf Morgannwg UHB, Hywel Dda UHB, Powys Teaching Health Board (THB) and Swansea Bay UHB areas. It is anticipated that 111 will be rolled out across Wales by the end of 2021.

A

A Regional Collaboration for Health (ARCH)

ARCH is a regional partnership made up of Swansea University, Swansea Bay UHB and Hywel Dda UHB. The ARCH partners work to improve the health, wealth and wellbeing of the people of South West Wales.

Acute Care

Acute care refers to the medical and surgical treatment provided by a hospital.

Acute Medical Unit (AMU)

An AMU is the first point of entry for patients referred to hospital as emergencies by their GP and those requiring admission from the Emergency Department.

Add to Your Life

'Add to Your Life' is an online health-check, which provides assessment and community-based support to enable over 50s in Wales to assess and improve their own health.

Additional Learning Needs and Education Tribunal Act 2018 (ALNET)

The ALNET Act 2018 establishes a statutory framework for supporting children and young people with additional learning needs (ALN) from birth; whilst they are in school; and, if they are over compulsory school age, while they are in further education. The Act, and the new framework it creates, replaces the separate legislation and arrangements in Wales for special educational needs (SEN) up to age 16 and Learning Difficulties and/or Disabilities (LDD) post-16.

Admission Rates

Admission rates are the number of cases of a specific illness or disease that are treated in hospitals, relative to the population of a geographical area.

Advance Care Planning

Advance care planning is a voluntary process of discussion about future care between an individual and their care providers, irrespective of discipline. It is recommended, with the individual's agreement, that this discussion is documented, regularly reviewed, updated, and communicated to key people involved in their care.

Advance Decision

The Mental Capacity Act 2005 gives people in England and Wales a statutory right to refuse treatment, through an 'advance decision'. An advance decision allows a person to state what forms of treatment they would or would not like should they become unable to decide for themselves in the future. It is a binding decision.

Advanced Nurse Practitioner (ANP)

The ANP's role includes assessing the patient, making differential diagnosis and ordering relevant investigations, providing treatment (including prescribing) and admitting/discharging patients.

Advocacy

Advocacy supports and enables people who have difficulty representing their interests to exercise their rights, express their views and make informed choices about their care.

Agenda for Change (AfC)

AfC is the current grading and pay system for all NHS staff, with the exception of doctors, dentists and some senior managers.

All Wales Medicines Strategy Group (AWMSG)

The AWMSG was established in 2002. The group's main function is to advise the Welsh Government on future developments in healthcare and to assist in its strategic planning. The Group also advises the Welsh Government on the development and implementation of a prescribing strategy for Wales and develops timely, independent and authoritative advice on new medicines.

Allied Health Professionals (AHPs)

AHPs is an umbrella term for therapists, chiropodists, dietitians, occupational therapists, orthoptists, paramedics, physiotherapists, prosthetists, psychologists, psychotherapists, radiographers, and speech and language therapists among others.

Annual Quality Statement (AQS)

All Health Boards and NHS Trusts publish an AQS, which is first and foremost for public information purposes. It provides an opportunity for the organisation to let its local population know how it is doing to ensure all its services are meeting local need and reaching high standards. An AQS is also published by NHS Wales.

Arts for health and wellbeing

Arts for health and wellbeing refers to the growing body of evidence that highlights the positive impacts that engagement with the arts can have on a person's physical and mental wellbeing. Examples include music, dance, visual arts and writing groups in a variety of settings.

Asymptomatic

Showing no symptoms of disease. A person infected with a virus can be asymptomatic because they are in an early stage of infection and symptoms have not yet developed ("pre-symptomatic"), or they may not develop any symptoms at all during their infection.

Assistive Technology and Telecare

Assistive technology and telecare refers to any product or service designed to enable patients to achieve greater independence and enhance their quality of life. The devices can include a combination of alarms, door entry systems, community alarms, personal communication equipment, walking aids, sensors and other equipment placed in a person's home.

Association of Directors of Social Services (ADSS) Cymru

As the national leadership organisation for social services in Wales, the role of ADSS Cymru is to represent the collective, authoritative voice of Directors of Social Services, Heads of Adult Services, Children's Services and Business Services, along with professionals who support vulnerable children, adults and their families.

Atlas of Variation

An atlas of variation is a tool used to identify where opportunities to address unwarranted variation exist by revealing the possible over-use and under-use of different aspects of healthcare.

Audit Wales

Audit Wales is the trademark of two legal entities: the Auditor General for Wales and the Wales Audit Office. Each has its own particular powers and duties: The Auditor General audits and reports on Welsh public bodies. The Wales Audit Office provides staff and other resources for the Auditor General's work, and monitors and advises the Auditor General. Audit Wales' aim is to ensure that public money is being managed wisely and that public bodies in Wales understand how to improve outcomes.

B

Board Members

The Board is the corporate, decision-making body of an NHS organisation. Its role is to set the strategic direction; establish and uphold the governance and accountability framework, including the values and standards of behaviour; and to ensure delivery of its aims and objectives through effective challenge and scrutiny of performance across all areas of activity. Membership of the Board includes the Chair, Vice Chair, officer members (known as Executive Directors), non-officer members (collectively with the Chair and Vice Chair known as Independent Members) and Associate (non-voting) members.

Board Secretary

As part of the NHS reforms in 2009, Health Boards and NHS Trusts are required to have Board Secretaries. The Board Secretary acts as the guardian of good governance. The role includes providing advice to the Board on all aspects of governance; facilitating the effective conduct of Health Board business through its meetings, advisory groups and committees; ensuring Board members have the right information to enable them to make informed decisions and monitor the organisation's compliance with the law, Standing Orders and the governance and accountability framework set by the Welsh Government.

C

Caldicott Guardians

A Caldicott Guardian is a senior person responsible for protecting the confidentiality of patient and service-user information and enabling appropriate information-sharing. The Guardian plays a key role in ensuring that the NHS, councils with social services responsibilities and partner organisations comply with the highest practicable standards for handling patient information.

Care Inspectorate Wales (CIW)

CIW is the regulator for social care and social services in Wales, from child minders and nurseries to homes for older people. It is responsible for inspecting social care and social services to ensure they are safe for the people who need them.

Care Pathway

To improve the person-centred nature of care, commissioners and service planners try to understand how patients experience their care from prevention to diagnosis and assessment, to treatment and where appropriate, to palliative care. This normally involves mapping the journey and the experience using a range of techniques with patients, clinicians, and managers. This journey is described as a care pathway. Service planners aim to improve the flow of patients along this pathway by reducing inefficiencies and improving reliability.

Care Plans (social care / long term conditions)

Care plans bring together all the information about the individual into a single, overarching care plan produced by health and social services. This can be a written document or an electronic one (e.g. as an electronic care plan or recorded in the patient's notes), and is accessible to the patient and all carers, including emergency / urgent care services. Care plans should focus on the aspirations of the patient.

Care Worker / Care Support Worker

A care worker, or care support worker, is someone who works with carers or those with care needs.

Carer

A carer is anyone who cares for a friend or family member who, due to illness, disability, mental health problems or addiction, requires external support in their daily lives. Often referred to as unpaid carers.

Case fatality rate (CFR)

An estimate of the risk of mortality from a contagious disease. The CFR is calculated by dividing the number of deaths caused by a disease by the number of cases of that disease over a given time period. The CFR is time and location-dependent, and many different factors can influence the CFR, such as speed of diagnosis of cases, health system capacity, age, and other demographic characteristics, among others.

Case Management

Case management is the process of planning, co-ordinating, managing and reviewing the care of an individual.

Cavendish Coalition

The Cavendish Coalition is a group of health and social care organisations who act as a shared voice which influences on post-EU referendum matters affecting the health and social care workforce. The Welsh NHS Confederation is a member.

Chief Executive

The NHS Chief Executive is the organisation's accountable officer and reports to their Board.

Chief Dental Officer (CDO)

The CDO leads the dental profession in Wales and is responsible for improving oral health; the quality of dental healthcare services, patient outcomes and reducing inequalities; oral health regulation, education, training, standards and performance; and developing policy and legislation.

Chief Medical Officer (CMO) Wales

CMO is the most senior government adviser on matters relating to health. There are four CMOs in the UK who are appointed to advise their respective Governments.

Chief Nursing Officer (CNO) Wales

CNO is the head of the nursing and midwifery professions in Wales and as such sets the professional agenda and future direction for these professions.

Chief Pharmaceutical Officer (CPO) Wales

CPO is an independent adviser to the Welsh Government on all matters related to medicines, prescribing and pharmacy practice.

Chief Scientific Adviser for Wales for Health (CSAWH)

The CSAWH is the professional lead for healthcare scientists in NHS Wales. They advise the Government and ministers on matters relating to health science and are the sponsor for national programmes such as imaging, pathology, genomics, advanced therapeutic medicinal products and healthcare science.

Chief Therapies (Allied Health Professions) Adviser (CTA)

The CTA provides professional advice relating to 13 allied health professions. These include art therapy; occupational therapy; dietetics; drama therapy; music therapy; paramedics; orthotics; orthoptics; physiotherapy; podiatry; prosthetics; psychology and speech and language therapy.

Chief Optometric Advisor (COA)

The COA provides independent professional advice on eye health and optometric services.

Child and Adolescent Mental Health Services (CAMHS)

CAMHS are NHS-provided services that assess and treat children and young people with mental or emotional difficulties.

Children's Commissioner for Wales

The Children's Commissioner is the national voice for children and young people in Wales. Its role is to influence Welsh Government on policies that affect children's services in NHS Wales and stand up for the rights of children and young people.

Choose Pharmacy

Choose Pharmacy enables accredited Community Pharmacies and Community Pharmacists to provide consultation and treatment for a defined list of 26 common ailments and access to an electronic Discharge Advice Letter generated by the National Welsh Clinical Portal.

Chronic Disease

Chronic disease is a disease, condition or health problem which persists over a long period of time. Examples include arthritis, diabetes, hypertension, and chronic obstructive pulmonary disease (COPD).

Clinical Audit

A clinical audit is the systematic, critical analysis of the quality of patient care, including the procedures used for diagnosis and treatment, the use of resources and the resulting outcome and quality of life for the patient.

Clinical Engagement

Clinical engagement is the involvement of clinicians in decision-making about patient care. As the public face of the organisation and a group with unique insight into patient needs, clinicians' input is essential in finding solutions to clinical problems and guiding change. Service change imposed without clinical engagement is likely to be ineffective.

Clinical Governance

Clinical governance can be defined as a framework through which NHS organisations are accountable for continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which excellence in clinical care will flourish.

Clinical Networks

Clinical Networks are groups of health professionals from primary, secondary and tertiary care. Clinical Networks are not limited by existing professional and Local Health Board boundaries and seek to ensure the equitable provision of high quality and clinically effective services.

Clinical Pathways

Clinical pathways are standardised, evidence-based multi-disciplinary management plans that identify an appropriate sequence of clinical interventions, timeframes, milestones, and expected outcomes for a homogenous patient group.

Clinicians

A clinician is a healthcare professional that works as a primary care giver in a hospital, skilled nursing facility, clinic, or patients' home. This includes social workers, dieticians, physiotherapists, nutritionists, occupational therapists, podiatrists, and chiropractors, among others.

Cluster Networks

A Cluster Network is a grouping of primary care services locally determined by an individual Health Board. GPs in the clusters play a key role in supporting the ongoing work of a Locality Network. Locality Network is a term used to describe this collaborative approach. There are 64 Clusters that have been identified across Wales.

Commissioning

Commissioning is the purchasing of NHS services to meet the health needs of a local population. Local Health Boards act as commissioners and the providers of NHS services in Wales. In England, the market model requires the separation of responsibility for the commissioning and provision of services.

Community transmission/spread

Infections identified in a given geographic area without a history of travel elsewhere and no connection to a known case.

Community Care Services

Community care services are locally-based health or social care services provided to patients in and around their home.

Community Health Councils (CHCs)

CHCs are independent bodies, set up by law, who listen to what individuals and the community have to say about health services with regard to quality, quantity, access to and appropriateness of the services provided. CHCs are due to be replaced with a new all-Wales Citizen Voice Body that will represent the interests of people across health and social care, as outlined in the Health and Social Care (Quality and Engagement) (Wales) Act June 2020.

Community Mental Health Team

Community mental health teams are a group of people from different health and social care professions who work in the community to help people recover from, and cope with, mental health conditions.

Community Pharmacy Wales

Community Pharmacy Wales represents the 700 plus pharmacy owners in Wales. They are responsible for liaising with the Welsh Government and for negotiating the contractual terms for the provision of the NHS community pharmacy services.

Community Resource Teams (CRTs)

CRTs are part of the wider strategic programme to deliver better integrated care to people closer to their homes and in their communities. CRT services support people with multiple health and social care needs who are at risk of hospitalisation, with the aim of improving or restoring the quality of life and confidence for people with complex health and social care needs, and to reduce avoidable admissions to hospital.

Co-morbidity

Co-morbidity is the simultaneous presence of two or more health conditions or diseases in the same patient.

Contact tracing

The process of identifying, assessing, and managing people who have been exposed to a contagious disease to prevent onward transmission.

Continuing Healthcare

NHS continuing healthcare is health and social care outside of hospital that is arranged and funded by the NHS. It is available for people who need ongoing healthcare and is sometimes called fully funded NHS care.

Co-production

Co-production is an approach to public services which involves citizens, communities, and the professionals who support them pooling their expertise to design and deliver more effective and sustainable services and an improved experience for all involved. In co-production, citizens and patients have rights and responsibilities as equal partners.

Core Principles

The NHS Wales Core Principles support good governance and help ensure the achievement of the highest possible quality in all that the NHS in Wales does and are rooted in the prudent healthcare agenda.

Coronavirus disease

Coronavirus disease (COVID-19) is an infectious disease caused by a newly discovered coronavirus. The COVID-19 virus spreads primarily through droplets of saliva or discharge from the nose when an infected person coughs or sneezes.

Critical Care

Critical care is a specialty which provides support for patients with acute life-threatening injuries and illnesses.

D

Delayed Transfers of Care

A delayed transfer of care occurs when a patient is ready to return home or transfer to another form of care but is still occupying a hospital bed because an appropriate setting to be transferred to, such as a care home, is not available.

Digital Health and Care Wales (DHCW)

DHCW is a new Special Health Authority created in April 2021, to take forward the digital transformation needed for better health and care in Wales, making services more accessible and sustainable while supporting personal health and wellbeing. Key responsibilities include mobilising digital transformation and ensuring high qualities of care; expanding access to digital health and care record; delivering high-quality digital services and enabling big data analysis for better outcomes.

Digital Health Ecosystem Wales (DHEW)

DHEW brings together industry, clinicians, policy makers, academics, innovators, and funders to create an environment of digital innovation in Welsh healthcare.

Direct Payments (Social Care)

Direct payments are cash payments that Local Authorities (LA) can make to individuals so that they can organise their own services to meet their social care needs. Direct payments offer an alternative to the LA arranging community care services on their behalf.

Discharge

Discharge from hospital is the point at which the patient leaves the hospital and either returns home or is transferred to another facility such as one for rehabilitation or to a nursing home.

Domiciliary Care Worker

A domiciliary care worker is someone who visits a person's home to help them with general household tasks, personal care or any other activity that allows them to maintain their independence and quality of life at home.

Duty of Candour

The Duty of Candour makes it a statutory obligation for all NHS Wales organisations to be open and transparent with patients, their families, and their carers about the causes of any unexpected harm that results from a person's treatment.

E

Early Intervention

Early intervention services provide treatment and support for people who are experiencing early symptoms of an illness. The aim is to provide low-level support to prevent the person developing more acute needs at a later stage.

Elective Care

Elective care is planned, pre-arranged, non-emergency care, including scheduled operations. It is provided by medical and surgical specialists in a hospital or another secondary care setting. It can also be known as Planned Care. It focuses on particular types of high-throughput surgical procedures such as knee replacements, arthroscopies and cataract operations.

Electronic Patient Record (EPR)

An EPR is the systematised collection of patient and population electronically-stored health information in a digital format. These records can be shared across different health and care settings.

Emergency Assessment Unit (EAU)

At an EAU, a patient is assessed by a member of either the medical, surgical, or orthopaedic teams. If required, a patient could be transferred to another ward.

End of Life Care

End of Life Care is used to cover both advanced care and palliative care in different settings such as care homes, hospitals, primary care, and hospices for adults with advanced, progressive illnesses.

Epidemic

An increase, often sudden, in the number of cases of a disease above what is normally expected in that population in that area.

Euratom

Euratom refers to the European Atomic Energy Community (EAEC). The EAEC helps regulate and safeguard access to radioisotopes required for cancer treatments.

Executive Peer Groups

Executive Peer Groups bring together Director-level professionals from NHS organisations to deliver an all-Wales work programme. These include Directors of Nursing, Directors of Planning, Directors of Finance and Directors of Workforce & Organisational Development.

F

First Minister

The First Minister is a Member of the Senedd appointed by the Monarch, following nomination by the Senedd Cymru. The First Minister is the head of the Welsh Government, who then appoints the other Welsh Ministers.

Fitness to Practice (Social Care Wales)

A Fitness to Practice hearing is a formal meeting of a panel where a social care worker's capacity and ability to deliver their professional responsibilities is considered.

Frailty Units

Frailty units, led by a geriatric medical team, are focused on the needs of older patients with frailty conditions, including dementia.

Freedom of Information (FOI)

The Freedom of Information Act 2000 is an Act of Parliament of the United Kingdom that creates a public “right of access” to information held by public authorities, including the NHS.

Future Generations Commissioner

The role of the Future Generations Commissioner is to highlight the key challenges, and barriers to addressing them, that face future generations in Wales. The Commissioner also has responsibility for challenging and supporting public bodies in Wales to consider the long-term impacts of their decisions.

G

General Medical Council (GMC)

The GMC works to protect, promote, and maintain the health and safety of the public by ensuring proper standards in the practice of medicine. The GMC regional office for Wales is located in Cardiff.

General Medical Services Contract (GMS)

The GMS contract is the contract between general practices and the NHS for delivering primary care services to local communities. It is a nationally negotiated contract that sets out the core range of services provided by family doctors (GPs), their staff and a national tariff.

GPOne

The GPOne website is a professional website for GPs working in Wales. It is intended to act as an effective two-way communication portal and resource point providing timely, reliable, and relevant information and to share constructive comments of current issues and initiatives in General Practice.

GP Out of Hours Services

GP Out of Hours Services provide healthcare for urgent medical problems outside normal surgery hours. Services are available for urgent medical situations but not for emergencies.

Green Health

Green health care is the incorporation of environmentally friendly practices into healthcare delivery.

H

Half Life

The half life of a drug is defined as the time it takes for the concentration of the drug in the plasma or the total amount in the body to be reduced by 50%. In other words, after one half-life, the concentration of the drug will be half of the starting dose.

Health and Care Standards

The Health and Care Standards set out the Welsh Government's common framework to support the NHS and partner organisations in providing effective, timely and quality services across all healthcare settings. They set out what the people of Wales can expect when they access health services and what part they can play in promoting their own health and wellbeing. They set out expectations for services and organisations and whether they provide or commission services for their local citizens.

Health Boards (HBs)

HBs (known officially as Local Health Boards) are NHS bodies responsible for the health of the population within their geographical area. They are responsible for planning and securing the delivery of primary, community and secondary care services alongside specialist services for their areas. These services include dental, optical, pharmacy and mental health services. They are also responsible for delivering services in partnership, improving physical and mental health outcomes, promoting wellbeing, and reducing health inequalities across their population.

Health Education and Improvement Wales (HEIW)

HEIW was established on 1st October 2018. It is a special health authority within NHS Wales created by bringing together three key organisations for health - the Wales Deanery, NHS Wales' Workforce Education and Development Services (WEDS), and the Wales Centre for Pharmacy Professional Education (WCPPE).

Sitting alongside Health Boards, NHS Trusts and Digital Health and Care Wales, HEIW has a leading role in the education, training, development and shaping of the healthcare workforce in Wales. Its key functions include education and training, workforce development and modernisation, leadership development, strategic workforce planning, workforce intelligence, careers and widening access to healthcare education.

Health Impact Assessment (HIA)

HIA is a practical approach used to judge the potential health effects of a policy, programme or project on a population, particularly on vulnerable or disadvantaged groups.

Health Inequalities

Health inequalities are the differences in health state or status between individuals or groups. These can be measured in various ways such as socioeconomic group, gender, ethnicity or geographical location.

Healthcare Inspectorate Wales (HIW)

HIW is the independent inspectorate and regulator of healthcare in Wales.

Hyperacute Stroke Units (HASUs)

HASUs bring together members of a multi-disciplinary team under one roof to provide specialist treatment to cancer and stroke patients.



Improvement Cymru

Improvement Cymru relaunched in November 2019. Previously known as 1000 Lives Improvement, Improvement Cymru are the all-Wales improvement service for NHS Wales. They are experts in developing, embedding, and delivering system-wide improvements across health and social care.

Immunisation

Immunisation is the action of making a person or animal immune to infection, typically by inoculation.

Independent Member (IM)

An IM refers to the role of non-officer Members in Local Health Boards and Non-Executive Directors in NHS Trusts in Wales. With no direct executive portfolio, independent members have full Director responsibility and the additional responsibility of ensuring the best quality decision-making by holding the executive to account. IMs often have a designated area of interest or focus and actively participate in all aspects of assurance and scrutiny across the organisation.

Independent Sector

The independent sector is an umbrella term for all non-NHS bodies delivering healthcare, including a wide range of private companies and voluntary organisations.

Individual Patient Funding Request (IPFR)

IPFR are queries to Local Health Boards for treatment and medicines that fall outside the routinely funded range of services available within NHS Wales. Requests that are eligible for further consideration are put before a meeting of the local IPFR Panel, which include a Public Health Director, Medical Director, Director of Therapies and Clinical Science, and a lay representative nominated by the Community Health Council.

Information Governance (IG)

IG ensures necessary safeguards for, and appropriate use of, patient and personal information. Key areas are information policy for health and social care, IG standards for systems and the development of guidance for NHS and partner organisations.

Integrated Care

Integrated care is a concept that brings together the delivery, management and organisation of services related to diagnosis, treatment and care. As well as referring to integration within health services, integration can also refer to the aim of achieving seamless services between health and social care, and physical and mental wellbeing.

Integrated Care Fund

The Integrated Care Fund covers integrated working between NHS and social care staff to support older and vulnerable people. The overall aim is to help people to maintain their independence, prevent unnecessary hospital admissions and enable patients to be discharged early from hospital.

Integrated Care Teams

Integrated Care Teams provide patients with a better quality service, and easier access to required services, by working collaboratively towards the same outcome.

Integrated Medium Term Planning (IMTP) Process

The NHS Finance (Wales) Act 2014 and associated NHS Wales Planning Framework signalled a new medium-term approach to planning. This approach requires Health Boards and Trusts to produce an IMTP, setting out how resources will be used over a three-year period to improve health outcomes for local populations, improve the quality of care and achieve best value from resources.

Intensive Care / Therapy Unit

An intensive care unit is for people whose conditions are life threatening and who need constant, close monitoring and support from equipment and medication to maintain normal body function.

Intermediate Care

Intermediate care, also known as 'step up, step down' or transitional care, refers to care provided out of hospital for people who are medically stable but still need temporary care in a community bed or home-care for recovery and rehabilitation.

Inverse Care Law

The inverse care law refers to the proposition that those with the greatest need for medical services (e.g. those living in the most deprived areas and marginalised groups such as the homeless) are the least likely group to receive the treatment they require. Conversely, those with the lowest need (those living in the least deprived areas) tend to access services more easily and more effectively.

J

Joined-up Working

Joined-up working involves working in partnership with others, whether in the public, private or voluntary sector, to identify and solve local problems. The Welsh Government increasingly regards joined-up working as a means of fostering efficiency, effectiveness, and community engagement in the improvement of local government performance.

Junior Doctors

Junior doctors are qualified medical practitioners who are working whilst engaged in postgraduate training to become a consultant, associate specialist, GP or pursue academic medicine.

K

Knowledge and Skills Framework (KSF)

The KSF is a nationally-developed tool used to identify the knowledge, skills and development that staff need to do their job. KSF focuses on six core dimensions covering the key areas that apply to every job.

L

Life Sciences Hub Wales (LSHW)

LSHW is a government subsidiary that supports a growing and prosperous life sciences sector in Wales. LSHW aim is to help the people of Wales benefit from improved healthcare and economic wellbeing through working with industry and academia to find solutions for NHS and healthcare providers.

Local Partnership Forum (LPF)

The LPF is where Local Health Boards, trade unions and other key stakeholders work together to improve health services within the Health Board area, e.g. local priorities on workforce and health service issues.

Local Primary Mental Health Support Services (LPMHSS)

LPMHSS provide comprehensive and mental health assessments for those in need; provide short-term interventions for mental health patients; provide support and advice to GPs and other primary care staff; and provide information, support and advice to carers and guardians.

Long-Term Condition Management

Long-term condition management is the day-to-day management of patients with several diseases and neurological conditions that require daily treatment.

Long-Term Conditions (LTCs)

LTCs are conditions that cannot be cured but can be controlled by medication and other therapies.

M

Medical Consumables

Medical consumables refer to medical equipment required for clinical treatment. Examples of medical consumables include syringes, sutures, staples, medical gloves, and gowns.

Medical Isotopes

In nuclear medicine, a medical isotope is a type of capsule often used in diagnostics and radiation therapy for cancer patients. Isotopes are also used frequently in the detection of arthritis, fractures, and tumours.

Mental Health Practitioner

A Mental Health Practitioner is a health worker who provides services for the purpose of improving the mental health of individuals or treating mental illness. These include psychiatrists, clinical psychologists, clinical social workers, or psychiatric-mental health nurse practitioners.

Minor Injury Units

Minor injury units are used for less serious injuries, such as deep cuts, eye injuries, broken bones, severe sprains, minor head injuries, minor burns, and scalds.

Model of Care

A model of care is the overarching design for the provision of a particular type of health care service that is shaped by a theoretical basis, evidence-based practice and defined standards which broadly define the way health services are delivered.

Mortality Rate

Mortality rate, or death rate, is the rate of actual deaths to expected deaths.

Multi-Disciplinary Teams (MDTs)

MDTs consist of professionals from diverse disciplines who come together to provide comprehensive assessments and management of a patient's condition.

My Health Online

My Health Online gives patients the opportunity to book GP appointments, order repeat prescriptions and update their general details such as change of address, from the convenience of their home computer. The majority of GP practices in Wales have the facility to offer My Health Online to patients.

N

National Institute for Health and Clinical Excellence (NICE)

NICE is an independent organisation that provides national guidance on the promotion of good health and the prevention and treatment of ill health. It aims to set clear national standards of what patients can expect to receive from the NHS. It promotes clinical and cost effectiveness through guidance and audit to support front-line staff. The way NICE was established in legislation means that its guidance is officially England-only. However, it has agreements to provide certain NICE products and services to Wales, Scotland, and Northern Ireland.

National Planned Care Programme

The National Planned Care Programme was established in 2014 with the aim of reforming and improving NHS planned care specialities. The programme uses the expertise of clinicians in Wales to identify and promote best practice. Over the last two years, the programme has focused on ophthalmology, orthopaedics, ear, nose and throat and urology.

National Service Framework (NSF)

NSFs are long-term strategies for improving specific areas of care. NSFs are implemented in partnership with social care and other organisations. There are six NSFs in Wales encompassing coronary heart disease, diabetes, mental health, renal, older people, and children.

NHS-Funded Nursing Care

NHS-funded nursing care is the NHS' financial contribution towards the cost of meeting the care needs of nursing home residents who are not eligible for NHS continuing healthcare, but have been assessed as needing services by a nurse.

NHS Wales Employers

NHS Wales Employers supports the strategic workforce agenda of the NHS in Wales from an NHS employer's perspective through workforce policy development, practical advice, and information. NHS Wales Employers is hosted by, and operates as a part of, the Welsh NHS Confederation.

NHS Wales Health Collaborative

The NHS Wales Health Collaborative is a programme which supports the joint-planning and programme management of NHS services across Health Board boundaries.

NHS Wales Shared Services Partnership (NWSSP)

The NWSSP is an independent organisation, owned and directed by NHS Wales. NWSSP supports NHS Wales through the provision of a comprehensive range of high quality, customer-focused support functions and services e.g. employment (recruitment, payroll and pensions); legal advice and representation and procurement services.

O

Older People's Commissioner

The Older People's Commissioner for Wales is an independent voice and champion for older people across Wales, standing up and speaking out on their behalf.

Out-of-Hours Services

Out-of-hours services are provided outside 'standard' working hours e.g. evenings and weekends.

Outpatient

An outpatient is a patient who attends a hospital or clinic for treatment that does not require an overnight stay.

P

Palliative Care

Palliative care is a multi-disciplinary approach to specialised medical and nursing care for people with life-limiting illnesses. It focuses on providing relief from the symptoms, pain, and the physical and mental stress of a terminal diagnosis.

Pandemic

An epidemic that has spread over several countries/continents, usually affecting a large number of people.

Parliamentary Review of Health and Social Care

The Parliamentary Review of Health and Social Care was an independent review of the future of health and care services in Wales, undertaken by a panel of experts. The panel's final report was published in January 2018 recommending a clear and simple long-term vision of what a seamless system, with care organised around the individual as close to home as possible, should look like in the future.

Pathways

A patient pathway is the route that a patient will take from their first contact with an NHS member of staff (usually their GP), through referral, to the completion of their treatment. It also covers the period from entry into a hospital or a treatment centre until the patient leaves.

Patient-centred Care

Patient-centred care is an approach to working with people which puts the individual's needs and aspirations firmly at the centre of the process. It includes respect for patient-centred values, preferences, and expressed needs; co-ordination and integration of care across the health and social care system; information, communication, and education; emotional support; welcoming the involvement of family and friends and paying due attention.

Patient Experience

Patient experience means putting the patient and their experience at the heart of quality improvement. Patient experience focuses on the measures and elements that are important to the patient, such as respect for patient-centred values, preferences, and expressed needs; communication; physical comfort and continuity of care.

Patient-Reported Experience Measurements (PREMs)

PREMs take the form of validated questionnaires that service users, their families and their carers complete to provide NHS organisations with a better understanding of how they feel about their experiences of the care they receive.

Personal Care Plan

A personal care plan is developed by the patient and their healthcare professional and contains information about the individual's health, lifestyle, and options for treatment. The aim is to provide the patient with greater ownership and responsibility in the management of their care.

Personalisation

Personalisation is the all-encompassing term used to give people more choice about the care they receive. The system places the service user at the centre of the process and allows them to choose the agencies they use and the manner in which they receive support.

Person-centred Working

Person-centred working refers to approaches that recognise the uniqueness of the individual and establish this as the basis for the planning and delivery of care.

Pooled Budgets

A pooled budget is a discrete fund set up by partner organisations to achieve shared aims and outcomes. The shared aims and outcomes are set out in a partnership agreement regardless of the level of contribution each partner may commit to. Under a pooled budget arrangement, NHS and Local Authorities are able to pool resources, and enable the delegation of functions to a lead partner.

Population Health

Population health is defined as the health outcomes of a group of individuals and the distribution of such outcomes within the group. Health equity – the avoidable differences in health between different parts of the population – is a core part of understanding population health.

Population Health Assessment (PHA)

PHA is about understanding the health of communities or specific populations, as well as the factors that underlie good health or pose potential risks, to inform innovative policies and services.

Population Projections

Population projections provide an estimate of the size of the future population and are based on assumptions about births, deaths, and migration. The assumptions are based on past trends and only indicate what may happen should the most recent trends continue.

Power of Attorney

A Power of Attorney is a legal document that allows someone to manage another person's affairs, or specific elements of their affairs, on their behalf.

Primary Care

Primary care services provide the first point of care, day or night, for more than 90% of people's contact with the NHS in Wales. General practice is the core, but not the only, element of primary care – other services such as pharmacy, dentistry and optometry increasingly provide care directly to the public. The primary care contribution is also about co-ordinating access for people to the wide range of services in the local community to help meet their health and wellbeing needs.

Private Sector

The private sector is the part of the national workforce and economy that is not under direct state control. Private sector organisations do not receive aid or support of any kind from central government. In healthcare, the private sector is made up of hospitals and clinics that operate independently from the NHS.

Process Mapping

Process mapping is the plotting of a patient's journey to identify points of inefficiency and/or opportunities for improvement.

Prudent Healthcare

Prudent healthcare is a term used to describe healthcare that fits the needs and circumstances of patients and actively avoids wasteful care that is not to the patient's benefit. The Welsh Government's four principles for prudent healthcare are:

- Achieving health and wellbeing with the public, patients and professionals as equal partners through co-production;
- Caring for those with the greatest health need first and making the most effective use of all skills and resources;
- Doing only what is needed (no more, no less) and doing no harm; and
- Reducing inappropriate variation using evidence-based practices consistently and transparently.

These principles fit together with the complementary idea of 'only do what only you can do' – the notion that no healthcare professional should routinely be providing care below their clinical competency.

Public and Patient Engagement

Public and patient engagement refers to the process of engaging the public and patients at an individual and collective level throughout the planning and design of services to create localised, personalised, and effective services. The process moves from information, to feedback, to influence and can be done at each stage of the cycle: needs assessment, decisions about priorities and strategies, service improvement, procurement and contracting and monitoring and performance management.

Public Health

Public health is concerned with improving the health of the population rather than treating the diseases of individual patients.

Public Health Practitioner

A Public Health Practitioner has responsibility for improving health among individuals, families and communities through the prevention and treatment of diseases and injuries. A Public Health Practitioner also has responsibility for promoting healthy behaviours.

Public Service Boards (PSBs)

The Well-being of Future Generations (Wales) Act 2015 introduced PSBs for each Local Authority area in Wales. Each PSB works to improve the economic, social, environmental, and cultural wellbeing of its area by working to achieve wellbeing goals under the Well-being of Future Generations (Wales) Act 2015. They also aim to reduce duplication and streamline the number of statutory plans and strategies that Local Authorities and their planning partners need to produce.

Public Services Ombudsman

The Ombudsman is independent of all government bodies and has legal powers to investigate complaints about public services, including the NHS, and independent care providers in Wales.

Q

Quadruple Aim

Introduced under *A Healthier Wales*, the 'quadruple aim' refers to the four mutually supportive goals to achieve an effective and sustainable health service for the future. The four goals are:

1. improving population health and wellbeing through a focus on prevention;
2. improving the experience and quality of care for families and individuals;
3. enriching the wellbeing, capability and engagement of the health and social care workforce;
4. and increasing the value achieved from funding of health and care through improvement, innovation, use of best practice and eliminating waste.

Quality Adjusted Life Year (QALY)

A QALY is a measure of the state of health of a person or group in which the benefits, in terms of length of life, are adjusted to reflect the quality of life. One QALY is equal to one year of life in perfect health.

Quality and Outcomes Framework (QOF)

The QOF is a voluntary system of financial incentives for GP practices. It is about rewarding contracts for good practice (and its associated workload) through participation in an annual quality improvement cycle.

R

R0 / reproductive rate

An epidemiologic metric used to describe the contagiousness or transmissibility of infectious agents, which is usually estimated with complex mathematical models developed using various sets of assumptions. It is an estimate of the average number of new cases of a disease that each case generates, at a given point in time.

Re-ablement Services

Re-ablement services seek to maximise people's long-term independence, choice and quality of life, while at the same time minimising the requirement for ongoing support.

Reconfiguration

Reconfiguration is the rearrangement of services or facilities to achieve the maximum cost, clinical and patient benefit.

Referral to Treatment (RTT)

RTT is the period of time from referral by a GP or other medical practitioner to hospital for treatment in the NHS. An RTT pathway includes the time spent waiting for any hospital appointments, tests, scans or other procedures that may be needed before being treated.

Regional Partnership Boards (RPBs)

RPBs are required under the Social Services and Well-being (Wales) Act 2014. RPBs provide formal governance for the oversight of partnership arrangements for integration of services.

Residential Care

Residential care refers to long-term care provided to adults or children in a residential setting rather than their own homes.

Risk Adjusted Mortality Index (RAMI)

RAMI is a mortality index based on a ratio of an observed number of deaths to an expected number of deaths in a particular population. The 'risk adjusted' element of RAMI is intended to allow comparisons between hospitals providing complex, high-risk care and smaller hospitals that provide lower risk services.

Rural Health and Care Wales (RHCW)

RHCW is an organisation of excellence that is leading the way in the field of rural health and social care in Wales, the UK and internationally. RHCW was formed and is supported by Hywel Dda UHB, Betsi Cadwaladr UHB, Powys THB and the Welsh Ambulance Services NHS Trust. RHCW works in collaboration with the Universities of Aberystwyth, Bangor, Cardiff, Swansea, Trinity Saint David and Coleg Cymraeg Cenedlaethol, along with the Local Authorities of Ceredigion, Powys, and Gwynedd.

S

Secondary Care

Secondary care is the healthcare service provided by medical specialists and other health professionals who generally do not have first contact with patients e.g. cardiologists, urologists and dermatologists.

Self-Care

Self-care refers to individuals taking responsibility for their own health and wellbeing and to care for themselves. This includes engaging in regular physical activity, eating healthily, taking action to prevent illness and accidents and using medicines appropriately and effectively.

Self-help (or Self Management)

Self-help/management includes the actions individuals and carers take for themselves, their children, families and others to stay fit and maintain good physical and mental health; meet social and psychological needs; prevent illness or accidents; care for minor ailments and long-term conditions and maintain health and wellbeing after an acute illness or discharge from hospital.

Senedd Cymru (Welsh Parliament)

The Senedd is the devolved parliament of Wales with power to make legislation, vary taxes and scrutinise the Welsh Government. The Senedd comprises 60 members, who are known as Members of the Senedd (MSs).

Senedd Committees

Committees are small groups of MSs who collectively represent the balance of the political parties in the Senedd. Committees scrutinise proposed legislation (Bills) and Welsh Government policies and make recommendations for improvements.

Social Care

Social care is the provision of social work, personal care, protection or social support services to children or adults in need or at risk, or adults with needs arising from illness, disability, old age or poverty.

Social Care Assessment

Under the Social Services and Well-being (Wales) Act 2014, Health Boards must work with Local Authorities to assess the social care needs of people living within their area. A social care assessment is a way of finding out what level of social care needs a person has and what can be done to meet those needs.

Social Care Wales

Social Care Wales works to improve the quality of care and support people should expect from NHS Wales. Social Care Wales' core vision is to achieve a society where every person who receives support can live the life that matters to them.

Social distancing

Measures taken to reduce person-to-person contact in a given community, with a goal to stop or slow down the spread of a contagious disease.

Social Exclusion

Social exclusion refers to the state of a particular group that lacks the means and/or supportive environment to access opportunities for adequate healthcare, employment, education or housing.

Social Prescribing

Social prescribing is a means of referring patients to a range of local, non-clinical services which are typically planned and delivered by voluntary and community sector organisations.

Social Services and Well-being (Wales) Act 2014

The Social Services and Well-being (Wales) Act came into force on 6th April 2016. The Act provides the legal framework for improving the wellbeing of people who need care and support and changes the way people's needs are assessed and how services are delivered.

Single Equality Scheme

The Single Equality Scheme is effectively a strategy and action plan detailing named organisations, including the NHS, commitment and approach to all forms of equality and human rights.

Single Integrated Plan

The Single Integrated Plan engages a range of sectors to address local problems in the local area, including health inequalities.

Skills for Health

Skills for Health operates in the workforce and organisational development sector. They provide workforce solutions designed to improve healthcare, raise quality, and improve productivity and financial performance. Skills for Health is a not-for-profit organisation for the whole UK health sector.

Stakeholder Reference Group

All Health Boards in Wales have a Stakeholder Reference Group to encourage full engagement and active debate across the communities served by the Health Board. By doing so, organisations use the balanced opinions of its stakeholders to inform the decision-making process.

Stakeholders

The NHS has a wide range of stakeholders that all share an interest in its work, including patients and the public, Local Authorities and social care providers, charities and the private, voluntary and community sectors.

Steering Group

A Steering Group refers to a small team of professionals who come together to work on a specific project, initiative or plan e.g. for the purpose of carrying out a Health Impact Assessment.

T

Telecare

Telecare refers to technology that supports people to maintain their independence by linking a person's home with a monitoring centre that can respond to problems. Examples of telecare include pendant alarms, automatic pill dispensers and sensors that detect risks to a person's health and wellbeing at home e.g. smoke or a gas leak.

Telecoaching

Telecoaching offers a range of support methods (often delivered online and/or by telephone) that allows clinicians to support and empower patients in their own self-management and self-care.

Telehealth

Telehealth offers a range of care options remotely via phones, mobiles and broadband, often involving video conferencing. Deployed effectively, it can improve the patient's experience of care by reducing the need for travel to major cities and hospitals to receive care and treatment.

Tertiary Care

Tertiary care is for people requiring complex treatments, usually in a specialist centre. People may be referred for tertiary care (for example, a specialist stroke unit) from either primary or secondary care.

Third sector

The third sector encompasses the full range of non-public, not-for-profit organisations that are non-governmental and 'value driven'; that is, motivated by the desire to further social, environmental or cultural objectives rather than to make a profit.

Trade Unions and Professional Bodies

A Trade Union and a professional body is an organised association of professionals within a sector formed to protect and further their rights and interests e.g. Unite, Unison and Royal Colleges.

Trusts

There are three NHS Trusts in Wales with an all-Wales focus. These are the Welsh Ambulance Services NHS Trust, Velindre University NHS Trust and Public Health Wales NHS Trust.

U

Unscheduled Care

Unscheduled care refers to health and / or social care which cannot reasonably be foreseen or planned in advance of contact with the relevant professional. Unscheduled care, by definition, is urgent with the need to take action at the time of contact with services.

Urgent Care

Urgent care is care for people needing medical advice, diagnosis and/or treatment quickly and unexpectedly.

V

Vaccinations

A vaccination is a biological preparation that provides active immunity against a specific disease.

Value-Based Healthcare

Value-based healthcare is a clear commitment to delivering and implementing policies geared towards delivering the greatest value from NHS services. The agenda compliments the core principles of the prudent healthcare framework.

Virtual Wards

Virtual Wards provide a community-based service using systems, processes and staffing similar to a hospital ward but without the physical building. Virtual Wards provide multi-disciplinary care to patients at high risk of unplanned hospital admission based on the forecasts of a predictive risk model. Using the staffing, systems and daily routines of a hospital ward with a social worker as a key member of the team, they deliver highly co-ordinated preventive care at home to people at high predicted risk.

Voluntary and Community Sector

The voluntary and community sector is an umbrella term that refers to registered charities as well as non-charitable, non-profit organisations, associations, self-help groups and community groups, for public or community benefit.

W

Wales Employment and Skills Board (WESB)

WESB serves as an independent, employer-led advisory board for Welsh Government on all matters relating to post-16 employment and skills policy to ensure delivery is better aligned to the needs of employers and individuals across Wales.

Wales & West Acute Transfer for Children (WATCh)

WATCh is a jointly commissioned team responsible for the transfer of critically ill children across South West England and South Wales.

WeCare Campaign

The WeCare campaign was launched by Social Care Wales in March 2019. WeCare is part of a long-term strategy to attract, recruit and develop the health and social care workforce in Wales to meet current and future levels of demand.

Wellbeing

Wellbeing is broadly understood to be the state of being physically and mentally healthy and happy. Wellbeing also refers to how satisfied people feel with their lives as a whole, their sense of purpose, and how in control they feel about their lives, their employment and their social and professional relationships with others.

Well-being of Future Generations (Wales) Act 2015

The Well-being of Future Generations (Wales) Act 2015 is about improving the social, economic, environmental, and cultural wellbeing of Wales. The Act establishes a statutory Future Generations Commissioner for Wales.

Welsh Blood Service

The Welsh Blood Service covers the whole of Wales and collect voluntary, non-remunerated blood donations from the general public.

Welsh Community Care Information System (WCCIS)

The Welsh Community Care Information System (WCCIS) is an electronic information sharing platform designed to deliver improved care and support for people across Wales.

Welsh Council for Voluntary Action (WCVA)

The WCVA is the national membership organisation for the third sector in Wales. The WCVA provides services and support to charities, community groups, voluntary organisations, social enterprises, and volunteers.

Welsh Health Specialised Services Committee (WHSSC)

The WHSSC is responsible for the joint planning of specialised and tertiary services on behalf of Health Boards in Wales. Every year, WHSSC receives funding from Health Boards to pay for specialised healthcare for everyone who lives in Wales and is entitled to NHS care.

Welsh Index of Multiple Deprivation (WIMD)

WIMD is the official measure of relative deprivation for small areas in Wales. It is designed to identify those small areas where there are the highest concentrations of several different types of deprivation. A WIMD deprivation score is calculated using eight domains of income, employment, health, education, access to services, housing, physical environment, and community safety.

Welsh Language Commissioner

The role of the Welsh Language Commissioner is to promote and facilitate the use of the Welsh language; work towards ensuring that the Welsh language is treated no less favourably than the English language by imposing duties on some organisations to comply with standards and conduct inquiries into matters relating to the Commissioner's functions.

Welsh Local Government Association (WLGA)

The WLGA represents the interests of local government and promotes local democracy in Wales. Its primary purposes are to promote better local government, promote the reputation of local government and support Local Authorities in the development of policies and priorities that improve public services and democracy.

Welsh NHS Confederation Policy Forum

The Policy Forum brings together over 60 organisations across the health and social care sector in Wales, including the third sector, Royal Colleges, Allied Health professionals and social care organisations. The Forum produces briefings on a range of health topics.

Welsh Partnership Forum

The Welsh Partnership Forum is a tripartite group, sponsored by the Welsh Government, consisting of representatives from trade unions for NHS Wales, senior management, and the Welsh Government. The main purpose of the Forum is to support the development, support and delivery of workforce policies on a national, regional and local level.

Welsh Risk Pool Service

The Welsh Risk Pool Service is a mutual organisation which reimburses losses over £25,000 incurred by Welsh NHS bodies arising out of negligence. The Welsh Risk Pool Service is funded through the NHS Wales Healthcare budget.

Whole-System Approach

A whole-system approach means involving different parts of a system, or parts of another system, to address a particular need. An example of a whole-system approach would be supporting children to maintain good oral health by involving a Local Health Board, local dental practices, and local schools.

Wider Determinants of Health

The wider determinants of health, sometimes referred to as the social determinants of health, are a diverse range of social, economic and environmental factors that impact on a person's health. The wider determinants of health include a person's employment status, their place of residency and their socioeconomic status.

Winter Plans

Winter Plans are produced by Local Health Boards to set out how the organisation will address increased demand during the winter months. These plans are developed in partnership with the Welsh Ambulance Services NHS Trust and Local Authorities.

NHS Wales

Local Health Boards

There are seven Local Health Boards in Wales:

- Aneurin Bevan University Health Board
- Betsi Cadwaladr University Health Board
- Cardiff and Vale University Health Board
- Cwm Taf Morgannwg University Health Board
- Hywel Dda University Health Board
- Powys Teaching Health Board
- Swansea Bay University Health Board



NHS Trusts

There are three NHS Trusts with an all-Wales focus.

- Public Health Wales NHS Trust is the national public health agency that works to protect and improve health and wellbeing and reduce health inequalities for the people of Wales.
- Velindre University NHS Trust provides specialist cancer service across South and Mid Wales through Velindre Cancer Centre and a national service through the Welsh Blood Service.
- Welsh Ambulance Services NHS Trust provides a range of out-of-hospital, emergency, and non-emergency services.

Special Health Authorities

There are two Special Health Authorities in Wales with a national focus:

- Health Education and Improvement Wales has a leading role in the education, training, development and shaping of the healthcare workforce across Wales.
- Digital Health and Care Wales leads on digital platforms, systems and services and collecting and analysing health service data across Wales.

How can the Welsh NHS Confederation help you?

If you would like any further information on the terms provided in this glossary, please contact **Nesta Lloyd-Jones**: Nesta.Lloyd-Jones@welshconfed.org or 02920 349 850.

The Welsh NHS Confederation is the only national membership body representing all the organisations making up the NHS in Wales: the seven Local Health Boards, three NHS Trusts, Digital Health and Care Wales and Health Education and Improvement Wales.

Please visit our website at www.welshconfed.org and follow us on Twitter [@WelshConfed](https://twitter.com/WelshConfed).

Registered charity number: 1090329

May 2021