

Glossary of health terms

March 2018

Introduction

This glossary provides a summary of organisations and general terms used within the health sector in Wales. The glossary is not all-encompassing but provides some of the most common words and phrases used.

0-9

111

NHS 111 is a free-to-call, non-emergency medical helpline, available 24 hours a day, to be used for health information and advice and access to urgent care. Currently, the service is available in Swansea, Neath Port Talbot, Bridgend and Carmarthenshire, but it is anticipated that the service will be rolled out across Wales by 2021.

1000 Lives Improvement

1000 Lives Improvement is the national improvement programme supporting organisations and individuals to deliver the highest quality and safest healthcare for the people of Wales.

A

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.

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 that, with the individual's agreement, 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.

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 Fundamentals of Care Audit

The All Wales Fundamentals of Care Audit is a summary of NHS organisations' compliance with the Fundamentals of Care standards based on annual audits. The Fundamentals of Care audit programme aims to improve the quality aspects of health and social care for adults. It contains 12 standards relating to essential elements of care.

All Wales Medicines Strategy Group (AWMSG)

The AWMSG was established in 2002. The group's main function is to advise the Welsh Government of 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 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.

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 alarm, 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.

B

Board Members

The Board is the corporate, decision-making body of the Health Board or Trust. 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 Health Board's compliance with the law, Standing Orders and the governance and accountability framework set by the Welsh Government.

Brexit Health Alliance (BHA)

Bringing together the NHS, medical research, industry, patients and public health organisations, the BHA aims to safeguard the interests of patients and the healthcare and research they rely on during the Brexit negotiations. The Welsh NHS Confederation is a member.

C

Cabinet Secretary for Health and Social Services

The Cabinet Secretary for Health and Social Services (previously the Cabinet Secretary for Health, Well-being and Sport) is appointed by Welsh Government and has responsibility for NHS Wales delivery and performance, research and development in health and social care and all aspects of public health in Wales. The Cabinet Secretary for Health and Social Services is also responsible for the delivery of new outcome measures and has oversight of Wales Audit Office activities relating to the NHS. The post is currently held by Vaughan Gething AM.

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.

Children and Adolescent Mental Health Services (CAMHS)

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

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, cannot cope without their support.

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 36 health and social care organisations who act as a shared voice during the Brexit negotiations on issues affecting the health and social care workforce. The Welsh NHS Confederation is a member.

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.

Children's Commissioner for Wales

The Children's Commissioner is the national voice for children and young people in Wales. It's 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. The post is currently held by Sally Holland.

Choose Well

Choose Well provides tools to help the public decide if they need medical attention when they are ill. It explains what each NHS service provides, and when it should be used. It allows NHS services to help the people who need them most.

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

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 meet opposition and fail.

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, working in a co-ordinated manner, unconstrained by existing professional and Local Health Board boundaries, to ensure equitable provision of high quality and clinically effective services.

Clinical Pathways

Clinical pathways are standardised, evidence-based multidisciplinary 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 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. They act as the public voice in letting managers of health services know what people want and how things can be improved. In turn, CHCs also consult the public directly on some issues to make sure that they are properly reflecting public views to the Health Board, Trust or Welsh Government.

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 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.

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.

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.

Direct Payments (Social Care)

Direct payments are cash payments that Local Authorities 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 Local Authority 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.

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 other 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 care settings.

Emergency Assessment Unit (EMU)

At an EMU, a patient is assessed by a member of either the medical, surgical or orthopaedic team. 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.

Executive Peer Groups

Executive Peer Groups bring together Director-level professionals from Local Health Boards and Trusts to deliver an all-Wales work programme e.g. Medical Directors, Nurse Directors, Public Health Directors and Planning Directors.

F

'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. The post is currently held by Sophie Howe.

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.

H

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, designing, developing and securing the delivery of primary, community, in-hospital care and specialised services. There are seven HBs in Wales.

Health and Care Standards

The Health and Care Standards set out the Welsh Government's common framework of standards 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 well-being. They set out expectations for services and organisations and whether they provide or commission services for their local citizens.

Health Education and Improvement Wales (HEIW)

HEIW was unveiled in July 2017 and is set to begin delivering its programme in 2018. HEIW will support the development of the Welsh Government's health workforce in relation to leadership, planning, education and improvement.

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.

Healthcare Technology and Telehealth Fund (HTTHF)

The HTTHF provides capital investment to a number of innovative telehealth and community projects to improve equity of access across Wales.

Horizon 2020

Horizon 2020 is the largest EU Research and Innovation programme. Welsh organisations have secured over €83m of Horizon 2020 funding since the start of the programme in 2014.

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, care, rehabilitation and health promotion to improve services in terms of access, quality, user satisfaction and efficiency. 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.

Integrated Care Team

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, requiring Health Boards and Trusts to produce an IMTP, setting out how resources will be used over a three year period to improve health outcomes, quality of care and ensure best value from resources.

Independent Member

An independent member 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. Independent members often have a designated area of interest or focus, but are not representative of a particular constituency, and should actively participate in all aspects of assurance and scrutiny.

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.

Intermediate Care

Intermediate care, also known as 'step up, step down' or transitional care, is care 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.

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.

J

Joined-up Working

Joined-up working involves working in partnership with others, whether in the public, private or voluntary sector, in order to identify and solve local problems. The 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

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 Conditions (LTCs)

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

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.

M

Major Trauma Centres

Major Trauma Centres provide specialised care to patients with multiple serious injuries that could result in death or serious disability, including head injuries, life-threatening wounds and multiple fractures.

Making Choices Together

Making Choices Together is a movement led by 1000 Lives that encourages patients to have open conversations with clinicians about their care and encourage joined-up decision making.

Mid Wales Healthcare Collaborative (MWHC)

The MWHC was established in 2015 in response to the Mid Wales Healthcare Study with the aim of ensuring that healthcare services in Mid Wales are effective for its population. In 2017, the MWHC was succeeded by the Mid Wales Joint Committee for Health and Social Care. Membership includes Betsi Cadwaladr University Health Board (UHB), Hywel Dda UHB, Powys Teaching Health Board (THB), Welsh Ambulance Services NHS Trust, Ceredigion County Council, Gwynedd Council and Powys County Council.

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)

MDT consist of professionals from diverse disciplines who come together to provide comprehensive assessment and management.

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.

My Winter Health Plan

My Winter Health Plan is part of the Choose Well winter campaign and seeks to support people with long-term health conditions and their carers. The Plan was launched in November 2017 and shares information with healthcare professionals making a home visit about a patient's condition; the support they receive; the advice they have been given; and their key health and care support contact details.

N

National Improvement Programme

The National Improvement Programme sets out the collective actions to be undertaken by Executive Peer Groups. Its primary objective is to drive incremental financial improvement and service performance improvement.

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 Direct Wales

NHS Direct Wales is a health advice and information service available 24 hours a day, seven days per week. NHS Direct Wales is part of the Welsh Ambulance Services NHS Trust.

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 provided by a registered nurse.

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.

NHS Wales Employers

NHS Wales Employers supports the strategic workforce agenda of the NHS in Wales from an NHS employers' 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 Informatics Service (NWIS)

NWIS has a national role to support NHS Wales in making best use of IT skills and resources. NWIS brings together the strategic development of Information Communications Technology (ICT), the delivery of operational ICT services and information management.

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. The post is currently held by Sarah Rochira.

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 multidisciplinary 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.

Parliamentary Review of Health and Social Care

The Parliamentary Review of Health and Social Care is an independent review of the future of health and care services in Wales, undertaken by an international panel of experts. The panel produced an interim report in Summer 2017, and a final report was published in January 2018.

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; attention to transition and continuity; and access to care.

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.

Personal Care Plan

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

Personalisation (health and social care)

Personalisation is the all-encompassing term 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 recent trends continue.

Power of Attorney

A Power of Attorney is a legal document allowing 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 but is not the only element – 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 well-being needs.

Process Mapping

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

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.

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 well-being 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 do 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 Service Boards (PSBs)

The Well-being of Future Generations (Wales) Act 2015 introduced PSBs for each Local Authority area in Wales. Each PSB must improve the economic, social, environmental and cultural well-being of its area by working to achieve well-being goals. 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 look into complaints about public services, including the NHS, and independent care providers in Wales.

Q

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.

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.

Quadruple Aim

The 'quadruple aim', as per the Parliamentary Review of Health and Social Care in Wales, refers to the four mutually supportive goals to achieve an effective and sustainable health service for the future. The four goals are; improving population health and well-being through a focus on prevention; improving the experience and quality of care for families and individuals; enriching the well-being, capability and engagement of the health and care workforce; and increasing the value achieved from funding of health and care through improvement, innovation, use of best practice and eliminating waste.

R

Regional Partnership Boards (RPBs)

RPBs are required under the Social Services and Well-being (Wales) Act 2014. The RPB will provide formal governance for the oversight of partnership arrangements for future integration of services, using pooled funds or lead commissioning arrangements, as appropriate.

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.

Re-ablement Services

Re-ablement services seek to maximise people's long-term independence, choice and quality of life, while at the same time attempting to minimise 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 in Wales. An RTT pathway covers the time waited from referral to hospital for treatment and includes time spent waiting for any hospital appointments, tests, scans or other procedures that may be needed before being treated.

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 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 health care 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 well-being and to care for themselves. This includes taking exercise, eating well, taking action to prevent illness and accidents, the better use of medicines, treatment of minor ailments, and better care of long-term conditions.

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 well-being after an acute illness or discharge from hospital.

Service Level Agreement (SLA)

A SLA is a document that sets out an agreement between two or more parties, describing the expectations and requirements of each party.

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 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 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 well-being of people who need care and support and changes the way peoples' needs are assessed and how services are delivered.

Single Equality Scheme

The Single Equality Scheme is effectively a strategy and action plan detailing the organisations 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. They are a not for profit organisation for the whole UK health sector.

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.

Stakeholder Reference Group

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

T

Telecoaching

Telecoaching offers a range of support methods (often delivered online and/or by telephone) allowing 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 Cancer Centre NHS Trust and Public Health Wales NHS Trust.

U

Unscheduled Care

Unscheduled care can be defined as 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

The Virtual Ward provides a community-based service using systems, processes and staffing similar to a hospital ward but without the physical building. Virtual Wards provide multidisciplinary 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 Audit Office

The primary objective of the Wales Audit Office is to support the Auditor General as the public sector watchdog for Wales. Their aim is to ensure that public money is being managed wisely and that public bodies in Wales understand how to improve outcomes.

Wales & West Acute Transfer for Children (WATCh)

WATCh is a jointly commissioned team responsible for the transfer of critically ill children across South East England and South Wales. The team co-ordinates and undertakes the transfer of children into two regional paediatric intensive care units (PICUs) in Bristol and Cardiff.

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.

Well-being of Future Generations (Wales) Act 2015

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

Welsh Community Care Information System (WCCIS)

Local Authorities and NHS Wales organisations are working in partnership towards an electronic solution - WCCIS - which will enable safe sharing of information and help 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 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 relating to the Welsh language; and conduct inquiries into matters relating to the Commissioner's functions. The post is currently held by Meri Huws.

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, to promote its reputation and to support authorities in the development of policies and priorities which will improve public services and democracy.

Welsh NHS Confederation Policy Forum

The Policy Forum brings together over 50 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 healthcare 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.

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 Service NHS Trust and Local Authorities.

Workforce, Education and Development Services (WEDS)

Working on behalf of NHS Wales, the Welsh Government and education providers, WEDS support the service in the development of a workforce with the skills and competencies to meet the demands of modern day healthcare. The role of WEDS is critical to NHS Wales in the delivery of its key strategic objectives and in the planning of future workforce requirements both in terms of numbers and skills. WEDS also undertake a number of strategic pieces of work on behalf of Welsh Government and NHS Wales.

How can the Welsh NHS Confederation help you?

Please get in touch if you would like any further information on the terms provided in this glossary.

Please contact **Nesta Lloyd-Jones**, Policy and Public Affairs Manager:

nesta.lloyd-jones@welshconfed.org or 02920 349 857.

The Welsh NHS Confederation is the only national membership body that represents all the organisations that make up the NHS in Wales: the seven Local Health Boards and three NHS Trusts.

Please visit our website at www.welshconfed.org and follow us  @WelshConfed.

Registered charity number: 1090329

A Map of NHS Wales

There are seven Health Boards in Wales that are responsible for planning and delivering all healthcare services within a geographical area. The seven Health Boards are:

1. **Abertawe Bro Morgannwg University Health Board**
2. **Aneurin Bevan University Health Board**
3. **Betsi Cadwaladr University Health Board**
4. **Cardiff and Vale University Health Board**
5. **Cwm Taf University Health Board**
6. **Hywel Dda University Health Board**
7. **Powys Teaching Health Board**



There are three NHS Trusts in Wales with an all-Wales focus:

- The **Welsh Ambulance Service NHS Trust** which provides emergency services;
- **Velindre Cancer Centre**, which provides specialist services in cancer care and a range of national support services; and
- **Public Health Wales**, which provides national leadership on public health issues.