Glossary of health and social care terms

Introduction

This document has been produced for Assembly Members and other stakeholders to provide a summary of general terms used within the health and social care sector in Wales. The document is not all-encompassing but provides some of the most common words and definitions used.

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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 Assessment Unit

A short-stay department, usually less than 48 hours, within some hospitals that is separate to the emergency department (ED). Acute Assessment Units (AAUs) deliver emergency care to ensure swift and effective decision making and allow assessment of patients with the aim to prevent prolonged length of stay.

Acute Care

Medical and surgical treatment usually provided by a hospital.

Acute Medical Unit

The Acute Medical Unit (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. The aim is to support and empower people over 50 to have greater control over their own health and well-being.
Admission Rates
Number of people admitted to hospital.

Advance Care Plans
Advance care planning (ACP) is a voluntary process of discussion about future care between an individual and their care providers, irrespective of discipline. If the individual wishes, their family and friends may be included. It is recommended that, with the individual’s agreement, this discussion is documented, regularly reviewed and 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.

Agenda for Change
Agenda for Change (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
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 of aspects of health and social care for adults. It contains 12 standards all relating to essential elements of care.

All Wales Medicines Strategy Group (AWMSG)
The All Wales Medicines Strategy Group (AWMSG) was established in 2002 to provide advice on medicines management and prescribing to the Minister for Health and Social Services in an effective, efficient and transparent manner. The group’s main functions are to advise the Welsh Government of future developments in healthcare to assist in its strategic planning, advise the Welsh Government on the development and implementation of a prescribing strategy for Wales and develop timely, independent and authoritative advice on new medicines.

Allied Health Professional
Umbrella term for arts therapists, chiropodists, dietitians, occupational therapists, orthoptists, paramedics, physiotherapists, prosthetists and orthotists, psychologists, psychotherapists, radiographers, speech and language therapists.

Annual Quality Statement
All Health Boards and Trusts publish an Annual Quality Statement (AQS). The AQS is first and foremost for the public. It provides an opportunity for the organisation to let its local population know in an open and honest way how it is doing to ensure all its services are meeting local need and reaching high standards. It should therefore bring together a summary highlighting how the organisation is striving to continuously improve the quality of all the services it provides and commissions in order to drive both improvements in population health and the quality and safety of healthcare services. There is also one overview Annual Quality Statement published by NHS Wales.

Assistive Technology
Any product or service designed to enable patients to achieve greater independence and enhance their quality of life. The devices can be simple like a mobile phone or more complex depending on the needs of the individual.

Board Members
The Board is the corporate, decision making body of the Health Board or Trust. Its role is to set its strategic direction, establish and uphold its governance and accountability framework, including its 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. All members of the Board, including 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 were required to have board secretaries. The board secretary acts as the guardian of good governance and its 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 monitors the health board’s compliance with the law, Standing Orders and the governance and accountability framework set by the Welsh Ministers.

Caldicott Guardians
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 satisfy the highest practicable standards for handling patient identifiable information.

Call to Action
A Call to Action sets out a request to patients, public, staff and partners to join a national conversation about the future demand on NHS services, the impact of changing health needs and how we will meet these challenges.

CAMHS
Child and Adolescent Mental Health Services.

Care and Social Services Inspectorate Wales (CSSIW)
Care and Social Services Inspectorate Wales is responsible for inspecting social care and social services to make sure that they are safe for the people who use them. It is the regulator for social care and social services in Wales, from child minders and nurseries to homes for older people.

Care Council for Wales (CCW)
The Care Council for Wales is the workforce regulator for the social care profession. CCW is a Welsh Government Sponsored Body, who work to ensure that the people of Wales can receive assurance that social services being provided by a professional, skilled and confident care and support workforce.

Under the Regulation and Inspection of Social Care (Wales) Bill, the Welsh Government is proposing to reconstitute and re-name the Care Council for Wales as Social Care Wales and broaden its remit to support a more strategic approach to improvement across the sector.

Care Pathway
To improve the person-centred nature of care, commissioners and service planners now 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. They describe this journey as a care pathway. Their aim is 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, electronically recorded, e.g. as an electronic care plan or recorded in the patient’s notes, and be accessible to the patient and all carers, including emergency/urgent care services. Care plans should focus on the aspirations of the patient. These are different from an asthma action plan or a COPD plan, which would be one element of a whole care plan.

Case Management
Case management is the process of planning, coordinating, managing and reviewing the care of an individual.

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

Clinical Audit
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
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. The difference in approach and perspective from that of management is important and valuable. 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. Effective clinical governance makes sure that quality and safety are at the centre of all healthcare activities.

**Clinicians**

A health professional, such as a doctor, nurse, or pharmacist who is involved in dealing with patients on a regular basis, for example in clinics.

**Cognitive Behavioural Therapy**

A type of psychotherapy in which negative patterns of thought about the self and the world are challenged in order to alter unwanted behaviour patterns or treat mood disorders such as depression.

**Commissioning**

Commissioning is the purchasing of NHS services to meet the health needs of a local population. The market model of the NHS in England requires the separation of responsibility for the commissioning and provision of services. The Welsh context is very different with one consistent set of arrangements. Each Health Board holds the full budget allocation and the national direction is towards collaborative planning and not competition.

**Community Care**

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

**Community Health Councils**

Community Health Councils (CHCs) are independent bodies, set up by law, who listen to what individuals and the community have to say about the health services with regard to quality, quantity, access to and appropriateness of the services provided for them. They then 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**

A team of people from different health and social care professions who work in the community to help people recover from, and cope with, a mental health problem.

**Community Resource Teams**

Community resource teams (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.

**Continuing Health Care**

NHS continuing healthcare is free care outside of hospital that is arranged and funded by the NHS. It is only available for people who need ongoing healthcare. NHS continuing healthcare 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 Beds**

Critical care is a specialty which provides support for patients with acute life-threatening injuries and illnesses.
Delayed Transfers of Care
A delayed transfer of care occurs when a patient is ready for transfer from a hospital bed, but is still occupying such a bed.

Direct Payments (Social Care)
Direct Payments are means-tested payments made instead of receiving social care. The money received should be enough to meet your care needs. Direct Payments have been available since 1997 and are made to a wide variety of people, including carers, adult service users and people with short-term needs. Direct Payments should not be confused with direct payment; this is the method in which Personal Budgets and Individual Budgets are paid.

Discharge
Discharge from the 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.

Early Intervention
Early intervention services are specialist services that 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
Planned, pre-arranged, non-emergency care that includes scheduled operations. It is provided by medical and surgical specialists in a hospital or other secondary care setting. Can also be known as Planned Care. It would focus on particular types of high-throughput surgical procedures such as knee replacements, arthroscopies and cataract operations.

Emergency Assessment Unit
Is an assessment unit which means a patient would be assessed by a member of either the medical, surgical or the orthopaedic team. If required a patient could be transferred to another ward.

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

Equality Impact Assessment
An equality impact assessment (EqIA) is a process designed to ensure that a policy, project or scheme does not discriminate against any disadvantaged or vulnerable people.

Freedom of Information
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.

General Medical Services
The General Medical Services (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) and their staff and a national tariff. It remains the most common way for primary care services to be provided in most areas.

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 comment of current issues and initiatives in General Practice. Professionals using the site are invited to contribute to the content and functionality of the site to ensure it remains “For GPs by GPs”.

GP Practice Clusters
A GP Practice Cluster is a grouping of GPs and Practices 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 GP Clusters that have been identified across 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 themselves can play in promoting their own health and wellbeing. They set out the expectations for services and organisations, whether they provide or commission services for their local citizens.

Health and Social Care Committee
This committee of the National Assembly for Wales was established in June 2011 with a remit to examine legislation and hold the Welsh Government to account by scrutinising expenditure, administration and policy matters encompassing the physical, mental and public health of the people of Wales, including the social care system.

Health Boards
Health Boards (known officially as Local Health Boards) are the NHS bodies in Wales 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 services and specialised services. There are seven health boards in Wales, changed from 22 Local Health Boards (LHBs) and seven NHS Trusts previously.

Health Inequalities
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. Health inequalities may be partly biological in origin but may also be the consequence of human activity.

Healthcare Inspectorate Wales
Healthcare Inspectorate Wales is the independent inspector and regulator of all healthcare in Wales.

Healthcare Technology and Telehealth Fund
The Fund provides capital investment to a number of innovative telehealth and community projects to improve equity of access across Wales.

Independent Sector
An umbrella term for all non-NHS bodies delivering healthcare, including a wide range of private companies and voluntary organisations.

Individual Budgets (social care)
Service users/patients receive an Individual Budget and use this to pay for a variety of services. The individual budget contains funding from several sources, including social services, the Independent Living Fund, Supporting People, Disabled Facilities Grant and Access to Work. It can also be used to purchase equipment if this is needed. Crucially, individual budgets encompass a number of different agencies but are accessed at a single point, making the system easier to navigate for service users compared to the old multi-agency approach.

Individual Patient Funding Request (IPFR)
IPFR are requests 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 Individual Patient Funding Request Panel, which will include a Public Health Director, a Medical Director, a Director of Therapies and Clinical Science, and a lay representative nominated by the Community Health Council.

Information Governance
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 development of guidance for NHS and partner organisations.

Integrated Care
A concept that brings together the delivery, management and organisation of services related to diagnosis, treatment, care, rehabilitation and health promotion, in order 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**

Integration is a way to ‘join-up’ and thus improve services in relation to access, quality, user satisfaction and efficiency. Many people need both health and social care support. In Integrated Care Teams, a range of health and social care staff work together to offer patients a better quality service, with easier access to the services required. Treatment and services are provided through both health and social care staff.

**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 NHS Trusts to set out how resources will be used over a three year period to:

- address areas of population health need and improve health outcomes;
- improve the quality of care; and
- ensure best value from resources.

**Independent Member**

The term ‘Independent Member’ is used to describe 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 taking through holding the executive to account. Independent members will 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.

**Intermediate Care**

Also known as step up, step down and transitional care – this 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.

**Join-up Working**

Join-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 join-up working as a means of fostering efficiency, effectiveness and community engagement in the improvement of local government performance.

**Knowledge and Skills Framework (KSF)**

The Knowledge and Skills Framework (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.

**Lasting Power of Attorney**

LPA is a statutory form of power of attorney created by the Mental Capacity Act (2005). Anyone who has the capacity to do so may choose a person (an ‘attorney’) to take decisions on their behalf if they subsequently lose capacity. A LPA must be in a prescribed form and be registered with the Office of the Public Guardian.

**Local Service Boards**

Local Service Boards (LSBs) are non-statutory partnerships across the 22 local authority areas in Wales which aim to deliver benefits for citizens through strengthening joint working across all public services in Wales. They agree and oversee a single-integrated plan for the area. The Welsh Government is legislating through the Wellbeing of Future generations (Wales) Bill to change Local Service Boards into statutory Public Service Boards.

**Long-Term Conditions**

Defined as a condition that cannot, be cured but can be controlled by medication and other therapies.
Long-Term Conditions Management

Previously known as chronic disease management; into which fits the management of patients with many diseases including respiratory and neurological conditions.

Minister for Health and Social Services

The Minister’s responsibilities include all aspects of the National Health Service (NHS) in Wales, charges for NHS services, the provision of services in Wales to the mentally ill, all aspects of public health and health protection in Wales, receiving, responding to and directing reports from the Health Care Inspectorate for Wales, policy and oversight of the provision of all social services activities of Local Authorities in Wales and research and development in health and social care.

Minor Injury Units

Units for less serious injuries, such as deep cuts, eye injuries, broken bones, severe sprains, minor head injuries, minor burns and scalds.

Model of Care

An 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

The rate of actual deaths to expected deaths.

Multi-Disciplinary Teams

Groups 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, all from the convenience of their home computer. The majority of GP practices in Wales have the facility to offer My Health Online to patients.

National Institute for Health and Clinical Excellence (NICE)

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 will promote 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 Service Framework (NSF)

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, every day. From April 2007, NHS Direct Wales became part of the Welsh Ambulance Services NHS Trust.

NHS Wales Employers

NHS Wales Employers supports the strategic workforce agenda of the NHS in Wales from an NHS employers’ perspective, recognising the central role of the workforce in facilitating service change and consequently ensuring that the NHS is a place where people want to work and an employer of choice. They support the employers with workforce policy development, practical advice and information, and enable the NHS Wales Workforce and Organisational Development community to network, share knowledge and best practice. 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 was established in 2015 to support Chief Executives in delivering on areas of work that require an all-Wales focus. The core functions of the Collaborative are:

- Joint planning of services where appropriate and
agreed. This may include service, finance and workforce modelling as required
• Programme management of discrete pieces of work
• Research and evaluation of evidence to develop papers to support
• Policy and strategy development

NHS Wales Informatics Service (NWIS)

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

Pathways

The “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

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 Budgets (social care)

Personal Budgets are similar to Individual Budgets, but are made up solely from social services funding. Personal Budgets are not multi-agency payments, so people would still have to contact other organisations if they receive some level of support from them. People also have a choice as to whether they receive the money as a direct payment, to receive a standard care service, or a mixture of both.

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.

Planned Care

See Elective 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. 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 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

Legal document allowing someone else to manage another person’s affairs, or specific elements of their affairs, on their behalf. If the individual has a physical illness or an accident resulting in physical injury and they want someone else to look after their affairs, they should create an ordinary power of attorney. However, an ordinary power of attorney should not be used if the individual has been diagnosed as having, or likely to develop, any mental illness or degenerative disease that can lead to mental incapacity; this is because an ordinary power of attorney automatically comes to an end if you lose your mental capacity.

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 a core 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 – importantly – about coordinating access for people to the wide range of services in the local community to help meet their health and wellbeing needs.

Process Mapping

Mapping the patient’s journey to identify points of inefficiency or opportunities for improvement.

Prudent Healthcare

Prudent healthcare is 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, making the most effective use of all skills and resources;
- Doing only what is needed, no more, no less, and do no harm;
- 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

The process of engaging patients and the public at an individual and collective level throughout the planning and design of services in order 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

The Well-being of Future Generations (Wales) Act introduced Public Service Boards 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 and independent care providers in Wales.

Quality and Outcomes Framework

The Quality and Outcomes Framework (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 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.
RAMI stands for Risk Adjusted Mortality Index. A mortality index is 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 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
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 in the NHS in Wales and includes time spent waiting for any hospital appointments, tests, scans or other procedures that may be needed before being treated.

Regional Partnership Boards
Regional Partnership Boards are Welsh Local Government Association-sponsored bodies set up to support the delivery of efficient, collaborative, citizen centered services. The Boards discuss improvement issues and the sharing of best practice with a particular focus on education, social services, regeneration and infrastructure. There are three regional boards in North Wales, Central and South West Wales, and South East Wales. Each Board is supported by one of the WLGA Regional Coordinators.

Self-Care
Individuals taking responsibility for their own health and wellbeing 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-Management or Self Help
Self-management/help 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)
An SLA is simply a document that sets out an agreement between two or more parties, describing the expectations and requirements of each party.

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 the local problems in the local area which includes health inequalities.

Skills for Health
Skills for Health operate 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 and regional NHS organisations, local authorities and social care providers, charities, and the voluntary and community sector.

**Stakeholder Reference Group**

All Health Boards in Wales have Stakeholder Reference Groups to encourage full engagement and active debate amongst stakeholders from 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.

**Telecare**

A combination of alarms, sensors and other equipment placed in a person’s home to enable them to live independently. Sensors can monitor movement and trigger an alarm if need be so can be used to monitor falls, epilepsy, wandering.

**Telecoaching**

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 videoconferencing. 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**

Care 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 care or secondary care.

**Third sector**

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

**Together for Health**

The Welsh Government’s five year vision for the NHS, published in 2012, based around community services and placing prevention, quality and transparency at the heart of healthcare.

**Trusts**

There are currently three NHS Trusts in Wales with an all-Wales focus. These are the Welsh Ambulance Services Trust for emergency services, Velindre NHS Trust offering specialist services in cancer care and a range of national support services and Public Health Wales.

**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**

Care for people needing medical advice, diagnosis and/or treatment quickly and unexpectedly.

**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 highest 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 coordinated preventive care at home to people at high predicted risk.
Voluntary and Community Sector
An umbrella term referring to registered charities as well as non-charitable non-profit organisations, associations, self-help groups and community groups, for public or community benefit.

Welsh Health Specialised Services Committee (WHSSC)
The Welsh Health Specialised Services Committee (WHSSC) is responsible for the joint planning of specialised and tertiary services on behalf of Health Boards in Wales. Every year, WHSSC receives money from Health Boards to pay for specialised healthcare for everyone who lives in Wales and is entitled to NHS care. The role of WHSSC is to ensure that the population of Wales has fair and equitable access to the full range of specialised services.

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.

The Welsh NHS Confederation
The Welsh NHS Confederation is a membership body representing all the organisations making up the NHS in Wales: seven Local Health Boards and three NHS Trusts. It supports members to improve health and well-being by working with them to deliver high standards of care for patients and best value for taxpayers’ money.

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

Workforce, Education and Development Services (WEDS)
Working on behalf of NHS Wales, the Welsh Government and education providers, WEDS supports 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 the future workforce requirements both in terms of numbers and skills. WEDS also undertakes a number of strategic pieces of work on behalf of Welsh Government and the NHS.

Join the discussion
Let us know what you think about this briefing. You can email us at info@welshconfed.org or join the discussion on twitter @WelshConfed.

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October 2015 Glossary of health and social care terms
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. These are the Welsh Ambulance Services NHS Trust for emergency services, Velindre NHS Trust offering specialist services in cancer care and a range of national support services and Public Health Wales.