



**A GLOSSARY OF
HEALTH AND SOCIAL
CARE**

VALERIE VAZ MP

**A GLOSSARY OF
HEALTH AND SOCIAL
CARE**

Valerie Vaz MP

First published in Great Britain in 2014
by
Valerie Vaz MP

ISBN: 978-0-9572041-0-2

ISBN PDF: 978-0-9572041-2-6

Copyright © Valerie Vaz 2013

No part of this work may be reproduced in any form by any
electronic or mechanical means (including photocopying,
recording or information storage or retrieval) without
permission in writing from the author.

Cover designed and hand printed by Merlyn Verona Vaz (1980)

Foreword

As information and ideas grow so too does the vocabulary and concepts that all of us have to contend with. Since my election in May 2010, I became more aware of the widespread use of these terms of art – familiar to the experts but maybe not everyone. I believe it is important for people be informed about the way society is changing and the decisions being taken about the future of our health. More importantly to be empowered to join in and understand the debate.

Health and Social Care is a complex subject. Scientific terms, new policies and proposals, organisational structures and economic schemes can be complicated and fast-changing. They are often abbreviated to shorter but sometimes mysterious acronyms. In an attempt to demystify the debate on health and social care, I thought it would be helpful to compile a glossary of some of the common terms in use today. This is not an attempt to take sides in the debate but merely to define the terms.

I have tried to extend the net to look for these terms of art as widely as possible but invariably there may be some definitions that have eluded the search. Where the terms appear in the definition in bold these are the terms that are defined.

All errors and omissions are mine. Anyone can contact me with additional words, comments or corrections by email:

valerie.vaz.mp@parliament.uk or via my website

www.valerievazmp.co.uk. In keeping with modern times, the Glossary can also be found as an e-book on my website.

I hope this will be your guide and find a place on your desk, by your bedside or the little room, to consult, browse and enjoy. This was compiled from sources as at January 2014. I will endeavour to update it annually.

Valerie Vaz

Valerie Vaz MP
House of Commons London SW1A 0AA

Acknowledgements

There have been many people associated with the production of the glossary.

My thanks go to my Office.

The covers are the original unique work of my mother Merlyn Verona Vaz who designed, mixed the colours and hand printed the textiles in 1977.

Contents

Foreword	i
Acknowledgements	ii
Contents	iii
GLOSSARY	1
A	3
B	5
C	6
D	16
E	18
F	20
G	24
H	28
I	35
J	37
K	39
L	40
M	42
N	45
O	54
P	56
Q	65
R	67
S	69
T	73
U	75
V	76
W	77

X
Y
Z
Sources

79

GLOSSARY

A

Academy of Medical Royal Colleges

The Organisation promotes and coordinates the work of the medical royal colleges and faculties.

Accident and Emergency (A&E)

A unit that assesses and treats patients with serious injuries or illnesses. There are over 21 million attendances to A&E departments each year. Less severe injuries can be treated at **minor injuries services** and **walk-in centres**.

Accountability and Assurance Framework

A document which replaces *Arrangements to secure children's and adult safeguarding in the future NHS*. It sets out the responsibilities of each of the key stakeholders for safeguarding the future of the NHS from April 2013.

Accountability Officer

A person who is responsible for ensuring their NHS organisation operates effectively, economically and with probity, makes good use of its resources and keeps proper accounts. The Accountability Officer of non-foundation trusts is accountable to Parliament via the Department's accounting officer and the Secretary of State for Health. In **NHS Foundation Trusts**, Accountable Officers are known as Accounting Officers and are responsible to Parliament via **Monitor**, the independent regulator of foundation trusts. For **CCGs**, the Accountable Officer is responsible to **NHS England**. It is a key role in governance terms and the same person cannot be both the Chair of the organisation and its Accountable Officer.

Action against Medical Accidents

Action against Medical Accidents (AvMA)

UK charity established in 1982 with the goal of ensuring patient safety and justice.

Allied Health Professionals (AHP)

Health care professions distinct from nursing, medicine, and pharmacy.

Ambulatory care sensitive conditions (ACSC)

Chronic conditions for which it is possible to prevent acute exacerbations through active management, such as vaccination; better self-management, or lifestyle interventions. Examples are: asthma, diabetes, epilepsy.

Annual Operating Framework (AOF)

A strategic framework issued by the **Department of Health** setting out the priorities for the NHS for the year ahead.

Annual Retention Fee (ARF)

The fee all registered dentists and dental care professionals must pay each year to remain on the Dentists Register or Dental Care Professionals Register.

Arm's Length Bodies

Any Qualified Provider (AQP)

A means of commissioning NHS services in England. Clinical commissioning groups (CCGs) will determine the services to be commissioned as AQP; the intention is to increase patient choice. All providers must meet the qualification criteria set for a particular service and once qualified their service will be available for patients to select.

Arm's Length Bodies (ALBs)

National organisations which are stand-alone, sponsored by government departments. There are 15 Health ALBs. They work with local NHS and social care services and the **Department of Health**. They are designed to regulate the system, improve standards, protect public welfare and support local services.

Association of Ambulance Chief Executives

Association of Ambulance Chief Executives (AACE)

An organisation which provides ambulance services that supports, coordinates and implements nationally agreed policy. Established in 2011 they also provide the general public with information about NHS ambulance services.

Association of Directors of Adult Social Services (ADASS)

Represents all the directors of adult social services in England as well as senior managers who report to them.

B

Better Care Fund (BCF)

An initiative announced by the Government in June 2013 spending round. The BCF (formerly the Integration Transformation Fund) creates a local single pooled budget to incentivise the NHS and local government to place the well-being of people as the primary focus of health services.

British Association for Counselling & Psychotherapy (BACP)

UK professional body which represents counselling and psychotherapy to ensure a high standard of therapeutic practice.

British Association for the Study of Community Dentistry (BASCD)

UK professional representative body for the science, philosophy and practice of promoting the oral health of populations and groups in society.

British Medical Association

British Medical Association (BMA)

An independent trade union and voluntary professional association which represents doctors from all branches of medicine in the UK. It currently has a total membership of over 145,000.

British Medical Journal (BMJ)

An international peer reviewed medical journal. Their aim is to lead the debate on health and to engage, inform and stimulate doctors, researchers and other health professionals in ways that will improve outcomes for patients.

British Social Attitudes Survey (BSA)

The Survey was founded in 1983 and is conducted by the **National Centre for Social Research**. It relates to policy across a range of social issues including health. Results are based on annual interviews with over 3,000 respondents selected using random probability sampling.

C

Capital Investment

A NHS Trust draws up capital investment plans and associated capital cash management plans. This is based on local investment priorities and affordability. Most likely to be used for the building or redevelopment of buildings or wards.

Cancer Drugs Fund

A Fund established by the Coalition Government in 2011 with the aim of improving patient access to cancer drugs. The Fund was created prior to the anticipated reform of arrangements for branded drug pricing on the expiry of the current **Pharmaceutical Price Regulation Scheme (PPRS)** at the end of 2013. The Fund is intended to act as a bridge to the new **Value-Based Pricing** system.

Care.data

Care.data

As part of the Health and Social Care Act 2012, the Health and Social Care Information Centre (HSCIC) was tasked with collecting and sharing confidential information from medical records. Its aim is to extract data from GP surgeries to a central database. This information then may then be used in anonymised form by health care researchers. In February 2014 the Government paused the roll-out of Care.data.

Care Act 2014

The Act reforms the law relating to care and support for adults and the law relating to support for carers, to make provision for safeguarding adults from abuse or neglect, to make provision about care standards, to establish and make provision about Health Education England, to establish and make provision about the Health Research Authority.

Care Quality Commission (CQC)

The independent regulator of health and social care services in England. The **CQC** regulates, inspects and reviews all adult social care services in the public, private and voluntary sectors in England and organisations such as children's homes, GPs, dentists, hospitals, nursing homes and residential homes to ensure they meet essential standards of quality and safety. This includes the interests of people detained under the **Mental Health Act**. It was formerly known as the **Healthcare Commission**. It is an arm's length body of the Department of Health.

Care Standards Act 2000

Care Standards Act 2000

The Act established a National Care Standards Commission (now known as the **Care Quality Commission**). It established a **General Social Care Council** to regulate the quality and standards of staff working in social care. The Act also provides for the regulation and inspection of local authority fostering and adoption services.

Centre for Workforce Intelligence (CfWI)

Responsible for the **NHS** workforce (i.e. staff). Planning and development in England falls to CfWI. The CfWI models future workforce needs so that the **NHS** and **social care** providers can plan for them.

Chartered Society of Physiotherapy

A member-led organisation for physiotherapists established in 1894.

Cherry-picking

A term used when private healthcare companies provide a specific service because it

Chief Medical Officer's report

maximises profits. This can distort the pattern of care provision and undermine NHS providers.

Chief Inspector of Hospitals (CIH)

Created by the Coalition Government following the Francis Inquiry. Through announced and unannounced visits, performances of hospitals are rated. The Chief Inspector and his team are part of the **CQC**.

Chief Medical Officer's report

An annual report which provides a comprehensive picture of England's health. It brings together a number of data sources in one place for the first time and is designed to be used by local authorities and local health professionals as they work together to improve the health of local populations.

Children and Adolescent Mental Health Services

Children and Adolescent Mental Health Services (CAMHS)

These are services for children and adolescents with mental health disorders. They are split into four tiers.

Tier 1: Non specialist primary care workers such as a school nurse and health visitors.

Looking at common problems of childhood such as sleeping difficulties or feeding problems.

Tier 2: Specialised Primary Mental Health Workers (PMHWs) offer support to other professionals who work around child development. They perform assessments and treatments in problems in primary care. This includes Substance Misuse & Counselling Services.

Tier 3: Specialist multi-disciplinary teams based in local clinics. Problems dealt with here would be those that are too complicated for tier 2 such as assessment of development

Clinical Commissioning Groups

problems, autism, hyperactivity, depression and early onset psychosis.

Tier 4: Specialised day and inpatient units where patients with more severe mental health problems can be assessed and treated.

Children and Young People Policy Research Unit (CPRU)

A University College London research unit that provides the Department of Health with rapid access to expertise in child health and responds to urgent research requests in addition to carrying out a planned programme of activity.

Chronic obstructive pulmonary disease (COPD)

Lung diseases including emphysema, chronic bronchitis and chronic obstructive airways disease.

Clinical Commissioning Groups (CCGs)

These are responsible for **commissioning** many healthcare services, by managing budgets with which to purchase care for

Clinical Commissioning Groups

patients set up under the **Health and Social Care Act 2012**.

Clinical Commissioning Groups (CCGs) are groups of doctors, nurses and other professionals who use their knowledge of local health needs to plan and buy services for their local community from any service provider that meets NHS standards and costs – these could be NHS hospitals, social enterprises, voluntary organisations or private sector providers.

Clinical Governance

A system to ensure NHS organisations continuously improve the quality of their services by creating an environment in which excellence in clinical care will flourish.

Clinical Negligence Schemes for Trusts

Clinical Guidelines

They are evidence based clinical practice guidelines produced by **NICE** with the aim to help health professionals make the best decisions about treatment or care for a particular condition or situation.

(See: NICE Guidance)

Clinical Negligence Scheme for Trusts (CSNT)

A scheme that handles all clinical negligence claims against member NHS bodies where the incident in question took place on or after 1 April 1995 (or when the body joined the scheme, if that is later). Although membership of the scheme is voluntary, all NHS Trusts (including Foundation Trusts) in England currently belong to the scheme. When a claim is made against a member of CNST, the NHS body remains the legal defendant. However, the **NHS Litigation Authority** takes over full responsibility for handling the claim and meeting the

associated costs.

Clwyd Review

The Review was launched in March 2013 and led by Ann Clwyd MP for Cynon Valley, and Professor Tricia Hart, Chief Executive of South Tees Hospitals NHS Foundation Trust. The review aimed at ensuring that all hospitals listen to and act upon the concerns of patients. The review engaged with patients, their carers and representatives, staff and managers and other organisations involved in handling patient complaints to hear how Trusts currently act when concerns and issues are raised. The report was published on 28 October 2013.

Collaborative Care Model

The Coalition: Our Programme for Government

A document sets out proposed policies of the Conservative and Liberal Democrat Coalition Government, published on 20th May 2010 following the general election on 6th May 2010. The section on the **NHS** included a guarantee of real-terms increase in health spending for each year of the Parliament and a commitment to “stop the top-down reorganisations of the NHS” and cut the number of health **quangos**.

Collaborative Care Model

An umbrella term for healthcare models which include the provision of mental health, behavioural health and substance use services in primary care.

College of Emergency Medicine

College of Emergency Medicine (CEM)

An organisation established to advance education and research in Emergency Medicine. The College is responsible for setting standards of training and administering examinations in Emergency Medicine. The College works to ensure high quality care by setting and monitoring standards of care, and providing expert guidance and advice on policy to relevant bodies on matters relating to Emergency Medicine.

Command Paper

A Government publication presented to Parliament. It includes **White Papers** which are government policy initiatives and proposals for legislation, **Green Papers** which are government consultation documents and State Papers.

Commission for Health Improvement (CHI)

An independent inspection body for the NHS. It was set up by the Health Act 1999 and in 2004 its functions were transferred to the **Healthcare Commission** and then the **CQC**.

Commission for Social Care Inspections (CSCI)

It was previously the single, independent inspectorate for social care in England. Its role and functions were transferred over to the CQC in 2009. It was a non-departmental public body.

Commissioning for Quality Initiative (CQUIN)

An initiative that seeks to achieve transparency in Health care and encourages care providers to share and continually improve how care is delivered.

Commissioning (of health services)

A process of assessing the needs of a local population and putting in place services to meet those needs, often through negotiating of agreements with service providers.

Commissioning Support Units

Commissioning Support Units (CSUs)

Units formed to assist CCGs to deliver their commissioning roles. Using specialist skills and knowledge to the non-clinical aspects of commissioning such as finance, HR, media enquiries or data analysis. CSUs are not geographically defined.

Community Care

Health services provided in the community. There is a growing number of community NHS trusts (often created from the former provider arms of **PCTs**). These may provide any or all of the following: community health services, mental health services, support for people with learning disabilities, services for physically disabled people, and care for elderly people.

Competition and Markets Authority

Compassionate Caring

The Francis Report, published in February 2013, called for compassionate caring to be one of the principal changes within the NHS. This would be done by selecting recruits who possess appropriate values, attitudes and behaviour; providing training and experience in the delivery of compassionate care; a leadership which constantly reinforces the values and standards of compassionate care; a role in the planning and delivery of compassionate care; and support and value the work nurses do.

Competition Act 1998

The Act creates a regulatory framework that aims to promote fair competition.

Competition and Markets Authority (CMA)

An independent non-ministerial department which seeks to promote competition for the benefit of consumers, both within and outside the UK.

Competition Commission (CC)

An independent, non-departmental **Arm's Length Body** set up in 1999 as a result of the **Competition Act 1998**. The Commission's aim is to protect the interests of businesses, consumers and the economy by ensuring there is competition between UK businesses. It conducts in-depth inquiries into mergers, markets and the major regulated industries.

Competitive Tendering

A process for a NHS organisation to procure services through private providers competing for an exclusive contract.

Complaints Programme Board

A board chaired by the Department of Health that meets monthly to oversee the work of local complaints handling.

Confidentiality Clauses

Comprehensive Spending Review (CSR)

The budget for the Department of Health from 2011/12 to 2014/15. The 2015/16 Review will merge with health and social care budgets to encourage integrated care.

Conflicts of Interest

Where an individual has a relationship with another party that may influence their decision-making.

Confidentiality Clauses

A clause in an agreement relating to confidentiality whereby the parties agree to keep the agreement itself confidential and not disclose its details to third parties. Confidentiality clauses are voluntary and are a matter for the parties to agree during the course of the settlement discussions. This does not prevent the individual from making a protected disclosure under whistleblowing legislation.

Council for Healthcare Regulatory Excellence

Council for Healthcare Regulatory Excellence (CHRE)

It is responsible for quality assurance of various **health and social care regulators** and sets standards for training and conduct of health professionals. Commissioned by the **Department of Health**, established by the National Health Service Reform and Health Care Professions Act 2002 and is funded by the **Department of Health** and devolved administrations.

D

Data Protection Act 1998

The Act protects individual's personal data that is held by organisations including the NHS. This Act also defines how an individual's data can be processed and used by these organisations.

Declaration of Interest

An employee or member of the **CCG** or its governing body formally acknowledges a potential **conflict of interest**. This is either made in writing to the governing body or, if it occurs during the course of a meeting, is acknowledged to enable the declaration to be minuted.

Dental Care Professionals (DCPs)

Registered professionals with the **General Dental Council (GDC)**.

Dental Complaints Service

Dental Complaints Service (DCS)

Free service which offers help to resolve complaints involving private treatment. The Dental Complaints Service (DCS) is funded by the **General Dental Council (GDC)**.

Dental Schools Council (DSC)

Representative body of UK dental schools.

Departmental Expenditure Limit (DEL)

The annual spending limit for a government department arising from its agreed long term financial settlement with **HM Treasury**.

Department of Health (DH)

A department of the UK Government with responsibility for setting standards of health care in the country and overseeing the **National Health Service (NHS)**. The DH also sets the framework for adult social care provided by **local authorities** and promotes **public health**. The head of the DH is the **Secretary of State for Health**. There are four other Ministers. They have responsibility for Health, Care Services, Public Health and Quality.

Dilnot Commission

The Coalition Government appointed Andrew Dilnot to chair the Commission on Funding Care and Support in June 2010. The Commission's Report was published in July 2011. The primary recommendation among others was to limit an individual's contribution to social care costs to £35,000, after which the state would pay.

Directors of Public Health

Directors of Public Health (DsPH)	Local Authorities are currently required to appoint Directors of Public Health to provide local leadership and coordination of public health activity. DsPH are jointly appointed by local authorities and the NHS .
District Health Authorities (DHAs) (1982-1996)	Administrative units of the National Health Service in England and Wales from 1982 to 1996. They worked alongside Family Health Services Authorities which were responsible for managing primary care services. In 1996, DHAs merged with Family Health Services Authorities to form NHS Health Authorities (HAs).
Dr. Foster	A private organisation that provides healthcare organisations to improve their quality and efficiency through the use of data. Dr. Foster have developed the use of clinically-focused performance metrics.

Duty of Candour **The Francis Report** set out the need for openness, transparency and candour in the NHS. Francis found that current NHS requirements 'do not cover uniformly and consistently the areas in which these are needed'.

E

Enterprise Act 2002 The Act made major changes to UK competition law in relation to mergers, insolvency, bankruptcy and the functions of the **Competition Commission**.

Emergency Ambulance Cost Adjustment (EACA) A funding adjustment previously made to **Primary Care Trusts' (PCTs)** allocations as a result of the difference in costs when providing emergency ambulances in different geographical areas.

Employer Liaison Adviser (ELA) The advisors are employees of the **GMC** who have fitness to practise expertise and who work with medical directors both in the **NHS** and the independent sector to support them in dealing with concerns about doctors, specifically fitness to practise and **revalidation**.

Equity and Excellence: Liberating the NHS

Equity and Excellence: Liberating the NHS (2010)

A **White Paper**, published 12 July 2010 which set out the Coalition Government's long-term vision for the future of the NHS. Its proposals include: the abolition of **Primary Care Trusts (PCTs)** and **Strategic Health Authorities (SHAs)**; and moving responsibility for **commissioning (of health services)** to **GP Commissioning Consortia** (now known as **Clinical Commissioning Groups**). The White Paper consultation received 6000 responses and the Coalition Government published its response (**Liberating the NHS: Legislative Framework and Next Steps**) on 15th December 2010.

Equality Impact Assessment

Equality Impact Assessment

A tool for ensuring that equality, social inclusion and community cohesion issues are considered when drawing up policies or proposals. The Assessment considers the impact of a policy on these areas.

F

Faculty of Dental Surgery (FDS)

Professional body founded in 1947 which seeks to enable dental surgeons to achieve and maintain excellence in practice and patient care.

Fair Access to Care Services (FACS)

The national eligibility framework in England for prioritising the use of adult social care resources fairly, transparently and consistently. Issued by the **Department of Health to Local Authorities** in 2003 and updated in 2010. FACS allows the discretion of the Local Authorities to determine which needs are 'eligible needs' and provide a standard threshold criteria for those requiring care and support.

Family Health Service Authorities

The organisations that arranged for the provision of **General Medical Services**. They merged

with **District Health Authorities** in 1996 to form NHS Health Authorities (HAs).

Financial Risk Rating (FRR)

A score across a range of financial metrics used by **Monitor**, the independent regulator of **foundation trusts**, to determine the likelihood of a financial breach of a **foundation trust's** terms of authorisation.

Fitness to Practise

A description of whether a doctor has shown decision-making that has been a significant departure from the standards set out in Good Medical Practice or where there is a cause for concern following an assessment of the doctor's performance. Fitness to Practise Panels hear evidence and decide whether a doctor's fitness to practise is impaired.

Food Standards Agency (FSA)

An independent government department responsible for food safety and hygiene across the UK. The FSA works with businesses to help them produce safe food, and with local authorities to enforce food safety regulations. The FSA also provides advice and guidance to the public about food safety and hygiene.

Foundation Trusts (FTs)

Trusts which are part of NHS England but have a degree of independence. They are run as not-for-profit, public benefit corporations. **FTs** were created to devolve decision making from central government to local organisations. Foundation Trusts have a Board of Governors and Board of Directors. They are authorised and regulated by **Monitor**.

Foundation Trust Network

Foundation Trust Network (FTN)

The FTN was Set up in 2004 as part of the **NHS Confederation**. The FTN became an independent organisation on 1 June 2011. Nearly all authorised **Foundation Trusts** and many other trusts preparing for Foundation Trust status are members of the network.

Framework Agreement

An agreement that defines the critical elements of the relationship between two parties. It sets out terms and conditions for the procurement made throughout the agreement. This will allow CCGs, NHS England and other health providers to buy some or all of their commissioning needs from private providers.

Francis Inquiry

On the 9th June 2010 the **Secretary of State for Health**, Andrew Lansley MP, announced a full public inquiry to be chaired by Mr Robert Francis QC. The Inquiry began in July 2010 and investigated the role of the commissioning, supervisory and regulatory bodies in the monitoring of Mid Staffordshire Foundation NHS Trust and led to the **Francis Report**. Mr Robert Francis QC was originally appointed by the **Secretary of State for Health**, Andy Burnham MP, on 21 July 2009 for an independent inquiry into the care provided by Mid Staffordshire NHS Foundation Trust between January 2005 and March 2009. It was formally known as the '**Mid Staffordshire NHS Foundation Trust Public Inquiry**'.

Francis Report

The report from the **Francis Inquiry** published on 6 February 2013 is the fifth official report into the failings at Mid-Staffordshire NHS Foundation Trust since 2009, and

Francis's second into the Hospital. The report focuses on structures and systems and argues that there were significant failures within the healthcare system that enabled the problems at Mid Staffordshire to occur. The Report states that to improve care the focus should be on changing cultures not changing systems. Francis outlines that patients should be at the heart of the healthcare system and that patients and the public should be listened to, especially when raising concerns. The report identified a number of warning signs that could have alerted the system to the problems at the Trust and produced 290 recommendations.

Fundamental Standards of Healthcare

The **Francis Report** recommended the establishment of a fundamental standard of healthcare across the **NHS**. These fundamental standards should be accompanied by a governance system designed to ensure both compliance with them and the publication of accurate information about compliance. The **Department of Health** is consulting on the proposed change to the **CQC** to introduce fundamental standards.

Future Forum

A group of 44 health experts asked by the Coalition Government to organise and report on the **Listening Exercise**. This exercise sought views from health professionals and the public after the **Health and Social Care Bill** completed its first Committee Stage in the House of Commons. The Coalition Government agreed to pause the Bill. The group was chaired by

Professor Steve Field and had four streams: education and training; clinical advice and leadership; choice and competition; and patient involvement and public accountability.

G

Gagging Clause

A confidentiality clause in **compromise agreements** between employers and present or former employees designed to prevent the employee disclosing material potentially damaging to the interests of the organisation.

General Chiropractic Council (GCC)

An independent body established by the UK Parliament to regulate UK chiropractors and protect the well being of patients undergoing chiropractic treatment.

General Dental Council (GDC)

The dental profession is regulated by the GDC by setting standards, quality assuring education, and registering those who are qualified. They take action against those who work outside the law.

General Medical Council

General Medical Council (GMC)

An independent regulator for doctors in the UK. The GMC control entry to the medical register and set the standards for medical schools and postgraduate education and training. The GMC also determine the principles and values that underpin good medical practice and take action where those standards have not been met.

See: **GP Register**

General Medical Services (GMS)

The medical services provided by **General Practitioners (GPs)** who, in effect, run private businesses independently contracting with the government. GPs work under the **General Medical Services Contract**.

General Medical Services Contract

The contract under which **General Practitioners (GPs)** work. The contract is between

General Pharmaceutical Council

the **primary care organisations (PCO)** and the contractor (**GP**).

General Optical Council (GOC)

The regulator for the optical professions in the UK. They currently register around 24,000 optometrists, dispensing opticians, student opticians and optical businesses.

General Osteopathic Council (GOsC)

A regulatory body established in 1997 following the Osteopaths Act 1993 to provide regulation of the profession of osteopathy.

General Pharmaceutical Council (GPhC)

An independent regulator for pharmacists, pharmacy technicians and pharmacy premises in the UK.

General Practitioner

General Practitioner (GP)

A doctor who has completed a **GMC** approved training programme. On completion of GMC approved training doctors can apply to join the **GP Register**. They are qualified to treat a wide variety of patients with a range of medical problems. There are currently 50,165 GP registered and approved to practice in the UK.

See: **General Medical Council** and **Primary Care**

General Social Care Council (GSCC)

An independent regulator of the social work profession and social work education in England. An **Arm's Length Body** sponsored by the **Department of Health**.

GP Commissioning Consortia

These are statutory groups of **General Practitioners (GPs)** set up under the **Health and Social Care Act 2012**. After the **Listening Exercise** they were renamed **Clinical Commissioning**

Groups. The CCGs are responsible for **commissioning** many healthcare services by managing budgets with which to purchase care for patients. **GP Pathfinder Consortia** were originally intended to take full responsibility for **commissioning** by April 2013. **NHS England** have authorised the **CCGs** to take on the new responsibilities.

GP Commissioning Pathfinders

GP Commissioning Pathfinders

Early adopters of **Commissioning** as proposed in the **White Paper 'Equity and Excellence: Liberating the NHS (2010)'** and the **Health and Social Care Act 2012**. They are made up of groups of GP practices from the same geographical area established in shadow form from April 2011. The pathfinders range in size from 1-105 practices covering populations of 14,000-672,000. The emerging consortia developed transition plans with **Primary Care Trusts**.

GP Consortia Pathfinder Programme

On 21 October 2010 the Health Secretary announced a programme for groups of GP practices (GP Commissioning Pathfinders) who decided to make faster progress in taking on the new commissioning roles set out in the **White Paper; 'Equity and Excellence: Liberating the NHS'**.

GP Fundholding
(1991-1997)

This was introduced by the Government in 1991 to involve **General Practitioners** in shaping local health services. Individual practices acted as 'agents' for their patients, using their own budgets to **commission** hospital and community health services. GP fundholding was abolished in 1997 and replaced by Health Authorities in 1999.

GP Multifunds

A professional co-operative of **GPs** who shared a common management budget. They controlled about 20% of the public funds devoted to health care in the locality. Suggested as a way to overcome the potential inequalities of **GP fundholding**. GP Multifunds have now been abolished; **Clinical Commissioning Groups** now hold funds.

GP Register

GP Register

The **GP register** includes the names of all doctors who are eligible to be included on the register and to work as **GPs** in the **NHS. Primary Care Organisations** are responsible for maintaining the primary medical performers lists.

Green Paper

A consultation documents produced by the Government. The aim of this document is to allow people both inside and outside Parliament to debate the subject of the Green Paper and provide feedback on the paper. This can become proposed legislation in the form of a **White Paper**.

H

Health Act 1999

The Act replaced **GP Fundholding** with **Primary Care Groups** and **Primary Care Trusts (PCTs)** and established the Commission for Health Improvement (later the Health Care Commission and then the **Care Quality Commission**). It also introduced the National Institute for Clinical Excellence, now **National Institute for Health and Care Excellence (NICE)**.

Health Care Associated Infections (HCAIs)

All infections acquired as a direct or indirect result of health care.

Health and Care Professionals Council (HCPC)

An independent regulatory body responsible for protecting the health and wellbeing of people registered with their services.

Health Education England

An organisation tasked with providing a better health and

Health Education England

healthcare workforce for England. It develops proposals to improve the recruitment and retention of the medical workforce. It is an arm's length body of the Department of Health.

Health Special Administration

A failing independent-sector provider may be placed into HSA following a recommendation by **Monitor** to the Courts. This is an alternative to corporate insolvency procedures. Health Special Administration is intended to secure the continued provision of NHS services provided by the company that becomes insolvent.

Health and Wellbeing Boards

Healthcare Support Workers

They provide direct physical care to patients who are under the care of a registered nurse or registered doctor. The Health Select Committee and Francis have called for the registration of anyone who provides care to patients either for the **NHS** or an independent healthcare provider.

Health Technology Appraisal

A recommendation on the use of new and existing medicines and treatments within the NHS carried out by NICE. This includes medicines, medical devices, diagnostic techniques, surgical procedures and health promotion activities. NICE base their recommendations on a review of clinical and economic evidence.

Health and Wellbeing Boards (HWBs)

The **Health and Social Care Act 2012** extends the role of **local authorities** in the health system by creating HWBs with responsibility for **public health**.

Health and Wellbeing Boards

HWBs will produce **Joint Strategic Needs Assessments** and develop **Joint Health and Wellbeing Strategies** for their local area. HWBs have been in place since April 2013.

Healthy Lives, Healthy People: Our Strategy for Public Health in England

The **Public Health White Paper** published on 30 November 2010 set out the Coalition Government's view that the balance of responsibility and action should move from central government to local communities and that people should be 'nudged' towards taking on more responsibility for their health.

Health Professions Council (HPC)

An independent regulatory body set up in 2003 under the National Health Service Reform and Health Care Professions Act 2002. It covers 15 health professions and aims to safeguard the health and well-being of users of healthcare services.

Health Professions Order

**Health Professions
Order 2001**

Provides the framework for the
Health Professions Council (HPC).

Health Protection Agency

Health Protection Agency (HPA)

First established as an NHS **Special Health Authority** in 2003. The HPA is now a non-departmental public body responsible for protecting the health and well-being of UK citizens from infectious diseases and with preventing harm and reducing impacts when hazards involving chemicals, poisons or radiation occur. It was set up by the **Health Protection Agency Act 2004** to provide an integrated approach to protecting UK public health through the provision of support and advice to various institutions including the **Department of Health, the NHS**, local authorities and emergency services. Under the amended **Health and Social Care Act 2012** its functions have been taken over by **Public Health England**.

Health Select Committee (HSC)

The Health Select Committee is appointed by the House of Commons to examine the policy,

Health and Social Care Act 2008

administration and expenditure of the **Department of Health** and its associated bodies. The Committee is made up of back-bench Members of Parliament and chooses its own subjects of inquiry.

Health Service Journal (HSJ)

A weekly print magazine and website that covers the NHS, healthcare management and health policy.

Health and Safety Executive (HSE)

The national independent watchdog for work-related health, safety and illnesses. It is an independent regulator which acts in the public interest to reduce work-related death and serious injury across workplaces.

Health and Social Care Act 2008

The Act established the **Care Quality Commission**.

Health and Social Care Act 2012

Health and Social Care Act 2012

According to its long title, this is an Act to: *establish and make provision about a **National Health Service Commissioning Board and commissioning consortia** and to make other provision about the **National Health Service** in England; to make provision about **public health** in the United Kingdom; to make provision about regulating health and adult social care services; to make provision about public involvement in health and social care matters, scrutiny of health matters by **local authorities** and co-operation between local authorities and **commissioners** of health care services; to make provision about regulating health and social care workers; to establish and make provision about a **National Institute for Health and Care Excellence**; to establish and make provision about a Health and Social Care Information Centre*

and to make other provision about information relating to health or social care matters; to abolish certain public bodies involved in health or social care; to make other provision about health care; and for connected purposes. The Health and Social Care Bill was introduced into Parliament on 19 January 2011. Its passage was paused in April 2011, when the Coalition Government announced a **Listening Exercise**. The Act received Royal Assent on 27 March 2012.

Health Secretary

The Government Cabinet Minister who is responsible for the **Department of Health**. The Health Secretary reports to the Prime Minister.

See also: **Secretary of State for Health**.

Health Service Commissioner or Ombudsman

Health Service Commissioner or Ombudsman

Undertakes independent investigations into complaints that government departments, other UK public bodies and the **NHS** in England have not acted properly or fairly or have provided a poor service. The Ombudsman accounts to Parliament through a statutory Annual Report.

Health and Social Care Information Centre (HSCIC)

It was established as a **Special Health Authority** in April 2005 and based in Leeds its role is to make health information more accessible to the public, regulators, health and social care professionals and policy makers. It supports the delivery of IT infrastructure, information systems and standards to ensure information flows efficiently and securely across the health and social care system to improve patient outcomes. It is an **arm's length body** of the **Department of Health**.

Health and Social Care Regulators

The organisations that oversee the health and social care professions by regulating individual professionals, for example, the **GMC** and the **NMC**.

Health Professions Regulatory Bodies

See: **Health and Social Care Regulators**.

Healthcare Commission

Commission for Health Improvement became the **Healthcare Commission** in April 2004 and the **CQC** in April 2009.

See: **Care Quality Commission (CQC)**.

Healthcare Resource Group

Healthcare Resource Group (HRG)

The grouping of clinically similar treatments which use common levels of healthcare resource. HRGs help organisations to understand their activity in terms of the types of patients they care for and the treatments they undertake. They enable the comparison of activity within and between different organisations and provide an opportunity to benchmark treatments and services to support trend analysis over time.

Healthwatch England (HWE)

In July 2010, the Coalition Government announced that HWE would be the independent consumer champion for health and social care and a statutory part of the **Care Quality Commission (CQC)**. HWE ensures that the voices of those who use services are heard by decision makers at a local and national level. **Local Involvement Networks (LINKs)** work is now

Hospital Intelligence Monitoring

carried out by local Healthwatch organisations.

Hospital Intelligent Monitoring

The new tool gives inspectors a clear picture of the areas of care that need to be followed up within an NHS acute trust. The CQC conducts inspections of hospital trusts providing an Ofsted-style rating of “outstanding”, “good”, “requires improvement” and “inadequate”. The indicators look at a range of information including patient experience, staff experience and performance. The indicators relate to the five key question about the services: Are they safe, effective, caring, responsive, and well-led?

Hospital Standardised Mortality Ratios

Hospital Standardised Mortality Ratios (HSMR)

A healthcare quality indicator that measures the actual death rate at a hospital compared to the expected rate of death in a hospital.

See: **Dr. Foster**

Human Fertilisation & Embryology Authority (HFEA)

The authority provides the licenses and monitors UK fertility clinics and all UK research involving human embryos. HFEA produces impartial and authoritative information to the public. It is an arm's length body of the Department of Health.

Human Tissue Authority (HTA)

The authority provides the licenses for organisations that store and use human tissue for purposes such as research, patient treatment, post-mortem examination, teaching, and public exhibitions. The HTA also gives approval for organ and bone marrow donations from living people. It is an arm's length

Human Tissue Authority

body of the Department of
Health.



Impact Assessment

This is usually published with regulatory proposals, new legislation and policy implementation. It describes the issues and identifies costs and benefits that are likely to impact the public, private and/or third sector. It is intended to ensure that the principles of good regulation are followed, including proportionality, accountability, consistency, transparency and targeting.

Incremental Budgeting

The most common approach to budgeting in the NHS. It starts with the previous year's budget and adjusts it for known changes and developments.

Independent Complaints Advocacy Service

It provides support to people wishing to complain about the treatment or care they receive in

Independent Regulator of NHS Foundation Trusts

(ICAS)

the NHS. Trained advocates (also known as case workers) provide support to people making and progressing a complaint. ICAS replaced community health councils. ICAS was launched on 1 September 2003.

Independent Mental Capacity Advocacy (IMCA)

A person detained under the Mental Health Act 1983 have access to this service. The advocates provide assistance to understand and exercise rights under the Act, express wishes and explore choices.

Independent Mental Health Services Alliance (IMHSA)

A group of the 10 leading mental health service providers.

Independent Regulator of NHS Foundation Trusts

See: **Monitor**

Independent Sector Treatment Centre

Independent Sector Treatment Centre (ISTC)

A private-sector owned treatment centres contracted within the English National Health Service to treat NHS patients free at the point of use.

Integrated Care

A description of merging health and social care. The aim of merging the budgets of health and social care is to provide a joined up approach to a healthcare system can be delivered to the patient. This works across traditional service divides to treat the patient not their conditions. Integrated care has been trialled in some areas such as Torbay by pooling budgets and better co-ordinating a patient's treatment.

International Classification of Diseases (ICD)

Diagnostic tool for epidemiology, health management and clinical purposes.

J

Joint Committee on Vaccination and Immunisation

An independent expert advisory committee that advises Ministers on matters relating to vaccination and immunisation services. Members are appointed by the Appointments Commission. The process involves systematic appraisal of evidence from a wide range of sources including on the burden of disease and the impact of vaccines, the safety, efficacy and quality of vaccines and strategies for their use.

Joint Health and Wellbeing Strategy (JHWS)

The strategy developed by **local authorities** and commissioners of healthcare services to address the needs of a local population taking into consideration broader health factors such as housing. The **Health and Social Care Act** sets out that **Clinical Commissioning Groups** and **local**

Joint Strategic Needs Assessment (JSNA)

authorities will develop the strategies using the **Joint Strategic Needs Assessment** in line with requirements set by **NHS England**. The strategies are undertaken by **Health and Wellbeing Boards**.

Joint Strategic Needs Assessment (JSNA)

Local authorities work with **Clinical Commissioning Groups** within their boundaries to prepare a JSNA. This identifies the current and future health and wellbeing needs of the local populations.

Judicial Review

The legal process by which a challenge is made to a decision made by a public body, such as an NHS organisation or the Secretary of State for Health, on the basis that the decision is unlawful on recognised grounds.

K

Keogh Review

The Review began in February 2013 at the request of the Secretary of State for Health and the Prime Minister in response to the findings of the **Francis Inquiry**. It was led by Professor Sir Bruce Keogh, the National Medical Director for the NHS in England.

The Keogh Mortality Review was a review into the quality of care and treatment provided by 14 hospital trusts in England.

The trusts had been identified as having higher than average death rates **Hospital Standardised Mortality Ratios (HSMR)** and **Summary Hospital-level Mortality Indicator (SHMI)** figures, in the two years before the start of the review.

Key Performance Indicators (KPIs)

These are indicators to identify and measure performance of Trust's achievement in the following areas: an effective organisation, clinical quality, and patient experience.

L

Ladder of Intervention

Developed by the Nuffield Council on Bioethics. Options on an escalating scale of intrusiveness are chosen according to their appropriateness in dealing with each particular lifestyle-related public health issue. The aim is to make voluntary approaches work before resorting to regulation’.

Lead commissioning

A process by which one CCG delegate its commissioning responsibilities (and associated resources) to the other partner(s), who would then commission an integrated range of health and social care services on behalf of both. This provides a joined up approach to healthcare rather than a fragmented experience for the patient.

Listening Exercise

This was introduced after the **Health and Social Care Act 2012** was paused following the first Committee stage in the House of Commons. The government appointed a panel of experts – the NHS **Future Forum**. They held meetings during which the public and health professionals could comment on the proposals in the Bill. The listening exercise ran from 6 April 2011 to 31 May 2011.

Local Authorities

They are administrative authorities for local areas within England. They are the commissioners of social care in their local area for which they receive funding.

Local Authority Health and Wellbeing Boards

*See: **Health and Wellbeing Boards (HWBs)**.*

Local Enhanced Services

Local Enhanced Services (LESSs)

A locally commissioned scheme by NHS England in response to local needs and priorities. This is not likely to be done as the clinical commissioning groups now have the power to decide how best to use local resources.

Local Government Act 2003

The Act provides for the commissioning of public health services by local authorities for 2013-2014. It is currently estimated that spending on the areas of public health that are likely to be the responsibility of Public Health England and local authorities could be in the region of £4 billion.

Local Government and Public Involvement in Health Act 2007

The Act proposed a local government system in England that gives local people more influence over the services and decisions that affect health in their communities.

**Local Involvement
Networks (LINKs)**

Local organisations in each **local authority** area set up to represent views of local people on health and social care services. The **Health and Social Care Act 2012** transfers LINKs role to local **Healthwatch** organisations.

Locum

A person who stands in temporarily for another of the same profession.

M

Market Forces Factor (MFF)

A payment index applied to all NHS bodies providing services under **payment by results** to account for geographical variations in the cost of providing healthcare in different parts of the country.

Marmot Review

Professor Sir Michael Marmot was asked in 2008 by the then Secretary of State for Health to chair an independent review to propose the most effective evidence-based strategies for reducing health inequalities in England from 2010. The Marmot Review was published in February 2010, concluding that reducing health inequalities is a matter of fairness and social justice.

Means-testing of Services

Social care services are subject to means-testing and charging,

Medical Practitioner Tribunal Service

whereas healthcare is often free at the point of use. This particularly affects services for older people, where a proportion of the cost of treatment is recouped in client contributions.

Medical Futility

A treatment in which a patient does not benefit from a treatment or if a treatment fails to release a patient from total dependence on intensive medical care.

Medical Practitioner Tribunal Service

A service set up to protect patients by making independent decisions about a doctor's fitness to practise, measured against professional standards. The Tribunal has powers to impose sanctions on a doctor's practice, where necessary, to protect the public.

Minimum Practice Income Guarantee

Medical Practitioners' Union (MPU)

A union which provides professional, clinical and employment support for qualified doctors and medical students. Part of UNITE the Union.

Medical Schools Council (MSC)

It represents the interests of the UK's medical schools. It is made up of the heads or deans of the 32 UK graduate medical schools, together with the London School of Hygiene and Tropical Medicine (postgraduate).

Medical Register

All **doctors** who wish to practise in the UK must be registered with the **GMC** and hold a licence to practise. The Register is publically accessible.

Medicines and Healthcare Products Regulatory Agency

It protects and improves the health of millions of people through the effective regulation of medicines and medical devices underpinned by science and research. Responsible for

Mid Staffordshire (Staffs) Public Inquiry

the regulation of medicines and medical devices and equipment used in healthcare and the investigation of harmful incidents. This is an arm's length body of the Department of Health.

Mental Capacity Act 2005

The Act applies in England and Wales and came into force in April 2007. The Act provides a legal framework for acting and making decisions on behalf of adults who lack the capacity to make particular decisions for themselves.

Mental Health Act 2007

The Act amended the Mental Health Act 1983 and the **Mental Capacity Act 2005**. The act covers the assessment, treatment and rights of people with a mental health condition.

Mid Staffordshire (Staffs) Public Inquiry

See: **Francis Inquiry**

Minimum Practice Income Guarantee

Minimum Practice Income Guarantee (MPIG)

A top up payment to some **General Medical Services (GMS)** practices to match their basic income level before the new GMS contract was introduced in 2004.

Minor Injury Units (MIUs)

If a patient's injury is not serious they may attend an MIU. No appointment is necessary, and this could provide a shorter waiting time than attending an A&E for non-life threatening conditions.

Monitor

The independent economic regulator of healthcare set up in 2004 to regulate **NHS Foundation Trusts**. Under the new **Health and Social Care Act 2012** it will become the health sector regulator. It was formerly known as **Independent Regulator of NHS Foundation Trusts** and its main duty is to protect and promote the interests of patients through choice and competition. This is an arm's length body of the Department of Health.

Monitor's 'Marginal Rate Rule' for A&E

The 30% marginal rate rule for emergency admissions whereby providers are paid less for admissions over a certain level. This was introduced in 2010 following concerns over growing emergency admissions.

Mortality Rates

This indicator measures the number of deaths in a given area, period or particular cause.

Mortality Rates

See: Dr. Foster, **Hospital Standardised Mortality Ratios (HSMR) & Summary Hospital-level Mortality Indicator (SHMI)**.

Multi-morbidities

A patient grouping delineating those with 3 or more long term conditions.

N

National Association of Primary Care (NAPC)

A non-profit membership organisation for those working in **primary care**.

National Care Forum (NCF)

An organisation which represents the interests of not-for-profit health and social care providers. E.g. The Salvation Army and the RAF Association.

National Centre for Social Research

A social research institute covering all areas of social policy. The Centre produces the **British Social Attitudes Survey**.

The National Child Measurement Programme (NCMP)

Measures height and weight of children in primary schools to assess overweight and obesity levels.

National Clinical Assessment Service (NCAS)

A service that provides support to healthcare organisations and individual practitioners to resolve

concerns about the practice of doctors, dentists and pharmacists by providing case management services to health care organisations and to individual practitioners. Their aim is to work with all parties to clarify the concerns and make recommendations to help practitioners return to safe practice.

National Diet and Nutrition Survey (NDNS)

Survey to assess the diet, nutrient intake and nutritional status of the general population aged 1.5 years and over living in private households in the UK. The NDNS is jointly funded by **Public Health England (PHE)** and the **UK Food Standards Agency (FSA)**.

National Health Service (NHS)

The UK National Health Service was set up in 1948 to provide healthcare for all citizens based on need not the ability to pay. It is made up of a wide range of health professionals, support

workers and organisations.

National Health Service Act 2006

The Act provided a framework to allow money to be pooled between health bodies and health-related **local authority** services. It also allowed for certain functions to be delegated and for resources and management structures to be integrated.

National Institute for Health and Care Excellence (NICE)

An organisation which provides **NICE guidance** on ways to prevent, diagnose and treat disease and ill health, reducing inequalities and variation. It sets quality standards, manages a national database and provides evidence based information for the **NHS** on the effectiveness and cost effectiveness of health care interventions. NICE works with experts from the **NHS, local authorities** and others in the public, private, voluntary and community sectors as well as

patients and carers. It is an **arm's length body** of the **Department of Health**.

National Institute for Health Research

A UK government body set up and funded by the Department of Health that coordinates and funds research for the NHS. The NIHR supports individuals, facilities and research projects, in order to help deliver government responsibilities in public health and personal social services. It does not fund clinical services.

National Patient Safety Advisory Group (NPSAG)

An advisory group to facilitate the process of continuing to drive the patient safety agenda forward at national level.

National Tariff Payment System

National Patient Safety Agency

A former **Arm's Length Body** of the **Department of Health**. The aim was to identify and reduce risks to patients receiving NHS care and led on national initiatives to improve patient safety by informing, supporting and influencing organisations and people working in the health sector. It worked through three divisions of the National Reporting and Learning Service, National Clinical Assessment Service and National Research Ethics Service. The aim was to contribute to improving safety of the UK health service. This role has now transferred to NHS England.

National Tariff Payment System

A set of prices and rules to help local NHS providers and commissioners provide best value to their patients. This keeps the prices paid for the same services or products stable across the country.

National Treatment Agency for Substance Misuse

National Treatment Agency for Substance Misuse (NTA)

A **Special Health Authority** established with the aim of improving the availability, capacity and effectiveness of treatment for drug misuse in England. Under the **Health and Social Care Act 2012**, its functions have transferred to **Public Health England**.

Never Events

These are serious patient safety incidents that are largely preventable and should not occur if the available preventative measures have been implemented.

NHS

See: **National Health Service**.

NHS 111

A telephone service that is available 24 hours a day, seven days a week for non-emergency medical difficulties. NHS 111 will provide the caller with help and guidance on what to do next and where to go locally to be treated. This has replaced NHS Direct.

NHS Alliance

An organisation that brings together clinicians, managers and patients. It also brings together providers in **primary care**. The stated purpose is to champion, support and represent NHS **primary care** and those working in it.

NHS Blood and Transplant

The organisation responsible for the supply of blood, organs, tissues and stem cells. They manage the voluntary donation and processing of around 2 million units of blood a year. This is an arm's length body of the Department of Health.

NHS Business Services Authority

NHS Business Services Authority

The Authority was set up in October 2005 and provides a range of critical business support services to NHS organisations, NHS contractors, patients and the public. Services include payments to community pharmacists and dentists for their NHS work, the administration of the NHS pension scheme, the management of NHS Supply Chain, as well as a range of other important services. Responsible for £30bn of transactions and provide related information to the wider **NHS**. It is an **arm's length body** of the **Department of Health**.

NHS Commissioning Board (NCB)

See: **NHS England**.

NHS Confederation	An independent membership organisation that brings together the full range of organizations that commission and provide NHS services.
NHS Constitution	The constitution of the NHS enshrines the details of what staff, patients and the public can expect from the National Health Service. It explains what can be done to help support the NHS, help it work effectively, and help ensure that its resources are used responsibly. The Constitution sets out the rights of an NHS patient.
NHS England	An executive non-departmental public body of the Department of Health . NHS England's aim is to improve health outcomes within the system. It was formerly the NHS Commissioning Board (NCB) and changed its name in April 2013. It is an arm's length body of the Department of Health .

NHS Health Research Authority

NHS Health Research Authority

The Authority protects and promotes the interests of patients and the public in health research. This includes protecting patients from unethical research while enabling patients to benefit from participating in research by simplifying processes for ethical research. A role in working with others to streamline health research approvals and to promote consistent, proportionate standards is intended to reduce the regulatory burden on researchers. It is an **arm's length body** of the **Department of Health**.

NHS Hospital Episode Statistics (HES)

Monthly data of all admissions, outpatient appointments and A&E attendances at NHS hospitals in England which was devised in 1987.

NHS Information Centre (NHSIC)

The name of the organisation was changed to the Health and Social Care Information Centre (HSCIC). The NHSIC was established to be the aggregator of NHS data, use the information in the NHS and to improve decision making while delivering better care.

NHS Institute for Innovation and Improvement

This Institute assists the **NHS** in developing and spreading new work practices and technology working with health professionals, patients and the public.

NHS Litigation Authority

NHS Litigation Authority (NHSLA)

A not-for-profit organisation of the NHS, the NHSLA provide indemnity cover for legal claims against the NHS, assist the NHS with risk management, share lessons from claims and provide other legal and professional services for members. This is an arm's length body of the Department of Health.

NHS Operating Framework

The **Department of Health** guidance that sets out the key objectives and financial allocations for the coming year. The **NHS** will be held to account against priorities and performance indicators in the framework.

NHS Outcomes Framework

The **Department of Health** guidance published in December 2010 to drive improvements in quality and outcome measurement throughout the NHS. The first **NHS** outcomes framework sets out the outcomes and corresponding indicators that will be used to hold the **NHS England** to account for the outcomes it delivers through **commissioning of health services** from 2012/13.

NHS Property Services

A company which manages, maintains and improves NHS properties and facilities, working in partnership with NHS organisations.

NHS Redress Act 2006

The Act offers an alternative to litigation against the NHS by proposing a redress package where there has been a lower monetary value, less severe case of clinical negligence on the part of the NHS. A redress package

must include compensation, an explanation of what happened, an apology and a description of action taken to prevent recurrence.

NHS Staff Survey

An annual survey of NHS staff across various healthcare organisations.

NHS Standard Contract

The contract is for use when commissioning healthcare services (other than those commissioned under primary care contracts) and is adaptable for use for a broad range of services and delivery models. The responsibility for the preparation and publication of the NHS standard contract has passed from the Department of Health to NHS England.

NICE Guidance

NICE guidance covers three areas of health: **Clinical Guidelines** cover the appropriate treatment and care of patients

with specific diseases and conditions within the NHS; Technology Appraisals cover the use of new and existing medicines and treatments; and Interventional Procedures cover the safety and efficacy of interventional procedures used for diagnosis or treatments.

Nicholson Challenge The Challenge was first proposed in June 2009, the aim was to produce efficiency savings in the NHS from 2010 to 2015. NHS organisations would need to achieve efficiency gains to meet the costs of demographic and technological changes while keeping quality and improved outcomes. These savings would account for 4% of the NHS budget, £20bn over the 5 years.

Nolan principles The seven principles of public life: selflessness, integrity, objectivity, accountability, openness, honesty and leadership.

Non-Departmental Public Body

Non-Departmental Public Body (NDPB) An organisation which receives at least 50 percent of its funding from central government and is managed by a board whose members are appointed by a Minister. Government funding is provided to meet the NDPB's statutory obligations.

Non-Disparagement Agreements A clause in an agreement or contract that prohibits one party from criticising the other.

Nudging The idea of 'nudging' people towards lifestyle choices which benefit themselves and others has been part of a range of policies from the Coalition Government. This approach was developed by writers Richard Thaler and Cass Sunstein in their book 'Nudge'. Critics of nudging have written in the British medical Journal that the policy crucially ignores the wider social context in which individuals make their choices.

Nuffield Trust

An independent source of evidence-based research and policy analysis for improving health care in the UK. The Nuffield Trust conducts research and influential analysis; informing and generating debate; supporting leaders; and examining international best practice.

**Nursing and
Midwifery Council
(NMC)**

A regulator that set the standards of education, training, conduct and performance so that nurses and midwives can deliver high quality healthcare consistently throughout their careers. It was formerly United Kingdom Central Council for Nursing, Midwifery and Health Visiting (UKCC).

O

Office for Budget Responsibility (OBR)

Created by the Coalition Government in May 2010 to make an independent assessment of the public finances and the economy.

Office of Fair Trading (OFT)

A non-ministerial government department which acts as the UK's consumer and competition authority. Established by the Fair Trading Act 1973.

The Office of Health Economics

Founded in 1962 and based in London, the OHE conducts research and provides consultancy services on health economics and related policy issues that affect health care and the life sciences industries.

Office of National Statistics

The UK's largest independent producer of official statistics and is the recognised national

Oral Health-related Quality of Life

statistical institute for the UK. It is responsible for collecting and publishing statistics related to the economy, population and society at national, regional and local levels.

Office of the Health Professions Adjudicator (OHPA)

Proposed under the **Health and Social Care Act 2008** as a new independent body to adjudicate fitness to practise cases brought before it by the **General Medical Council and General Optical Council**. In December 2010 the Coalition Government decided not to proceed with the OHPA.

Oral Health-related Quality of Life (OHQoL):

Refers to a person's satisfaction with their oral health, encompassing comfort when eating, sleeping, resting, engaging in social interaction; and overall self-esteem.

Out-of-hours services

Out-of-hours services

The out-of-hours period is defined from 6.30pm to 8.00am on weekdays and all day at weekends and on bank holidays. This can include GPs working in A&E departments or minor injuries units, home visits, and ambulance services to relocate patients to where they can be seen by a doctor or nurse.

Overview and Scrutiny Committee

The Health and Social Care Act 2001 introduced the specific power of health scrutiny for English **local authorities** with a social services function. This enables **local authorities** to examine the health services in its area and make reports and recommendations to **NHS** bodies. Typically, the committee undertakes reviews of health issues, considers and responds to inquiries, considers proposals by the **NHS** to develop or vary services and responds to national consultations.

P

Parliamentary and Health Service Ombudsman (PHSO)

This was set up by Parliament in 1954. The PHSO investigate complaints that individuals have been treated unfairly or have received poor service from government departments and other public organisations and the NHS in England. The PHSO produces an annual report that gives details of financial reports and statistical information about the complaints they receive.

Pathfinder Programme

*See: **GP Consortia Pathfinder Programme.***

Patient Advice and Liaison Service (PALS)

A service that offers advice, support and information on health-related matters. PALS provide a point of contact for patients, their families and their carers. Officers from PALS can be found in local hospitals.

- Patient Choice** A key feature in the provision of NHS health care services enabling patients and their representatives to become involved in decisions about their care.
- Patient Centred Care** Putting the patient and their experience foremost by allowing them to make choices about their healthcare through communication, discussion of treatment options, potential outcomes and possible psychological effects.
- Patient Level Costing** A process of assigning costs to individual patients to provide a greater understanding of costing. Previously costs have been allocated by the **Healthcare Resource Group (HRG)** or a specialty to produce an average cost of treatment/services.

Patient Record

The document that can be accessed by healthcare professionals involved in a patients care. This includes personal information such as age and address as well as past treatment a patient has received, allergies they have, current medication they are on, and other information that could be relevant for treatments.

Patients Association

An independent charity that works to highlight the concerns and needs of patients.

Payment by Results (PBR)

A rules-based system for paying Trusts. The system sets fixed prices (a **tariff**) for activity and clinical procedures in the NHS. All Trusts can be paid the same for equivalent work. It was announced in 2002 by the **Department of Health**.

Personalisation

A description by the **Department of Health**: “Every person who

Personalisation

receives support, whether provided by statutory services or funded by themselves, will have choice and control over the shape of that support in all care settings". It is often associated with direct payments and personal budgets, where service users can choose the services they receive. Personalisation entails that services are tailored to the needs of every individual rather than delivered in a one-size-fits-all.

Personal Social Service Grant

These grants were previously ring-fenced for individuals but have been transferred to the general formula grant that local authorities receive to provide social care.

**Pharmaceutical Price
Regulatory Scheme
(PPRS)**

The current mechanism for the pricing of drugs. It controls the prices of branded prescription medicines supplied to the NHS. It is a voluntary agreement between the Department of Health (DH) and the pharmaceutical industry. The PPRS regulates the profits that companies can make from NHS sales, and is typically re-negotiated every five years. In 2014 Value-Based Pricing will replace the Pharmaceutical Price Regulatory Scheme.

Pooled Budgets

A term used to describe the situation when resources are contributed to a shared budget by the partner organisations and would lose their distinctive health or social care identity. Health or social care staff could decide how pooled resources were spent across the spectrum of health or social care services.

Practice Based Commissioning

The policy was introduced in 2005 under which groups of **GPs** took on responsibility for **commissioning** health care services on a voluntary basis. The **Health and Social Care Act 2012** goes further by making membership of **GP Commissioning Consortia/Clinical Commissioning Groups** compulsory and giving them full budgetary responsibility for **commissioning** the majority of services.

Preferred Provider Policy

A policy that was introduced in 2009 where NHS organisations were deemed to be the 'preferred providers' of NHS services where those services were satisfactory (otherwise, they would be put out to competitive tender, with NHS providers given no advantage over others.)

Primary Care

The first level of care and the first point of contact with patient users of the health service when they first develop a health problem – usually this will be a GP. There are many other health professionals in this front-line team, including nurses, health visitors, dentists, opticians and pharmacists.

See: Secondary and Tertiary Care

Primary Care Trusts (PCTs)

PCTs were NHS bodies which used to commission healthcare services and in most cases

Primary Care Trusts

providing community-based services (such as district nursing) for a local area. They worked with local authorities and other agencies to ensure that a local community's needs were being met. They were established under the **Health Act 1999**. Before the **Health and Social Care Act 2012** and during the transition, PCTs were abolished in April 2013. Responsibility for **commissioning** is handed to **Clinical Commissioning Groups** and the **NHS England** under the **Health and Social Care Act 2012**.

Primary Medical Qualification (PMQ)

The qualification gained on successful completion of an undergraduate (or graduate) medical degree.

Principles and Rules for Co-operation and Competition

Published by the Department of Health in July 2010, it is intended to support cooperation and competition in the interests of patients and taxpayers. This relates to commissioning and procurement, cooperation and collusion, conduct of individual organisations, mergers and vertical integration.

Private Care

NHS care provided by the private sector. This can be through a contract between a commissioner and a private healthcare provider, a request to increase capacity of an NHS hospital or a franchising arrangement in which an entire hospital is run by an independent provider but remains in the NHS. These services are often run by private companies for profit.

Private Finance Initiative (PFI)

A form of public private partnership (PPP) where the public sector purchases public

Private Finance Initiative

services from the private sector with the aim of taking advantage of private sector skills and investment in infrastructure. These are usually long term contracts for the building of hospitals.

Procurement Guide for Commissioning of NHS Funded Services

Published by the Department of Health in July 2010, this document sets out expectations of commissioners on the use of procurement to improve services for patients. This includes investment in new service models or significant additional capacity upon expiry of existing contracts or where services fail to improve through contract management.

Professional Standards Agency (PSA)

The Agency oversees the statutory bodies that regulate health and social care professionals in the UK. They assess performance, conduct audits, scrutinise decisions and report to Parliament. Previously known as the **Council for Healthcare Regulatory Excellence (CHRE)**.

Protected Services

Services that local commissioners have designated to be kept in operation in the event of provider failure in order to ensure there is no significant adverse impact on local health or health inequalities. Monitor will appoint a Contingency Planning Team that will plan alternative provision of these services where appropriate.

Provider

In the context of healthcare, providers are commissioned to deliver care and services. Examples of providers include

Provider

hospitals and ambulance services.

Provider Development Agency

A Special Health Authority providing support and performance management as NHS Trusts obtain **Foundation Trust** status. The Agency is to be dissolved in 2014 when all Trusts will have to be Foundation Trusts.

Prudential Borrowing Limit (PBL)

Monitor sets borrowing limits and the rules on borrowing for NHS foundation Trusts. Defined in the Prudential Borrowing Code (PBC) for NHS foundation trusts published in April 2009. This requires the borrowing to be affordable and prudential.

Public Dividend Capital (PDC)

A form of long-term government finance which was initially provided to NHS trusts when they were first formed to enable them to purchase the Trust.

Public Health

The health of a population as a whole rather than of individual patients. There are three key domains in Public Health practice:

Health Improvement - the process of enabling people to increase control over and to improve their health.

Health Protection - interventions to address environmental threats to the health of the population.

Healthcare Public Health - concerned with the quality, safety, efficacy, effectiveness, value for money and accessibility of health care services.

**Public Health
Advisory
Committees**

These are standing committees responsible for the development of NICE public health guidance. These replaced the larger standing committee Public Health Interventions Advisory Committee in 2012.

Public Health England (PHE)

PHE was set up under **the Health and Social Care Act 2012** as a new body to lead **on public health** in England and set outcomes framework to monitor progress. It is an executive agency of the **DH**; it will operate with some independence but will remain accountable to the **Health Secretary**. PHE will take on the functions of the **Public Health Observatories, Health Protection Agency** and the **National Treatment Agency for Substance Misuse**. It is an **arm's length body** of the **Department of Health**.

Public Health Intelligence (PHI)

PHI is made up of regional teams consisting of expert information analysts who examine data from a wide range of sources to provide intelligent information about the current public health of the region and to predict future trends.

Public Health Interventions Advisory Committee (PHIAC)

The Committee has been replaced with a number of Public Health Advisory Committees in 2012, PHIAC was a standing committee that reviewed the evidence and developed recommendations on public health interventions. Membership was multidisciplinary comprising of public health practitioners, clinicians (both specialists and generalists), local authority officers, teachers, social care professionals, representatives of the public, patients and carers, academics and technical experts.

Public Health Observatories

There are nine regional observatories in England produce

Public Health Observatories

(PHOs)

information and intelligence on health and healthcare to be used by policy makers and practitioners. Their functions have been transferred into **Public Health England**.

Public Health Outcomes Framework (PHOF)

Sets out a vision for public health and desired outcomes in order to better understand how to improve and protect public health.

Public Health Workforce Strategy

The Government published in May 2013 their vision for the public health workforce. Key elements include: expertise, professionalism, commitment to the population's health and wellbeing, and flexibility.

Public Interest Disclosure Act 1998 (PIDA)

Public Interest Disclosure Act 1998 (PIDA)

An Act that protects workers that disclose information about malpractice at their workplace, or former workplace, provided certain conditions are met. The conditions concern the nature of the information disclosed and the person to whom it is disclosed. If these conditions are met, the Act protects the worker from suffering detriment as a result of having made the disclosure. If the conditions are not met a disclosure may constitute a breach of the worker's duty of confidence their employer.

Q

Qualified Provider

A healthcare provider that is registered with the **Care Quality Commission (CQC)**, is licensed by **Monitor** (from 2013) and meets the terms and conditions of the **NHS** standard contract. The **any qualified provider** policy supports the established NHS policy of enabling patients to choose where they go to receive treatment or care. The NHS provides a list of qualified providers that meet NHS requirements for quality, price and the terms of the NHS standard contract.

Quality-adjusted life years (QALY)

A method to compare different drugs and measure their clinical effectiveness. It provides an estimate of how many extra months or years of life of a reasonable quality a person might

gain as a result of treatment.

Quality, Innovation, Productivity & Prevention (QIPP)

A large scale transformational programme for the **NHS** involving NHS staff, clinicians, patients and the voluntary sector. The programme aims to improve the quality of care the NHS delivers at national, regional and local levels at the same time as making up to £20 billion of savings by 2014-15.

Quality Outcome Framework (QOF)

This is an incentive programme to reward **GP** practices for best practice, as part of the contract between **Primary Care Trusts** and **General Practitioners**.

QUANGO

‘Quasi-Autonomous Non-Governmental Organisation’ – formally a non-departmental public body: an organisation that has a role in government processes, but is not part of a government department.

R

Reference Nutrient Intakes (RNIs)

“The amount of a nutrient that is enough to ensure that the needs of nearly all the population (97.5%) are being met”.

Referral to Treatment Target

A key performance measure for healthcare providers – 90% of patients admitted as an inpatient or daycase and 95% of patients who are not admitted but require treatment should start consultant-led treatment within 18 weeks of referral.

Commissioners review the performance data collected by those providers with whom they place contracts and the agreed data is submitted to the Department.

Regional Health Authorities (1974-1996)

These organisations were responsible for specialist healthcare in allocated regions. They were replaced by NHS

Regional Offices.

Registered General Nurse (RGN)

A nurse who has graduated from a nursing program and met the requirements detailed by a country or state licensing body.

Reserves Budget

Monies set aside for a specific purpose during budget setting, often as a result of specific or ring-fenced income. For example, a contingency reserve allows an organisation to meet unforeseen expenditure during the course of the year.

Revalidation

The process by which licensed doctors will regularly demonstrate to the **GMC** that they are up to date and fit to practise annually.

Revenue Resource Limit (RRL)

The total funding allocated for revenue or day-to-day spending and is set by the Department of Health each year.

Ringfencing

Ringfencing

A guarantee that funds allocated for a particular purpose will not be spent on any other service.

Risk Assessment Framework

Monitor's approach to ensuring NHS foundation trusts are well run and can continue to provide good quality services for patients.

Risk Management

It covers all processes involved in identifying, assessing and judging risks, assigning ownership, taking actions to mitigate or anticipate them, and monitoring and reviewing progress.

Royal College of General Practitioners (RCGP)

The RCGP is an independent professional body solely for **General Practitioners**. Founded in 1952 it has over 42,000 members.

Royal College of Midwives (RCM)

It is the trade union for professional midwives. The majority of the midwifery profession are members.

Royal College of Nursing (RCN)

The largest professional union of nursing staff in the world. It has a membership of over 410,000 registered nurses, midwives, health visitors, nursing students, health care assistants and nurse cadets.

Royal College of Psychiatrists

The professional body responsible for education and training psychiatrists while also setting and raising standards in the field.

S

Scientific Advisory Committee on Nutrition (SACN)

Advisory committee to Public Health England and other government agencies and departments on nutrition and related health issues. Committee members are appointed as independent scientific experts on the basis of their specific skills and knowledge.

seAp advocacy

Independent charity that provides free independent and confidential advocacy services.

Secondary Care

The services to which a patient is referred by a primary care professional to a consultant. This usually applies to **NHS** hospitals offering specialised medical services and care.

See: Primary Care and Tertiary Care

**Secretary of State
for Health**

See: Health Secretary.

**Section 75, Health
and Social Care Act
2012**

Section 75 of the Health and Social Care Act 2012 is a requirement on CCGs to ensure good practice in the requirements of procurement, patient choice and competition. Also to ensure the protection and promotion of patients' rights to make choices regarding their NHS treatment and to prevent anti-competitive behaviour by commissioners with regard to health care services.

Serious Untoward Incidents

Serious Untoward Incidents (SUIs)

These are an accident, incident or near miss where a patient, member of staff, or member of the public suffers serious injury, major permanent harm or unexpected death on hospital or other health service premises that are likely to cause significant public/media concern. These also include wrong site surgery, retained instrument post-operation and allegations of abuse. A serious untoward incidents requires investigation.

Service Level Agreement (SLA)

An agreement that may be used by commissioners and providers where national standard contracts and/or payment by results do not apply.

Social Care

The **Department of Health** defines social care as: ‘the wide range of services designed to support people to maintain their independence, enable them to play a fuller part in society, protect

them in vulnerable situations and manage complex relationships’.

Social Work Reform Board (SWRB)

Established in December 2009 to implement the recommendations of the Social Work Task Force which included implementing a professional standards framework, better supervision, professional development, improved education and partnership work.

The Board brings together organisations involved in the education and training of social workers, their employers and managers and service users.

Special Health Authorities

Special Health Authority (SHA)

SHAs were set up under Section 9 of the National Health Service Act 1977, Special Health Authorities are **Arm's Length Bodies** of the **Department of Health**. Unlike other types of Trusts, SHAs operate nationally rather than serving a specific geographical area. Special Health Authorities are independent but can be subject to ministerial direction. Special Health Authorities may provide services direct to the public, most are concerned with improving the ability of parts of the **NHS** to deliver effective health care.

Staffing Ratios

The ratio set how many patients there are per nurse on a ward. Unison, Britain's biggest trade union, has stated that there should be a minimum standard of four patients per nurse. The **Francis Report** also recommends staffing ratios.

Strategic Health Authorities

Standards for Better Health

A performance framework in the NHS that sets out the level of quality expected from NHS organisations.

Strategic Health Authorities (SHAs)

SHAs responsibilities have been taken over by **Clinical Commissioning Groups (CCGs)** and the NHS Trust Development Authority. The SHAs managed the NHS locally and provided an important link between the **Department of Health** and the **NHS**. SHAs used to be responsible for developing plans for improving health services in their local area. Strategic Health Authorities were created by the government in 2002 as NHS health authorities were renamed and merged to form 28 new SHAs to manage the local NHS on behalf of the **Health Secretary**. On July 1 2006, this number was reduced to 10. SHAs oversee regional **commissioning**

Strategic Health Authorities

and provision of **NHS** services. They are also involved in education, training and workforce planning. Under the original **Health and Social Care Act 2012**, SHAs were set for abolition. This was delayed until April 2013 following the **Listening Exercise**.

Previous 10 SHAs Groups: East of England, East Midlands, London, North East, North West, South Central, South East Coast, West, West Midlands, Yorkshire and the Humber.

Summary Hospital-level Mortality Indicator (SHMI)

The indicator measures deaths following hospital treatment. Based on all conditions, deaths are measured that take place in hospital or in the 30 days following discharge.

See: Dr. Foster

Supervised Community Treatment

Supervised Community Treatment

Introduced in 2007 to enable some patients with mental disorders to live and be treated in the community whilst still being subject to recall to detention.

T

Tariff	A calculated, pre-set price for a unit of healthcare activity. E.g. Enhanced cataract surgery is £971 on the Department of Health's Tariff .
Tertiary Care	<p>A specialised health services for patients with complex conditions often provided by specialised hospitals or departments. Patients will usually have been referred by other specialists. These specialist services, such as cardiac surgery or neurology, are provided in specialist units usually in larger hospitals.</p> <p>(See: Primary Care and Secondary Care)</p>
The Trust Development Authority (NHS TDA)	From April 2013, following the abolition of strategic health authorities (SHAs) , the TDA

Trust Special Administration

oversees the performance management and governance of **NHS trusts**, including clinical quality, and managing their progress towards foundation trust status. The TDA provides leadership, support and development for those providers that remain **NHS Trusts**. It is accountable for the outcomes achieved by NHS Trusts. This is an arm's length body of the Department of Health.

Trust Special Administration

A Foundation Trust can be placed in special administration by Monitor if proved to be clinically and/or financially unsustainable in its current form. After the intervention, a Trust Special Administrator would be appointed to carry out the functions of the Council of Governors and Board of Directors, who would be suspended.

U

- Unify2** A system for sharing and reporting NHS and social care performance information.
- Urgent Care Centres** These are walk-in, minor illness and minor injury services, and are part of the wider community primary care service. In these Centres the scope of services offered is clear and these services are provided promptly.
- Urgent Care Working Groups (UCWGs)** A non-statutory organisations intended as forums for stakeholders (e.g. CCGs, hospital providers, local authorities, etc.) to come together and identify local solutions to urgent care issues.

V

Value Based Pricing (VBP)

A mechanism for the pricing of drugs. It applies to new drugs purchased by the NHS from 2014. Established drugs will continue to use the **Pharmaceutical Price Regulatory Scheme (PPRS)**. VBP bases decisions and prices on a drug's clinical and therapeutic value to patients and the broader NHS.

Value for Money (VFM)

A system used when assessing whether or not the maximum benefit has been obtained from the goods or services bought or investment made. It involves looking at three elements. The economy to source resources as cheaply as possible. The effectiveness to ensure the desired goals and targets are achieved. The efficiency to ensuring outputs and outcomes

Value for Money

are maximised for the resources (inputs) used.

Voluntary Community Sector (VCS)

The community and voluntary sector, or third sector, refers to not-for-profit, non-governmental organizations.

W

Walk-in Centres (WiCs)

Usually managed by a nurse, no appointment is necessary and they are often open 365 days a year, including out-of-hours. They provide a complementary service to traditional GPs and A&E services. They are not designed for treating long-term conditions or immediately life-threatening problems.

Whistleblowing

Describes exposing or suspecting wrongdoing in order to stop the wrongdoing. This is referred to as 'making a disclosure in the public interest'. The individual is protected by **Public Interest Disclosure Act 1998 (PIDA)** providing certain conditions are met. If the conditions are met the PIDA Act protects the worker from suffering detriment as a

result of making the disclosure. If the conditions are not met a disclosure may constitute a breach of the worker's duty of confidence to his employer.

White Paper

A document produced by the Government, setting out details of a future policy on a particular subject. The White Paper will often be the basis for a Bill.

World Health Organisation

World Health Organisation (WHO)

The first World Health Day, 7 April 1948, established this organisation. The WHO is now the directing and coordinating authority for health within the United Nations. It is responsible for providing leadership on global health matters, shaping the health research agenda, setting norms and standards, articulating evidence-based policy options, providing technical support to countries and monitoring and assessing health trends. WHO defines 'Health' as "a state of complete physical, mental and social well-being and not merely the absence of disease or infirmity."

Sources

Legislation, White Papers and other Government Documents

**Department of Health (2010). Equity and Excellence:
Liberating the NHS.**

http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_117353

**Department of Health (2011). Healthy Lives, Healthy People:
Our Strategy for Public Health in England.**

http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_128120

**Department of Health (2010- 2011). Health and Social Care
Bill 2011.**

[http://www.publications.parliament.uk/pa/cm201011/cmbills/177/11177.i-vii.html](http://www.publications.parliament.uk/pa/cm201011/cm201011/cmbills/177/11177.i-vii.html)

**Department of Health (2011). Health and Social Care Bill:
Explanatory notes.**

[http://www.publications.parliament.uk/pa/cm201011/cmbills/132/en/11132en.htm](http://www.publications.parliament.uk/pa/cm201011/cm201011/cmbills/132/en/11132en.htm)

**Department of Health (2010). Liberating the NHS: Developing
the Healthcare Workforce. A consultation on proposals.**

http://www.dh.gov.uk/en/Consultations/Liveconsultations/DH_122590

Department of Health (2009). Mental Health Act 1983.

http://www.dh.gov.uk/en/Publicationsandstatistics/Legislation/Actsandbills/DH_4002034

Department of Health (2010). NHS Outcomes Framework.

http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_122944

Department of Health (2011). No Health Without Mental Health. A Cross-Government Mental Health Outcomes Strategy for People of All Ages.

http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_123766

Department of Health (2007). Trust, Assurance and Safety: the Regulation of Health Professionals.

http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_065946

The National Archives (2011). Enterprise Act 2002.

<http://www.legislation.gov.uk/ukpga/2002/40/contents>

Department of Health (2011). Health and Social Care Act 2008.

<http://www.legislation.gov.uk/ukpga/2008/14/introduction>

Department for Business, Innovation and Skills (2011). Health Protection Agency Act 2004.

<http://www.legislation.gov.uk/ukpga/2004/17/notes/division/2>

Department of Health (2011). Health Service Commissioners Act 1993.

<http://www.legislation.gov.uk/ukpga/1993/46/introduction>

Department of Communities and Local Government (2011). Local Government Act 2003.

<http://www.legislation.gov.uk/ukpga/2003/26/contents>

Department of Communities and Local Government (2007). Local Government and Public Involvement in Health Act 2007. Regulatory Impact Assessment.

<http://www.communities.gov.uk/publications/localgovernment/healthact>

Department of Health (2011). Mental Capacity Act 2005.

<http://www.legislation.gov.uk/ukpga/2005/9/contents>

Department of Health (2011). National Health Service Act 2006.

<http://www.legislation.gov.uk/ukpga/2006/41/introduction>

Department of Health (2009). Governance.

http://webarchive.nationalarchives.gov.uk/+www.dh.gov.uk/en/Healthcare/Secondarycare/NHSfoundationtrust/DH_4131785

Department of Health (2009). Regulations, standards and inspections.

http://webarchive.nationalarchives.gov.uk/+www.dh.gov.uk/en/SocialCare/Standardsandregulation/DH_079541

Cabinet Office: Programme for Government –

http://www.cabinetoffice.gov.uk/sites/default/files/resources/coalition_programme_for_government.pdf

Other Publications

D’Souza, M. F. (1995). The Multifund and outcome research. *International Journal of Epidemiology*.

<http://www.ncbi.nlm.nih.gov/pubmed/7558544>

The King’s Fund (2011). The future of leadership and management in the NHS. No more heroes.

www.kingsfund.org.uk/publications

Mays, N. (1997). The future of locality commissioning. *BMJ*, 314:1212.

<http://www.bmj.com/content/314/7089/1212.full>

Mid Staffordshire NHS Foundation Trust Public Inquiry Final Report

<http://www.midstaffspublicinquiry.com/report>

National Audit Office (2011). National Health Service Landscape Review. www.nao.org.uk

NHS Confederation (2010). Liberating the NHS: What might happen? The Royal Bannister Health Summit, Leeds Castle. <http://www.nhsconfed.org>

NHS Confederation (2011). Where next for NHS reform? A discussion paper.
<http://www.nhsconfed.org/publications>

The Nuffield Trust (2011). Summary report- GP commissioning: insights from medical groups in the United States. www.nuffieldtrust.org.uk/publications

Portsmouth City Council (2011). Equality Impact Assessments.
<http://www.portsmouthcc.gov.uk/equality/10787.html>

Powell, T., Gheera, M. And Harker, R. (2011). Research Paper: Health and Social Care Bill. House of Commons Library.
www.parliament.uk/briefingpapers/commons/lib/research/.../RP11-011.pdf

Whistleblowing and gagging clauses: the Public Interest Disclosure Act 1998
<http://www.parliament.uk/business/publications/research/briefing-papers/SN00248/whistleblowing-and-gagging-clauses-the-public-interest-disclosure-act-1998>

Websites

BBC News – The changing role of health authorities
http://news.bbc.co.uk/1/hi/health/background_briefing

s/your_nhs/93713.stm

The Care Directory <http://www.nursing-home-directory.co.uk/care-regulations.htm>

Care Quality Commission <http://www.cqc.org.uk>

Chartered Society of Physiotherapy <http://www.csp.org.uk>

Commons Health Select Committee
<http://www.parliament.uk/healthcom>

Competition Commission www.competition-commission.org.uk

Confederation of British Industry www.cbi.org.uk

Council for Healthcare Regulatory Excellence
<http://www.chre.org.uk/>

Department for Communities and Local Government
www.communities.gov.uk

Department for Business Innovation & Skills
<http://www.bis.gov.uk>

Department of Health <http://www.dh.gov.uk>

Foundation Trust Network- NHS Confederation
<http://www.nhsconfed.org/Networks/FoundationTrust/>

[OurMembers/Pages/OurMembers.aspx](#)

HFMA GP Finance Briefing

A Glossary for NHS Finance and Governance; Bence, Sarah; May 2012

HM Treasury www.hm-treasury.gov.uk

Hospital Episode Statistics <http://www.hesonline.nhs.uk>

Hull's Local Involvement Network [www.hull-](http://www.hull-link.org/wp.../HealthWatch-Engagement-Document-final.pdf)

[link.org/wp.../HealthWatch-Engagement-Document-final.pdf](http://www.hull-link.org/wp.../HealthWatch-Engagement-Document-final.pdf)

<http://www.hull-link.org/uncategorized/health-well-being-boards>

Joseph Rowntree Foundation <http://www.jrf.org.uk>

Local Government Improvement and Development

<http://www.idea.gov.uk>

Monitor <http://www.monitor-nhsft.gov.uk>

The National Archives <http://www.legislation.gov.uk>

National Association of Primary Care www.napc.co.uk

National Care Forum <http://www.nationalcareforum.org.uk>

National Centre for Social Research: British Social Attitudes

<http://www.natcen.ac.uk/study/british-social-attitudes-26th-report>

National Patient Safety Agency <http://www.npsa.nhs.uk>

NHS <http://www.nhs.uk>

NHS alliance <http://www.nhsalliance.org>

NHS Business Services Authority <http://www.nhsbsa.nhs.uk>

NHS Institute for Innovation and Improvement
<http://www.institute.nhs.uk>

Office of Fair Trading <http://www.offt.gov.uk>

Parliamentary and Health Service Ombudsman
<http://www.ombudsman.org.uk>

The Patients Association www.patients-association.com

Royal College of General Practitioners
<http://www.rcgp.org.uk/>

The Royal College of Midwives www.rcm.org.uk

The Social Work Reform Board
<http://www.education.gov.uk/swrb>

What is the Commission for Health Improvement?;
Postgraduate Medical Journal; L J Patterson; C Lilburne
Volume 79, Issue 932

<http://pmj.bmj.com/content/79/932/303.full>

World Health Organisation www.who.int

Care Quality Commission

<http://www.cqc.org.uk/public/about-us>

Department of Health

<https://www.gov.uk/government/organisations/department-of-health>

Department of Health

<https://www.gov.uk/government/news/review-of-nhs-complaints-system>

Department of Health

<https://www.gov.uk/government/publications/the-health-and-care-system-explained/the-health-and-care-system-explained>

Department of Health

<https://www.gov.uk/government/publications/nhs-commissioning-board-name-change-to-nhs-england>

Dr Foster health.co.uk

<http://www.drfoosterhealth.co.uk/features/what-are-hospital-standard-mortality-ratios.aspx>

General Medical Council <http://www.gmc-uk.org/about/role.asp>

Gov.uk <https://www.gov.uk/government/news/chief-medical-officer-publishes-her-first-annual-report>

Health Protection Agency
<http://www.hpa.org.uk/AboutTheHPA/WhoWeAre/>

Health and Safety Executive <http://www.hse.gov.uk/aboutus/>

Health and Social Care Information Centre
<http://www.hscic.gov.uk/SHMI>

Health and Social Care Information Centre
<http://www.hscic.gov.uk/about-us>

Health and Social Care Information Centre
<http://www.hscic.gov.uk/hes>

Health Care Commission
<http://ratings2007.healthcarecommission.org.uk/>

Healthwatch England <http://www.healthwatch.co.uk/what-we-do>

Independent Mental Health Services Alliance
http://www.imhsa.org.uk/IMHSA_home.html

Monitor <http://www.monitor-nhsft.gov.uk/about-monitor-0>

Monitor <http://www.monitor-nhsft.gov.uk/about-nhs-foundation-trusts/what-are-nhs-foundation-trusts>

National Patient Safety Agency

<http://www.npsa.nhs.uk/corporate/about-us/>

NHS

<http://www.improvement.nhs.uk/CommissioningAWorldClassImagingService/HealthcareCommission/tabid/77/Default.aspx>

NHS

<http://www.nhs.uk/chq/Pages/1082.aspx?CategoryID=68&SubCategoryID=153>

NHS <http://www.nhs.uk/Tools/Pages/Patientchoice.aspx>

NHS Choices

<http://www.nhs.uk/news/2013/07July/Pages/Keogh-review-on-hospital-deaths-published.aspx>

NHS England

<http://www.nhs.uk/NHSEngland/thenhs/about/Pages/authoritiesandtrusts.aspx>

NHS England <http://www.england.nhs.uk/nhs-standard-contract/>

NHS Litigation Authority

<http://www.nhsla.com/AboutUs/Pages/Home.aspx>

NHS Litigation Authority

<http://www.nhsla.com/Claims/Pages/Clinical.aspx>

NHS Patient Safety <http://www.nrls.npsa.nhs.uk/neverevents/>

NHS Trust Development Agency

<http://www.ntda.nhs.uk/about/>

National Clinical Assessment Service

<http://www.ncas.nhs.uk/about-ncas/>

National Institute for Health and Care Excellence

<http://www.nice.org.uk/aboutnice/>

Nursing and Midwifery Council [http://www.nmc-](http://www.nmc-uk.org/About-us/Our-role/)

[uk.org/About-us/Our-role/](http://www.nmc-uk.org/About-us/Our-role/)

Nursing Standard

<http://nursingstandard.rcnpublishing.co.uk/students/clinical-placements/patientcentred-care>

Nolan Principles [http://www.learn-to-be-a-leader.com/nolan-](http://www.learn-to-be-a-leader.com/nolan-principles.html)

[principles.html](http://www.learn-to-be-a-leader.com/nolan-principles.html)

Professional Standards

<http://www.professionalstandards.org.uk/about-us/our-work>

Public Service.co.uk

http://www.publicservice.co.uk/news_story.asp?id=23127

Parliament www.parliament.uk/briefing-papers/post-pn-364.pdf

Parliament <http://www.parliament.uk/briefing-papers/SN06410>

Patient Safety Advisory Group

<http://www.patientsafetyfirst.ie/index.php/national-patient-safety-advisory-group.html>

Royal College of Nursing

http://www.rcn.org.uk/development/practice/clinical_governance

The Health Foundation <http://www.health.org.uk/areas-of-work/francis-inquiry/about-the-francis-inquiry/#francis>

2020 health

<http://www.2020health.org/2020health/Publications/Publications-2013/-Value-based-pricing--the-wrong-medicine-for-the-nation-.html>

