

NHS Abbreviations and Acronyms

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A

Abbreviation	What this stands for	Additional Information
A&E	Accident and Emergency	Also known as ED (Emergency Department) or Casualty
ACPC	Area Child Protection Committee	Members from all local statutory agencies working with children to ensure that all children are protected from harm
Acute		Services (usually in-patient) which treat patients for a certain condition for a short time – the acute hospitals in Norfolk and Waveney are The Norfolk and Norwich Hospital, James Paget Hospital and Queen Elizabeth Hospital
Acute Rapid Onset		Severe symptoms and brief duration
ADHD	Attention Deficit Hyperactivity Disorder	Attention deficit hyperactivity disorder (ADHD) is a condition that affects people's behaviour. People with ADHD can seem restless, may have trouble concentrating and may act on impulse.
Advocacy		Speaking up for someone else
AHP	Allied Health Professional	For example physiotherapists
Alliance (ICS)		A forum that brings together colleagues from health and care to integrate services and focus on effective operational delivery and improving people's care.
Alzheimers Disease		This is the most common form of dementia, which describes the loss of mental abilities, such as memory and reasoning.
AMD	Age related Macular Degeneration	Is a common condition that affects the middle part of your vision. It usually first affects people in their 50s and 60s
AMHP	Approved Mental Health Professional	Someone who has had specific training in the legal aspects of mental health assessment and treatment and can carry out assessments under the Mental Health Act (1983)
AMU	Acute Medical Unit	NNUH may add additional letters as

		they have more than one unit
AN	Antenatal	The time from conception to birth - pregnancy
Anorexia		Anorexia nervosa is an eating disorder and a mental health condition.
Anti-psychotic drugs		Drugs used to treat psychosis, including schizophrenia and mania. They also have tranquillising effects reducing agitation. Atypical may also pre-fix anti-psychotic drugs normally used to treat schizophrenia
AQP	Any Qualified Provider	Is a type of NHS contract, which allows non NHS as well as NHS organisations to provide NHS services. The AQP programme aims to give patients more choice about where they receive selected health services. Patients can choose from a list of providers, based on their own preference and the reputation of the provider offering the service.
Art Therapy		Using imagination and creativity rather than thinking and talking to freely express difficult thoughts
ASD	Autism Spectrum Disorder	Syndrome characterised by communication impairments, social interaction problems and unusual interest patterns and/or stereotyped behaviour. It occurs in about 1% of children and often gives rise to serious lifelong disabilities
Assertive outreach / assertive community treatment / intensive case management		Ensuring those most in need of specialist mental health care remain in touch with services.
ASW	Approved Social Workers	These social workers have had specific training in relation to the Mental Health Act
Attend Anywhere		This is a secure NHS video call service for people with pre-arranged appointments only
Atypical (novel) antipsychotic drugs		Newer and more expensive antipsychotic drugs to treat psychosis most commonly schizophrenia

B

Abbreviation	What this stands for	Additional Information
BAME	Black Asian and minority ethnic	Used to refer to members of non-white communities
BAMM	British Association of Medical Managers	established in 1991 to promote quality healthcare by improving & supporting the contribution of doctors in management.
Baseline		The continuous level of funding, year on year, before additional resources are taken into account
BDC	Broadland District Council	Local council covering the Broadland area of Norfolk
Bloods		Blood may be taken for a number of reasons when attending hospital or a GP for example – general state of health, check for infection, how your organs are functioning especially liver and kidneys as well as screening for genetic conditions
BMA	British Medical Association	Professional body and trade union for doctors in the UK
BMI	Body Mass Index	Used by the NHS to understand whether a patient has a healthy body based on age, height, weight, ethnicity, sex and activity level
BMJ	British Medical Journal	Healthcare industry magazine
BSI	Blood Stream Infection	Bacterial, viral or fungal infections which circulate in the blood stream
BSL	British Sign Language	Official language used by the deaf community to communicate
BTE	Behind the Ear Hearing Aids	The hearing aid hooks over the top of the ear and then a tube links the aid to an ear mold in the ear to suit most types of hearing loss.

C

Abbreviation	What this stands for	Additional Information
Caldicott Guardian		Each NHS organisation has a nominated 'Caldicott Guardian' responsible for ensuring the Trust complies with the Caldicott principles. These aim to ensure the protection of patient's right to privacy, dignity and confidentiality.
CAMHS	Child and Adolescent Mental Health Service	There are 4 tiers of service for children requiring mental health support (1,2,3 and 4)
Care Co-ordinator / key		Usually a Community Psychiatric Nurse, social worker or occupational therapist

worker		who are responsible for ensuring a person's care is properly planned
Care Package		A combination of services put together to meet a person's needs as part of a care plan arising from an assessment or review.
Care Pathway		Patient journey through primary care, specialist and community services to discharge / continuing care
Care Plan		A plan detailing care to be provided during and following an admission to hospital or longer term to detail care in the community setting
CAS	Contained Air Solutions	Safety cabinets used to hold or contain microbiological samples.
Caseload		A volume or list of patient referrals belonging to a healthcare professional.
CAU	Children's Admission Unit	NNUH - Children from birth to their sixteenth birthday referred by local GPs, Out of Hours centres, A&E and in some situations midwives and health visitors are seen on CAU.
CAT	Cognitive Analytic Therapy	A 'talking treatment' which helps you to see how early relationships and experiences have affected how you see yourself, other people and how you behave. It usually takes about 16 weekly sessions and focuses on a problem that is important for you.
C&B	Choose and Book	Enabling patients to book appointments at point of referral with a choice of time and date superseded in 2013 by NHS e-Referral system
CBT	Cognitive Behavioural Therapy	Psychological therapy used mostly in depression but increasingly shown to be a useful part of the treatment for schizophrenia.
CCC	Critical Care Complex	Also known as ITU, CCU or ICU. Area of the hospital for patients in the greatest need of acute intensive support
CCG	Clinical Commissioning Group	Groups of General Practices that work together to plan and design local health services in England. They do this by 'commissioning' or buying health and care services.
CCORT	Critical Care Outreach Team	The team forms part of the cardiac arrest, trauma, paediatric emergency response, maternal response and the non-clinical area emergency teams activated via an

		emergency bleep system.
CCU	Critical Care Unit	Also known as ITU, CCC or ICU. Area of the hospital for patients in the greatest need of acute intensive support
CCU	Coronary Care Unit	A coronary care unit or cardiac intensive care unit is a hospital ward specialized in the care of patients with heart attacks or other unstable heart conditions
C.Diff	Clostridium Difficile	a type of bacterial infection that can affect the digestive system.
CDU	Clinical Decisions Unit	A clinical decision unit (CDU) is a designated section of the emergency department where patients are monitored by a staff team for 6-24 hours. Patients who require observation or testing are moved to a separate area where they are monitored and treated
CEO	Chief Executive Officer	The person who leads the executive management team at an organisation such as a hospital
Chaplain		Hospital employee to support patients', staff and carer spiritual needs for a variety of religious backgrounds or none
CHC	Continuing Healthcare	Some people with long-term complex health needs qualify for free social care arranged and funded solely by the NHS.
CHD	Coronary Heart Disease	Sometimes called ischaemic heart disease or coronary artery disease - it describes what happens when your heart's blood supply is blocked or interrupted by a build-up of fatty substances in the coronary arteries.
Chemo	Chemotherapy	This is a cancer treatment where medicine is used to kill cancer cells. There are many different types of chemotherapy medication but they all work in a similar way. The medicine stops cancer cells reproducing., which prevents them from growing and spreading in the body.
Clinical Governance		The way in which hospital's ensure treatments are carried out safely and effectively and encourage a culture of excellence in our staff to continuously improve quality of care.
Clinical Trial		Used to determine whether new drugs or treatments are both safe and effective.
Clinician		A term which is used to describe someone who provides care and treatment to

		patients, eg a nurse, psychiatrist or psychologist.
CMHT	Community Mental Health Team	Multi-disciplinary team offering specialist assessment, treatment and care to people in their own homes and the community.
CMO	Chief Medical Officer	Acts as the UK government's principal medical adviser, and the professional head of all directors of public health in local government
CNO	Chief Nurse Officer	Is the most senior advisor on nursing matters in a government.
COCA	Community Onset – Community Associated	Infection identified within 2 days of admission or outside 12 weeks from discharge from hospital
COHA	Community Onset – Healthcare associated	Infection identified within 4 weeks of discharge from hospital
COIA	Community Onset - Intermediate Association	Infection identified between 4-12 weeks of discharge from hospital
Commissioning		Identifying health needs of local people, planning and purchasing health services which respond to their needs. CCGs are responsible for deciding what services their local residents need from the NHS and buy these services with public money from the most appropriate providers.
Community Care		A network of services provided by the NHS, social services and volunteers designed to keep people independent, and to support elderly people or people with mental health problems or learning disabilities who might previously have been in hospital.
Co-Morbidity		The simultaneous presence of two or more disorders, often refers to combination of severe mental illness, substance misuse, learning disability and personality disorder. The term dual diagnosis or complex needs may also be used.
Complementary Therapy		A wide range of treatments which can add something to conventional treatment - e.g., Reiki, Indian head massage, aromatherapy, dance and movement
Consultant Psychiatrist		The medical doctor with specialist experience and qualifications in mental illness and emotional disorders that has

		overall responsibility for your care. This includes your medication and other activities you may take part in whilst in hospital.
COPD	Chronic Obstructive Pulmonary Disease	is the name for a group of lung conditions that cause breathing difficulties including emphysema and chronic bronchitis
COVID-19		A worldwide virus causing respiratory amongst other problems, vaccinations are available and all members of society are eligible to obtain a vaccine.
CPA / care management	Care Programme Approach	A framework for care co-ordination. The main elements are a care co-ordinator, a written care plan, and at higher levels regular reviews by the multi-disciplinary team and integration with the care management system. Involves assessment of need, care planning and the organisation of care packages within available resources.
CPD	Continuing Professional Development	The term used to describe the learning activities professionals engage in to develop and enhance their abilities.
CPN	Community Psychiatric Nurse	A nurse who has been trained to help people with mental health problems in the community.
CPR	Cardio Pulmonary Resuscitation	First aid used if someone is not breathing or not breathing normally. Call 999 and start CPR immediately
CQC	Care Quality Commission	Independent regulator of health and social care in England – including hospitals, care homes and other provider organisations.
CQUIN	Commissioning for Quality and Innovation	This system enables commissioners to reward excellence by releasing providers income on the achievement of local quality improvement goals
CRHT	Crisis Resolution / Home Treatment Service	New models of care for people with severe and enduring mental illness
CS	Caesarean section	c-section or Caesarean delivery - Surgical delivery of a baby usually performed when vaginal delivery poses a risk to the mother or the baby.
CSAG	Clinical Standards Advisory Group	set up in 1991 as an independent source of expert advice to the UK Health Ministers and to the NHS on standards of clinical care for, and access to and availability of services to, NHS patients.

CSS	Clinical Support Services	Division within a hospital incorporating diagnostic services
CTG	Cardio Toco Graph	measures the baby's heart rate antenatally and during labour. At the same time it also monitors the contractions in the womb (uterus)
CT scan	Computed Tomography scan	combines a series of X-ray images taken from different angles around your body and uses computer processing to create cross-sectional images (slices) of the bones, blood vessels and soft tissues inside your body. CT scan images provide more-detailed information than plain X-rays
CVC	Central Venous Catheter	also known as a central line(c-line), central venous line, or central venous access catheter, is a catheter placed into a large vein. It is a form of venous access. Placement of larger catheters in more centrally located veins is often needed in critically ill patients, or in those requiring prolonged intravenous therapies
CYP	Children and Young People	represent a third of our country and their wellbeing will determine our future.

D

Abbreviation	What this stands for	Additional Information
DAC	Diagnostic Assessment Centre	Three centres are to be established in Norfolk and Waveney (one at each Acute Trust). Their role is to offer access to diagnostics to assist with disease diagnosis this includes MRI scans, Ultrasound scans and CT Scans
Datix		Computer program to record incidents and manage the process following an incident at QEH and NNUH. JPUH use Ulysses.
DCSS	Diagnostic and Clinical Support Services	See also Clinical Support Services
DGH	District General Hospital	Small acute hospital, there are 2 in Norfolk and Waveney
DHSC	Department of Health and Social Care	DHSC is a ministerial department, supported by 25 agencies and public bodies to help people to live independent lives for longer
Diagnostic Tests		Tests which help determine the nature of a disorder or illness, for example x-rays, laboratory tests.
DiP	Drug Intervention Programme	is a key part of the United Kingdom's strategy for tackling drug abuse. It aims to engage drug-misusing offenders involved in

		the Criminal Justice system in formal addiction treatment and other support
DNA	Did Not Attend	Used to indicate that a person did not attend an appointment
DNAR	Do Not Attempt Resuscitation	An order to indicate that should the person require resuscitation this is not permitted also known as DNACPR or DNR
DND	Divisional Nurse Director	The lead nurse in the division (specifically at NNUH), at QEH this role is HoN – Head of Nursing
DoH	Department of Health	Government department responsible for the NHS
DoLS	Deprivation of Liberty Safeguards	Replaced by LPS – Liberty Protection Safeguards - designed to protect a patient's rights if the care or treatment received in a hospital or care home means that the patient is, or may become, deprived of their liberty and lack the mental capacity to consent.
Drug round		This is also sometimes known as 'doing the drugs' it indicates that a nurse is visiting all the patients within the ward or care home and dispensing their medication. Often to ensure that the nurse can focus on this job they may wear a different coloured apron so other staff know not to distract them.
DS	Delivery Suite	Location in a hospital where babies are born. At QEH this is known as CDS (Central Delivery Suite).
DToc	Delayed Transfers of Care	A 'delayed transfer of care' occurs when a patient is ready to leave a hospital or similar care provider but is still occupying a bed. Delays can occur when patients are being discharged home or to a supported care facility, such as a residential or nursing home, or are awaiting transfer to a community hospital or hospice.

E

Abbreviation	What this stands for	Additional Information
EAUS	Emergency Assessment Units Surgical	At NNUH, at QEH this area is known as SAU
ECG	Electrocardiogram	a simple test that can be used to check your heart's rhythm and electrical activity
ECS	Emergency Caesarean Section	c-section or Caesarean delivery - Surgical delivery of a baby usually performed when vaginal delivery poses a risk to the mother or the baby in an emergency

ED	Emergency department	Also known as Casualty or A&E
EDI	Equality Diversity and Inclusion	ensures fair treatment and opportunity for all. It aims to eradicate prejudice and discrimination on the basis of an individual or group of individual's protected characteristics.
EEAST	East of England Ambulance Service	24 hour, 365 days a year accident and emergency services to those in need of emergency medical treatment and transport in - Bedfordshire, Hertfordshire, Essex, Norfolk, Suffolk and Cambridgeshire.
Elective Surgery		An operation which is planned ahead and for which the patient will be given a date to be admitted to hospital.
ENT	Ear, Nose and Throat	This department covers a multitude of conditions from Meniere's and tinnitus to glue ear, nasal polyps, laryngitis and much more.
EPAU	Early Pregnancy Assessment Unit	Specialist early pregnancy care is provided up to 13 weeks gestation for women experiencing acute concerns with their pregnancy, such as pain and/or bleeding. Also for women who have previously experienced ectopic pregnancy/pregnancy of unknown location, gestational trophoblastic disease or recurrent pregnancy loss.
ERAS	Enhanced Recovery Programme after Surgery	Enhanced recovery is an evidence-based approach that helps people recover more quickly after having major surgery. This is sometimes referred to as rapid or accelerated recovery.
ESR	Electronic Staff Record	As the workforce solution for the NHS, the Electronic Staff Record (ESR) supports the delivery of national workforce policy and strategy

F

Abbreviation	What this stands for	Additional Information
FDT	First Definitive Treatment	the first clinical intervention intended to manage a service user's disease, condition or injury and avoid further clinical interventions.
FFT	Friends and Family Test	An anonymous feedback method to allow patients to inform a healthcare provider about how satisfied they were with the care they received.
FMU	Freestanding	are more comfortable and homely than a

	Midwifery Unit	maternity unit in a hospital and are separate from a hospital, and do not have immediate obstetric, neonatal or anaesthetic care
FOI	Freedom of Information	The Freedom of Information Act 2000 provides public access to information held by public authorities.
Forensic Service		Specialist health services for offenders with mental health problems.
Foundation Trust status		A new kind of public service organisation. Based on mutual traditions, they are established as 'public benefit corporations' with new freedoms to innovate and forge partnerships in the public interest and governance arrangements designed to help trusts better reflect the needs of the communities they serve.

G

Abbreviation	What this stands for	Additional Information
GAD	General Anxiety Disorder	A condition with exaggerated tension, worrying, and nervousness about daily life events.
GDC	General Dental Council	is the UK-wide statutory regulator of the dental team
GDPR	General Data Protection Regulations	This Act governs how organisations are able to hold data about individuals and what they are permitted to do with the data to protect the individual but also to ensure that information is only available to those who need it for the reasons detailed.
GIRFT	Get it right first time	is a national programme designed to improve medical care within the NHS by reducing unwarranted variations.
GMC	General Medical Council	Works to protect patient safety and improve medical education and practice across the UK
GP	General Practitioner	Your local doctor - or family doctor - who will usually be the first person you see if you have a physical illness or emotional problem. They can help you directly but can also refer you on for specialist care or assessment. Many GPs have a community psychiatric nurse, psychiatrist or counsellor who works at the GP surgery.
GMS	General Medical Services	Is the range of healthcare that is provided by General Practitioners

GTT	Glucose Tolerance Test	Test used during pregnancy to test for gestational (pregnancy related) diabetes.
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H

Abbreviation	What this stands for	Additional Information
HASC	Health and Social Care Scrutiny Committee	Local Authority scrutiny committees made up of councillors and members – responsible for reviewing local services. Specifically health overview and scrutiny committee reviews performance of local health services.
HBN	Health Building Notes	Give best practice guidance on the design and planning of new healthcare buildings and on the adaptation or extension of existing facilities
HCA	Healthcare Assistant	An unregistered nurse trained to provide personal and fundamental nursing tasks
HCC	Health Care Commission	This was created in 2004 and the forerunner of the Care Quality Commission (CQC)
HCAI	Healthcare Associated Infections	Infections that occur while receiving health care, developed in a hospital or other health care facility that first appear 48 hours or more after hospital admission, or within 30 days after having received health care.
HCP	Healthcare Professional	A person employed by the NHS to represent the organisation or provide care to patients.
HDA	Health Development Agency	This was created in 2000 and was a special health authority and the forerunner of the National Institute for Health and Clinical Excellence (2005)
HDU	High Dependency Unit	A unit to support patients who require more intensive support than can be provided on a ward but not as much as an Intensive Care Unit (ICU / ITU) / Intensive Treatment Unit
HICC	Hospital Infection Control Committee	Is generally comprised of members from a variety of disciplines within the healthcare facility. By creating a diverse group, issues can be addressed from several angles, and members can pool their expertise to develop the best solutions possible.
HoN	Head of Nursing	Lead nurse within a division at QEH – at NNUH this role is DND
HOSC	Health Overview and Scrutiny	The Health Overview and Scrutiny Committee looks at the work of local NHS organisations. The Committee acts as a 'critical friend' by suggesting ways that health related services might be improved.

HPA	Health Protection Agency	This Agency has now closed and its activity has been absorbed into Public Health England
HSE	Health and Safety Executive	The Government Organisation that aims to reduce work related illness, injury or death
HV	Health Visitor	Nurse with additional training to support families with children aged 0-5 years.
HWB	Health and Wellbeing Board	Health and wellbeing boards were established under the Health and Social Care Act 2012 to act as a forum in which key leaders from the local health and care system could work together to improve the health and wellbeing of their local population.
HWBP	Health and Wellbeing Partnerships	Bring together colleagues from county and district councils, health services, wider voluntary, community and social enterprise sector organisations and other partners. They will focus on the local population's health and wellbeing by addressing the wider aspects of health to avoid health crises.

I

Abbreviation	What this stands for	Additional Information
IAPT	Improving Access to Psychological Therapies	Talking therapies to support people with mild to moderate anxiety and depression.
ICAS	Independent Complaints Advocacy Service	ICAS helps people who want to make a complaint about the NHS through the NHS Complaints Procedure. The service is free and independent whatever level of support is required.
ICB	Integrated Care Board	Will take on the NHS commissioning functions of Clinical Commissioning Groups as well as some of NHS England's commissioning functions. It will also be accountable for NHS spend and performance within the system.
ICOP	Integrated Care of Older People	team cares for frail, older people ensuring a comprehensive, multidisciplinary approach to care – with input from everyone involved in the care of the person.
ICP	Integrated Care Partnership	a statutory committee bringing together all system partners to produce a health and care strategy. Representatives include VCSE organisations and health and care organisations, and representatives from the ICB board.

ICS	Integrated Care System	These are new partnerships between the organisations that meet health and care needs across an area, to coordinate services and to plan in a way that improves population health and reduces inequalities between different groups.
ICT	Information Communication and Technology	Incorporates communication and digital solutions, computers, storage and software
ICU	Intensive Care Unit	Also known as ITU, CCC or CCU. Area of the hospital for patients in the greatest need of acute intensive support
IG	Information Governance	This is the way in which information is used and managed. It's an important practice which seeks to limit the risks involved in the management of data and ensure compliance.
Independent Sector		Voluntary sector, charitable and private care providers.
Inpatient		A person who is staying at least one night in hospital
Intermediate Care		Care provided as an alternative to in-patient care. Also allows patients to be safely discharged from hospital and complete their recovery at home or other suitable place.
IOL	Induction Of Labour	Artificial means of establishing labour, nationally 20% of babies born follow induction of labour
IMHA	Independent Mental Health Advocate	Is an independent advocate who is trained in the Mental Health Act 1983 and supports people to understand their rights under the Act and participate in decisions about their care and treatment.
IPC	Infection Prevention and Control	Also known as IPAC. Hospital team responsible for monitoring, preventing and managing hospital infections such as COVID, C.Diff, MRSA etc
IPOC	Individual Plan of Care	An individual plan of care for a person at the end of their life, which includes food and drink, symptom control, psychological, social and spiritual support, should be agreed, co-ordinated and delivered with compassion.
IPR	Integrated Performance Report	Hospital report to confirm all performance against key performance indicators
IRU	Interventional Radiology Unit	NNUH only - IR involves using imaging guidance, such as fluoroscopy, CTs, ultrasounds, x-rays, and MRIs to guide tiny catheters and wires throughout the body's

		vascular system. Unlike traditional imaging radiology, which is typically used to make diagnoses, IR delivers therapeutic procedures, often after other diagnostic testing has been performed.
ISTC	Independent Sector Treatment Centre	
ITE	In The Ear hearing aids	This is custom made in two styles — one that fills most of the bowl-shaped area of your outer ear (full shell) and one that fills only the lower part (half shell). Both are helpful for people with mild to severe hearing loss
ITU	Intensive Therapy Unit	Also known as ICU, CCC or CCU. Area of the hospital for patients in the greatest need of acute intensive support

J

Abbreviation	What this stands for	Additional Information
JPUH	James Paget University Hospital	Located in Gorleston near Great Yarmouth, JPUH is a DGH similar in size to QEH in King's Lynn
JSNA	Joint Strategic Needs Assessment	The Joint Strategic Needs Assessment (JSNA) is a process by which local authorities and health services assess the health, care and wellbeing needs of the community within Local Authority geographic areas.

K

Abbreviation	What this stands for	Additional Information
KPI	Key Performance Indicator	a measurable value that demonstrates how effectively a company is achieving key business objectives.

L

Abbreviation	What this stands for	Additional Information
LAC	Looked After Children	Looked after children are also often referred to as children in care, a term which many children and young people prefer.
Learning Disabilities		A person with learning disabilities may find it hard to learn, understand and communicate.
Linac	Linear particle accelerator	Device most commonly used for external beam radiation treatments for patients with cancer
Lived Experience		knowledge gained by people as they live their lives, through direct involvement with

		everyday events. It is also the impact that social issues can have on people, such as experiences of being ill, accessing care, living with debt etc.
LMC	Local Medical Committee	Local representative committees of NHS GPs.
LMNS	Local Maternity and Neonatal system	Groups of staff and service users working together to improve care during pregnancy and postnatally.
Local Authority		Or local council, it can also refer to any administrative organisation in local government.
LPS	Liberty Protection Standards	Replaced DoLS – Deprivation of Liberty Safeguards - designed to protect a patient's rights if the care or treatment received in a hospital or care home means that the patient is, or may become, deprived of their liberty and lack the mental capacity to consent to these arrangements – see Mental Capacity Act
LRM	Local Resolution Meeting	A meeting between complainants and members of the team who have provided care that resulted in a complaint. This meeting is to gain a greater understanding from both parties and to attempt to reach resolution.
LSP	Local Strategic Partnerships	The LSP is a partnership of public agencies, business, voluntary and community sectors working together for the benefit of local people.
LTP	Long Term Plan	This was published in 2019 setting out key ambitions for the NHS over the next 10 years.

M

Abbreviation	What this stands for	Additional Information
MAC	Medical Advisory Committee	A generic, non-specific term used in the UK for a group of health professionals who advise a body on medical matters that impact on the body, including proposed policies and action plans related to safe practices, patient management, whether to adopt new medical technologies and so on.
MAU	Medical Assessment Unit	Also known as AMU (Acute Medical Unit)
MCA	Mental Capacity Act	Designed to protect and empower people who may lack the mental capacity to make their own decisions about their care

		and treatment.
MCA	Maternity Care Assistant	Also known as Midwifery assistants or maternity support worker – they work in maternity under the supervision of a midwife.
MDT	Multi-disciplinary Team	A group of healthcare professionals working to support patients with their holistic needs to prepare them for discharge from hospital or to support them in the community. The patient and carer would ideally be involved too to ensure that concerns are heard and addressed
MEWS	Maternity Early Warning Score	The Early Warning Scoring System and Action Protocol are designed to help identify deterioration in the woman and ensure appropriate early intervention.
MFE	Medicine for the Elderly	Medicine for the Elderly or Geriatrics is the branch of medicine concerning the diagnosis and treatment of disorders that occur in old age and the care of the elderly.
MHA	Mental Health Act 1983	The Mental Health Act (MHA) 1983 is the law in England and Wales which was updated in 2007. It tells people with mental health problems what their rights are regarding: <ul style="list-style-type: none"> - assessment and treatment in hospital - treatment in the community - pathways into hospital, which can be civil or criminal
MHRA	Medicines and Healthcare products Regulatory Agency	The agency regulates medicines, medical devices and blood components for transfusion in the UK.
MLBU	Midwife Led Birthing Unit	To support labour and birth for low risk pregnancies led by midwives also known as midwife led unit (MLU). At QEH this unit is named Waterlily
MMR	Measles Mumps Rubella	This term is associated with the vaccine to protect children and young people throughout their lives from these 3 diseases
Morbidity		Illness or disability
MRI	Magnetic Resonance Imaging	This is a type of scan that uses strong magnetic fields and radio waves to produce detailed images of the inside of the body. An MRI scanner is a large tube that contains powerful magnets. You lie inside the tube during the scan.
MRSA	Methicillin-Resistant Staphylococcus Aureus	A type of bacterial infection that is resistant to a number of widely used antibiotics.
MSSA	Methicillin-	Staphylococcus aureus (often shortened to

	Susceptible Staphylococcus Aureus	"Staph", "Staph aureus" or S. aureus) is a type of bacteria (germ) which lives harmlessly on the skin and in the noses, in about one third of people.
MVP	Maternity Voices Partnership	A nationally mandated service user initiative – every Trust with maternity services should have one.

N

Abbreviation	What this stands for	Additional Information
Named Nurse		The nurse with special responsibility for a patient during their working shift. They will work closely with the patient, carer, family and consultant to design a care plan and review progress. At the end of the nurse's shift a detailed handover will be made to the next shift's named nurse
NCC	Norfolk County Council	
NCH&C	Norfolk Community Health and Care	Community trust caring for patients in the community across Norfolk
Near Miss		An event that could have caused harm, loss and damage, but fortunately did not do so on this particular occasion
NED	Non-Executive Director	These members of the Board have senior skills and experience. Ideally the non-Executive Directors will enhance the Trust board's diversity, inclusivity and compassionate leadership. These skilled members of the team generally come from a wide range of backgrounds and lived experience bring fresh ideas, greater challenge and more robust decision making
Neighbourhood		In the new ICS this is the most local area - there are several neighbourhoods. Each neighbourhood covers a population size of roughly 30,000 to 50,000 people. They often focus on integrating primary, community and social care through team and joint working arrangements. They are key to the NHS's commitment to deliver more care as close to home as possible.
Never Event		Never events are serious, largely preventable patient safety incidents that should not occur if the available preventative measures have been implemented.

NEWS	National Early Warning Score	NEWS is a tool developed by the Royal College of Physicians which improves the detection and response to clinical deterioration in adult patients and is a key element of patient safety and improving patient outcomes. In December 2017 NEWS2 was issued to be used in acute and ambulance settings
NHS	National Health Service	The publicly funded healthcare system in England, and one of the four National Health Service systems in the United Kingdom
NHS Direct		Website which holds everything NHS related – renamed NHS Choices and again to NHS Website
NHSLA	NHS Litigation Authority	This organisation manages negligence and other claims against the NHS in England on behalf of its member organisations.
NHSP	New-born Hearing Screening Programme	Aims to identify permanent moderate, severe and profound deafness and hearing impairment in newborn babies.
NICE	National Institute for Health and Care Excellence	is responsible for promoting clinical excellence and cost-effectiveness and producing and issuing clinical guidelines to ensure that every NHS patient gets fair access to quality treatment.
NICU	Neonatal Intensive Care Unit	Used to be known as SCBU – Special Care Baby Unit
NMC	Nursing and Midwifery Council	The Nursing and Midwifery Council We're the independent regulator for nurses, midwives and nursing associates.
NNDC	North Norfolk District Council	District council for the North Norfolk area.
NNUH	Norfolk and Norwich University Hospital	The only large acute Trust in Norfolk and Waveney
NND	NeoNatal Death	The death of a child born alive but passing away within the first 28 days of life.
NPSA	National Patient Safety Agency	Was a Special Health Authority (until 2012) created to co-ordinate the efforts of all those involved in healthcare, and more importantly to learn from, adverse incidents occurring in the NHS.
NSFT	Norfolk and Suffolk Foundation Trust	Mental health trust across Norfolk and Suffolk

O

Abbreviation	What this stands for	Additional Information
OCD	Obsessive Compulsive Disorder	This is a chronic mental health condition that is usually associated with both

		obsessive thoughts and compulsive behaviour.
OMFS	Oral and maxillo-facial surgery	diagnose and treat patients with diseases affecting the mouth, jaws, face and neck.
OOH	Out of Hours	This indicates the time period outside normal working hours for accessing health care - The out-of-hours period is from 6.30pm to 8am on weekdays and all day at weekends and on bank holidays. This service is provided by a range of solutions including 111, a pharmacy rota and at A&E units
OPD	Outpatients Department	Treatment, diagnosis, procedure or consultation that does not require an overnight stay in hospital
OPED	Older People's Emergency Department	NNUH has the country's first Older People's Emergency Department (OPED) is helping to improve patient experience and reduce the average length of stay for patients over the age of 80.
OPM	Older People's Medicine	Terminology used at the Norfolk and Norwich Hospital in relation to older people and stroke services inpatient and outpatient services
OT	Occupational Therapist	The person who will work with you to develop your skills and confidence in everyday life - including work, social and leisure activities and personal care.
OP	Outpatient	A patient receiving care by attending a clinic and not staying overnight in a hospital
OSC	Overview and Scrutiny Committee	The Health Overview and Scrutiny Committee looks at the work of local NHS organisations. The Committee acts as a 'critical friend' by suggesting ways that health related services might be improved.
OTP	Outpatient Transformation Programme	The NHS is giving patients greater control and convenience in their NHS hospital or clinic appointments – by offering telephone or video consultations, empowering people to book their own follow-up care, and working with GPs to avoid the need for an onward referral where possible.

P

Abbreviation	What this stands for	Additional Information
PACS	Picture archiving and communications system	Is a medical imaging technology used primarily in healthcare organizations to securely store and digitally transmit electronic images and clinically-relevant

		reports.
PALS	Patient Advice and Liaison Service	Complementary to existing services, the Patient Advice and Liaison Service (PALS) provides service users, their carers and families with help, information and support to resolve concerns quickly and efficiently. Every NHS organisation will have a PALS to support patients and the public.
PAS	Patient Administration System	Developed out of the automation of administrative paperwork in healthcare organisations, particularly hospitals, and are one of the core components of a hospital's IT infrastructure.
Patient Centre		A Patient Administration System
PAU	Paediatric Assessment Unit	Children and Young People attend this service for assessment prior to a decision about treatment being made
PbR	Payment by Results	is a system of paying NHS healthcare providers a standard national price or tariff for each patient seen or treated
PCN	Primary Care Networks	GP practices working together with community, mental health, social care, pharmacy, hospital and voluntary services in their local area to meet the needs of their local population.
PDA	Pathological Demand Avoidance	a profile on the autism spectrum, involving the avoidance of everyday demands and the use of 'social' strategies as part of this avoidance
PEAT	Patient Environment Action Teams	Introduced in April 2001 as a direct response to the NHS Plan. National programme to assess and improve cleanliness, safety, privacy and dignity of inpatient care areas within NHS services. This was replaced by PLACE in 2013
Personality disorder		Covers a variety of clinically significant conditions and behaviour patterns which tend to be persistent from childhood or adolescence. May co-exist with other mental disorders.
PET scan	Positron Emission Tomography	This uses a mildly radioactive drug to show up areas of your body where cells are more active than normal. It's used to help diagnose some conditions including cancer.
PFI	Private Finance Initiative	A government-led programme to enable the private sector to become involved in the provision of facilities which will then be run by the NHS

Pharmacist		Someone who has expert knowledge of the use of medicines. They work closely with doctors and nurses and advise them on the safe and effective use of drugs. They are responsible for supplying medication and making sure it is available in the right form.
Phobia		A phobia is an extreme or irrational fear, for example a fear of heights or animals. Phobias are estimated to affect 1 in 40 adults a year.
PHBs	Personal Health Budgets	Personal health budgets are an amount of money to support your identified health and wellbeing needs, planned and agreed upon between you and your local NHS team. The aim is to give people with long-term conditions and disabilities greater choice and control over the healthcare and support they receive.
PHE	Public Health England	Public Health England was replaced by UK Health Security Agency and Office for Health Improvement and Disparities. The UK Health Security Agency (UKHSA) is responsible for protecting every member of every community from the impact of infectious diseases, chemical, biological, radiological and nuclear incidents and other health threats. Office for Health Improvement and Disparities - focus on improving the nation's health so that everyone can expect to live more of life in good health, and on levelling up health disparities to break the link between background and prospects for a healthy life.
PHM	Population Health Management	This is a way of working to help frontline teams understand current health and care needs and predict what local people will need in the future – especially to reduce inequality, reduce preventable diseases and manage long term conditions.
PHO	Public Health Observatories	The primary characteristic of these observatories is that they produce and disseminate intelligence for their host area in order to inform policy.
PICU	Paediatric Intensive Care Unit	Specialist Intensive care unit for children
PICU	Psychiatric Intensive Care Unit	Secure inpatient MH care and treatment for individuals (often children &

		adolescents) with the more acute phase of a serious mental disorder. This service in Norfolk is managed by Norfolk and Suffolk Foundation Trust
PIFU	Patient Initiated Follow Up	To give patients and their carers the flexibility to arrange their follow-up appointments as and when they need them.
PLACE	Patient Led Assessment of the Care Environment	April 2013 saw the introduction of PLACE, which is the system for assessing the quality of the patient environment, replacing the old Patient Environment Action Team (PEAT) inspections. The assessments primarily apply to hospitals and hospices providing NHS-funded care in both the NHS and private/independent sectors
Place (ICS)		The geographical level below an Integrated Care System (ICS) at which most of the work to join up budgets, planning and service delivery for routine health and care services (particularly community-based services) will happen. The Norfolk and Waveney ICS will comprise five places.
Place Based Working		This is the new way of working set out as part of integrated care systems. It involves bringing together all the health and care organisations that sit within that place area, such as the hospitals, councils, care providers and voluntary groups, to work together as local partners for the benefit of their local population
Place Based Partnerships		Bring together the NHS, local councils and voluntary organisations, residents, people who access services, carers and families. These partnerships will lead design and delivery of services in their local area.
Place Boards (ICS)		A forum that brings together colleagues from health and care to integrate services and focus on effective operational delivery and improving people's care.
PMA	Professional Midwifery Advocate	Midwives who have undertaken additional training or order to support midwives to advocate for women, provide direct support for women, undertake quality improvements in collaboration with women
PMA	Prevention and Management of Aggression	A key training system in the NNUH designed to promote the prevention of violence as a first option and to prepare NNUH staff to safely deal with aggressive situations

		including high risk where physical interventions or control and restraint may be necessary
PN	Postnatal	Relating to the period after childbirth
PND	Post Natal Depression	The birth of a baby is an emotional experience and, for many new mothers, feeling tearful and depressed is also common. Sometimes longer periods of depression, can occur during the first few weeks and months of the baby's life. PND can have a variety of physical and emotional symptoms, but it can be treated.
PNMH	Perinatal Mental Health	Specialist mental health focussing on the time from conception until 1 year following childbirth.
POP	Personalised Outpatient Programme	Tailors a patient's follow up out-patient care to their individual clinical need, circumstances and preferences.
Population Health		The collection of patient data across multiple health systems. This data is then analysed in and located in one place for care providers to improve both clinical and financial outcomes.
PP	Patients' Panel	This is a group of local people who volunteer their time and skills and work in partnership with the Trust
PPG	Patient Participation Group	This is a group of people who are patients of a GP surgery and want to help it work as well as it can for patients, doctors and staff. These can be held in person or virtually
PPE	Personal Protective Equipment	PPE is equipment that will protect the user against health and safety risks – within a hospital this could include face masks, gloves, gown.
Primary Care		includes general practice, community pharmacy, dental, and optometry (eye health) services.
Provider		Hospital trusts, GPs, voluntary organisations and sometimes private institutions that provide the health according to contract with the Clinical Commissioning Group (CCG)
Provider Collaboratives		Bring NHS providers together across one or more ICS, working with clinical networks, alliances and other partners, to benefit

		from working across a larger area.
PSA	Prostate Specific Antigen	The PSA test is used to monitor men after surgery or radiation therapy for prostate cancer to see if their cancer has come back.
Psychiatrist		A medical doctor with specialist experience and qualifications in mental illness and emotional disorders. He or she has overall responsibility for your care. This includes any medication you may take, and any activities you may be involved in whilst in hospital, or in the community.
Psychologist		Someone who has done a psychology degree, then further training in helping people with emotional or psychological problems. Psychologists can offer you therapy which involves talking about your difficulties and working together to overcome them. They are different from psychiatrists in that they are not medically trained and do not prescribe medication.
Psychological Therapies		Talking therapies, including psychotherapy, counselling, family therapy and cognitive-behaviour therapy.
Psychosis		Disorders involving distorted perceptions of reality - thinking, feeling, hearing and seeing - often with symptoms of hallucinations and delusions.
Psychotherapist		Someone who has trained to carry out one or more of the psychotherapies. They can be from any professional background - or none. They should be registered with a professional psychotherapy organisation in the UK.
Psychotropic Drugs		Medication used in the treatment of mental health disorder.
PTSD	Post-Traumatic Stress Disorder	is a mental health condition that's triggered by a terrifying event — either experiencing it or witnessing it. Symptoms may include flashbacks, nightmares and severe anxiety, as well as uncontrollable thoughts about the event.

Q

Abbreviation	What this stands for	Additional Information
QEHKL	The Queen Elizabeth	Also known as QEH. District General Hospital

	Hospital King's Lynn	based in West Norfolk, supporting patients from West Norfolk, South Lincolnshire and North Cambridgeshire
QI	Quadram Institute	Scientific organisation based on Norwich Research Park to understand food and health
QIST	Quality Improvement for Surgical Teams	Helping surgical teams improve the quality of care and reduce the variability of patient outcomes
QSIR	Quality Service Improvement and Redesign	The QSIR programmes focus on service improvement and are delivered to a range of staff involved in healthcare.

R

Abbreviation	What this stands for	Additional Information
RA	Rheumatoid Arthritis	Is a long-term condition that causes pain, swelling and stiffness in the joints
RATS	Rapid Assessment Treatment Service	The aim of RAT is to provide early senior assessment of undifferentiated 'majors' patients. The model has been implemented by a number of emergency departments, with considerable benefits to patient safety and satisfaction.
RCA	Root Cause Analysis	A comprehensive investigation carried out in response to serious incidents
RCGP	Royal College of General Practitioners	The RCGP is the professional membership body for family doctors in the UK and overseas.
RCM	Royal College of Midwives	Professional organisation and trade union supporting members of maternity services.
RCN	Royal College of Nursing	This is the world's largest nursing union and professional body
RCOG	Royal College of Obstetrics and Gynaecology	The RCOG has been working to transform women's health and reproductive care for over 90 years
RCP	Royal College of Physicians	The Royal College of Physicians is a British professional membership body dedicated to improving the practice of medicine, chiefly through the accreditation of physicians by examination
Referral		Official route to ensure a patient joins the list of a specialist able to assist them to address their medical concern which is unable to be resolved by a more general health professional.
RES	Race Equality Scheme	The Race equality scheme sets out the actions we will take to fulfil our

		responsibilities under the Race Relations (Amendment) Act 2000.
RSU	Regional Secure Unit	Medium-secure units for people who are thought to pose special risks, particularly violence to others.
RTT	Referral to Treatment	Time taken for a patient to be referred to an appropriate specialist service.

S

Abbreviation	What this stands for	Additional Information
SAD	Seasonally Affective Disorder	This is sometimes known as "winter depression" because the symptoms are usually more apparent and more severe during the winter.
SAU	Surgical Assessment Unit	A surgical assessment unit (SAU) is a clinical area located within a hospital whereby patients referred to the surgical service, primarily but not restricted to the (general) emergency surgery service, are clinically assessed and a decision upon further treatment and admission, if required, can be made.
SBARD	Situation, Background, Assessment, Recommendation, Decision	This technique provides a framework for communication between members of the health care team about a patient's condition.
SBLCB	Saving Babies Lives Care Bundle	is part of a drive to halve the rate of still births and consists of 5 elements – reducing smoking during pregnancy, risk assessment and surveillance for fetal growth restriction, raising awareness of reduced fetal movement, effective fetal monitoring during labour and reducing pre-term death.
SCR	Summary Care Record	This is an electronic record of important patient information, created from GP medical records.
SDAU	Same Day Admission Unit	Patients arrive at SDAU on the morning of their surgery. After surgery patients will be sent to appropriate destination wards for post operative care.
SDEC	Same Day Emergency Care	Also known as Ambulatory Emergency Care
Secondary Care		Healthcare provided in a hospital setting

Self Harm		Self-harm is when somebody damages or injures their body on purpose.
Service User		People who need health and social care for their mental health problems. They may live in their own home, stay in care, or be cared for in hospital.
SHO	Senior House Officer	Doctor below consultant level.
SI	Serious Incident	incident that occurred in relation to NHS-funded services and care resulting in one of the following: unexpected or avoidable death of one or more patients, staff, visitors or members of the public; serious harm to one or more patients, staff, visitors or members of the public; a scenario that prevents or threatens to prevent the Trust's ability to continue to deliver healthcare services; allegations of abuse; adverse media coverage or public concern about the Trust or the wider NHS.
SITREP	Situation Report	Report compiled to describe the detail surrounding a situation, event or incident
SLA	Service Level Agreement	is the part of a contract which defines exactly what services a service provider will provide and the required level or standard for those services.
Social Care		Personal care for vulnerable people, including people with special needs which stem from their age, physical or mental disability and children who need care and protection.
Social Worker		A professional who can help you with practical aspects of life, and who will often also have had training in psychological help. They work closely together with other organisations that are also able to provide you with help.
SSI	Surgical Site Infection	Infections that occur in the wound created by an invasive surgical procedure
STI	Sexually Transmitted Infection	usually pass from one person to another through sexual contact. Common STIs include chlamydia, gonorrhoea, trichomoniasis, genital warts, genital herpes, pubic lice, scabies, syphilis, human papillomavirus
STP	Sustainability and Transformation Partnership	were introduced in 2016. They bring together local NHS organisations and local authorities (county/ unitary councils) to

		develop proposals to improve health and the quality of care to provide better services for patients in the areas they serve.
System (ICS)		In relation to integrated care systems (ICS), this refers to the level of the ICS. Key functions at the system level include setting and leading overall strategy, managing collective resources and performance, identifying and sharing best practice to reduce unwarranted variations in care, and leading changes that benefit from working at a larger scale such as digital, estates and workforce transformation.

T

Abbreviation	What this stands for	Additional Information
Talking therapies / treatment		A general term for treatments which involve talking in individual or group sessions with a trained mental health professional.
Tertiary Care		Specialist care, usually for less common illnesses.
TIA	Transient Ischaemic Attack	or "mini stroke" is caused by a temporary disruption in the blood supply to part of the brain.
Two Ticks		An award recognising employers' innovative work on disability and implementing the Disability Discrimination Act 1995. This scheme was replaced in 2016 by the Disability Confident Employer

U

Abbreviation	What this stands for	Additional Information
Ulysses		Computer program to record incidents and manage the process following an incident at JPUH. At QEH and NNUH the system used is called Datix
USS	Ultrasound Scan	Also known as sonography - A type of imaging test to examine the internal organs using very high frequency sound waves.
UTC	Urgent Treatment Centre	Are available for at least 12 hours a day, every day to care for people who need urgent medical attention, but it's not a life-threatening situation.
UTI	Urinary Tract Infection	affect your urinary tract, including your bladder (cystitis), urethra (urethritis) or kidneys (kidney infection).

V

Abbreviation	What this stands for	Additional Information
VCSE	Voluntary Community and Social Enterprise	Any organisation working with social purpose that is independent of government and are constitutionally self-governing. They exist for the good of the community, to promote social, economic, environmental or cultural objectives to benefit society as a whole, or particular groups within it. Ranging from small community-based groups/schemes to larger registered Charities.
VTE	Venous Thromboembolism	is a condition in which a blood clot forms most often in the deep veins of the leg, groin or arm (known as deep vein thrombosis, DVT) and travels in the circulation, lodging in the lungs (known as pulmonary embolism, PE). Together, DVT and PE are known as VTE - a dangerous, potentially deadly medical condition.
VZV	Varicella Zoster Virus	Is a herpes virus that causes chickenpox, a common childhood illness. It is highly contagious. If an adult develops chickenpox, the illness may be more severe. After a person has had chickenpox, the varicella-zoster virus can remain inactive in the body for many years. Herpes zoster (shingles) occurs when the virus becomes active again.

W

Abbreviation	What this stands for	Additional Information
Ward Manager		The senior nurse in charge of running a hospital ward.
White Paper		Government document which outlines the way policy and services will operate in the future.
WHO	World Health Organisation	leads and champions global efforts to give everyone, everywhere an equal chance to live a healthy life.

If the information you are looking for is not included please try looking at:

[Jargon buster: integrated care | NHS Confederation](#)

<https://www.eocitizenssenate.org/glossary-of-acronyms>