

The Care Forum



Jargon Directory

April 2002

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This is the second edition of The Care Forum's Jargon Directory. We have produced it because so many people in both the voluntary and statutory sectors have told us how useful they found the original and asked for an update.

We all use jargon every day. We use different words in different parts of our lives. In health and social care many terms and phrases are used that people do not understand. This jargon can make it difficult for people to know what is going on and to take part in debate and planning. The Care Forum's Jargon Directory explains some of these words and phrases. We hope it will help your understanding of health and social care. The Care Forum also produces information sheets which give more detailed information on many different topics. In the end jargon is a tool, shorthand that people use to make *their* work easier. So if you are in a meeting and don't understand what words or phrases mean then it is important that you ask. You won't be the only one who needs to know.

Using the Jargon Directory

There are two sections to this directory. The main part is a general explanation of health and social care words and phrases. These are listed alphabetically. Sometimes the explanation includes other words which are listed in the directory. These words are shown in **bold type**.

The second part of the directory explains medical terms. These are also listed in alphabetical order. Inside the back cover there is a diagram showing the organisation of the National Health Service.

The Jargon Directory is also available on The Care Forum's website. www.thecareforum.org.uk. We will be updating it regularly from now on. If you have any jargon you would like to see included you can email us at admin@thecareforum.org.uk.

Thank You

The Care Forum would like to thank Avon Health Authority and Bristol

South and West Primary Care Trust (PCT), Bristol North PCT, North Somerset PCT, Bath & North East Somerset PCT and South Gloucestershire PCT for their contribution and support for the Jargon Directory. We would also like to thank Linda Ewles, Headspring Consulting, for her contribution.

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A

Access for disabled people means the right to full and equal participation in all areas of society including independent access to buildings, transport, information and employment. Negative attitudes and assumptions can also block access. Access is often used to refer only to the physical environment such as being able to get into buildings, transport, housing etc. See **Social Model of Disability**.

Accident and Emergency (A&E) are the emergency departments in hospitals. They deal with people who need emergency treatment because of sudden illness or injury. Sometimes called casualty departments.

Acute Services are usually short term hospital based services.

Advocacy is about ways of ensuring that an individual's voice is heard or represented and their point of view acknowledged. Advocates can support **service users** or **carers** to get their voice heard. Key principles of advocacy include: independence respecting the individual and empowerment.

Agenda 21 is the name given to work started by the Rio de Janeiro Earth Summit in Brazil in 1992. It calls for better quality of human life and action across the world to help ensure that future developments will address environmental concerns and are sustainable. This means development that meets the needs of the present without compromising how future generations will meet their own needs. See **Local Agenda 21**.

Aims are usually short statements that describe what it is you hope to achieve. See **Objectives**.

Annual Accountability Agreement (AAA) is the mechanism by which **Primary Care Groups (PCG)** or Primary Care Trusts (PCT) and the Health Authority agree the contribution of the PCG/T towards achieving the Health Improvement and Modernisation Programme (HIMP) **objectives**. This includes their planned activity to develop primary care.

Assertive outreach is an approach to working with people with serious mental health problems who do not effectively engage with traditional mental health services. Staff work with **service users** in their own environment rather than through appointments at an office or hospital.

Assessment is a way of working out with a service user and/or a carer what services are required to support and assist that person. The guidelines for who gets what service (eligibility criteria) are published in the **Community Care Plan**. See **Care Management Assessment**.

Association of Chief Executives of Voluntary Organisations (Acevo) is the membership body for heads of **voluntary organisations** and **charities**. It supports charity leaders, promotes standards in voluntary and charity work and enables expertise sharing in charity management.

Association of Directors of Social Services (ADSS) is a forum that provides an opportunity for all Directors of Social Services across the country to meet and exchange views.

Avon Health Authority (AHA) has been responsible for health services in the local authority areas of Bath & North East Somerset, Bristol, North Somerset and South Gloucestershire. In April 2002 AHA will be dissolved and its function taken over by Primary Care Trusts and the new Strategic Health Authority.

B

Backbencher is a **Councillor** who is not a member of a **Council's** decision-making **Executive**. Backbenchers vote on their local authority's policy framework and sit on **scrutiny committees**, as well as representing their constituents.

Bed Blocking occurs when patients, often older people, cannot leave hospital because there is no suitable provision for them elsewhere.

Bench Marking is a method used by **local authorities** to compare services in different cities. They look at specific services in comparable cities to compare the amount of income they receive from central government and spending levels.

Better Care Higher Standards The National Charter was published by the Government in 1999. There are also local Better Care Higher Standards charters which are agreed by Housing, Health and **Social Services** which tell people what standards they can expect of community care services and what to do if things go wrong.

Best Value replaced compulsory competitive tendering. It requires all **local authority** service providers both internal and external to justify the efficiency and effectiveness of their services. It aims to ensure that local **councils** get the best service provider to deliver each local service whether this is the Council, voluntary or private sector. It emphasises quality and service user involvement as well as cost. Councils must carry out Best Value Reviews on all their services.

Boards are the governing bodies of many organisations including the NHS Hospital Trusts and **Primary Care Trusts**. A Board decides on the overall strategic direction of the organisation and ensures that it meets its statutory financial and legal obligations. Boards are usually made up of executive and **non-executive directors**. The Board is answerable for the actions of the organisation.

Bids are proposals or offers to run specified services for a certain amount of money. The **purchaser** decides on a service it wants to provide, usually providing written details of its requirements in a document called a specification. Organisations then put in bids or proposals to run the service. Bids should be considered against the funder's criteria. The successful organisation is awarded funding and usually enters into an official agreement with the purchaser. These agreements are usually called **Service Level Agreements** or **Memorandums of Agreement**.

BOME are Black & Other Minority Ethnic groups.

Budget is an estimate of how much an organisation expects to pay out in expenditure and receive in income during a financial year or other period.

C

Cabinet In local government terms the Cabinet is a small group of **councillors** who are responsible for the day to day running of a local authority. They make decisions within **Council** policy. They are either appointed by a directly elected mayor or elected by their fellow local politicians. They can also be called the **Executive**. Cabinet members can have portfolios or particular areas of responsibility such as **social care**, housing and health and they will make decisions in these areas. The Cabinet or Executive can also develop proposals for new policies for the full Council to consider. See **Local Government Act**.

Capacity means all the resources available to an organisation. This includes people, money, equipment, expertise and information.

Capacity building are activities that aim to increase the ability of the **voluntary sector** to provide services or take action. This can include training and development of staff. It is sometimes related to building the **infrastructure** of the sector through umbrella bodies and networking groups.

Capital spending is money spent on new construction, land, improvements to existing property and the purchase of all other assets, such as computer hardware, that have an expected working life of more than one year.

Care Direct is a telephone and Helpline service for older people that aims to provide information about **social care**, health, housing and social security benefits in one place. It is for older people, their carers and people working with them. It is accessed by one single telephone number nationally, similarly to **NHS Direct**, the health service Helpline. Care Direct is operating in Bristol and will open in Bath & North East Somerset, North Somerset and South Gloucestershire in October 2002.

Care Home is a residential home providing accommodation with nursing or personal care.

Care Management Assessment is a process used by **Social Services** to work out with people what their needs are. Social Services can then decide what services that person will receive, if any. Only those who fit the criteria and are in '**greatest need**' will get services. Local Social Services departments coordinate assessments for eligible adults living in their area. Eligible adults include disabled people, terminally ill people, people living with HIV/AIDS, people who are dependent on alcohol or drugs and people whose needs may require residential or nursing home care. Some services may be charged for. Social Services departments are responsible for assessing people's **social care** needs although this may change if and when **Care Trusts** are introduced. If people have other needs Social Services will contact the appropriate agency such as Health or Housing. Carers can request a separate **assessment** of their ability to go on providing care. Money for community care is very limited and so

only those people assessed as being in the greatest need receive services.

Care Management Process is the whole process of assessing a person's care needs and providing appropriate services. It includes: publishing information about assistance available, determining the level of assessment to be undertaken once a person has been referred to the **Social Services** department, assessing a person's needs, planning a package of care to meet the person's needs, implementing the **care plan**, **monitoring** and reviewing the individual care plan.

Care Package describes all the community care services that a particular person gets. For instance if you receive home care from an agency worker every day from 8-9am and 6-7pm, have lunch delivered every weekday by meals on wheels and get a visit once a week from the bathing service, all these services together make up your care package.

Care Pathway is the process of diagnosis, treatment and care a patient goes through on a step by step basis from first contact with health services.

Care Plans are written agreements about what services will be provided for a particular person. They should state who will provide them and when this will be done. They are drawn up for those people considered to be in greatest need after a **care management assessment** has been done. They should take into account the persons preferences. See **Greatest Need**. Following a complex assessment of need, a written plan is prepared setting out how care will be provided within the resources available.

Care Programme Approach (CPA) is the system used by the Health Service to plan care for individuals. In the past, Health and **Social Services** used different systems in planning care for individuals. Health used the Care Programme Approach (CPA) and Social Services used **Care Management (CM)**. In mental health they are working to integrate CM and CPA - an important step in providing integrated and effective services for people with severe mental health problems. An integrated CPA should be in place in each local authority area.

Care Standards Act 2001 established for the first time a national regulatory body for both the **independent** and **statutory sector**. From April 2002 the **National Care Standards Commission (NCSC)** will take over all the present functions of **local authorities** and health authorities on the registration and regulation of children's homes, independent hospitals, independent clinics, care homes, residential family centres, independent medical agencies, domiciliary care agencies, fostering agencies, childminding, nurses agencies and voluntary adoption agencies. The Act also set up a General Social Care Council to register social care workers, set standards in social care work and regulate the education and training of social care workers.

Care Trusts are new integrated trusts, formed by merging local authority social care services with NHS primary and community health services. The first Care Trusts will be launched in 2002 and will work under one roof to provide seamless health and social care services particularly for older people. See **The NHS and Social Care Bill**.

Carer is a word used to describe someone who is a relative, neighbour, friend or anyone else who looks after a person who needs support in their own home on an

unpaid, regular basis. They do not necessarily live in the same household as the person concerned and are not necessarily a relative. There are approximately 6.8 million carers in the UK.

Carers (Recognition and Services) Act 1996 recognises that carers have needs in their own right. It entitles carers to an **assessment** of their needs when the person they care for is being assessed by **Social Services** (see **care management process**). Social Services now have to carry out a full assessment of the carer's ability to provide care if the carer requests one. The Act does not entitle carers to services.

Carers Special Grant is money provided by the Government from 1 April 1999, initially for three years, to expand or develop community care services which enable carers to take short breaks or respite. It is paid to **local authorities** with responsibility for **Social Services** who have to submit a plan for its expenditure to the Department of Health. From 2000 parents and carers of disabled children are also eligible.

Charging is when people who get community care services through **Social Services** have to pay some or all of the cost. Each **Council** can decide what, if anything, it will charge people who get services such as home care, day care and respite care. Charges usually depend on income, savings and the cost of the care.

Charitable Purpose A group is eligible for charitable status if all its aims and objectives as stated in its **constitution** are charitable. The four recognised categories of charitable objects are the relief of poverty, the advancement of education, the advancement of religion and other purposes for the benefit of the community. To register as a charity, an organisation must have purposes that are charitable in law.

Charity see **Registered Charity**.

Charity Commission for England and Wales is the UK government organisation that registers and regulates charities in England and Wales. It can investigate complaints about charities and charitable status, and has legal powers including the removal of charitable status. It also provides support and information to charities.

Charity law describes the legal requirements for registered charities. Charity law includes regulations on trustees, accounts and finances, campaigning and management.

Child & Adolescent Mental Health Services (CAMHS) are all the services provided for children and young people with emotional, behavioural and mental health needs. It includes services provided by **statutory** organisations, such as the **Primary Care Groups and Trusts** and **Social Services**, and voluntary groups.

Children Act 1989 provides the foundation for the laws governing the welfare of children in Britain. It makes local authorities responsible for safeguarding and promoting the welfare of children in need. Education and **Social Services** departments of the local Council and Health Services are expected to work in close partnership for the benefit of all children.

Children's Services Plans describe and explain the services provided and being developed in the future for 'children in need'. Children in need is a term introduced by the **Children Act 1989** to describe children and young people for whom local authorities should provide particular services. The Plans generally identify groups of children who are considered to be priorities. The Plans look at where current services are insufficient and then set targets for improving services. They are produced by the **local authority** and health services.

Clinical Governance is a system for ensuring high quality **NHS** treatment and care services. It is the framework by which NHS organisations are accountable for continuously improving the quality of their services through a systematic process that is underpinned by a commitment to lifelong learning.

Clinical Networks are networks of health professionals for treating patients by sharing information and resources.

Code of Practice or conduct sets out key ways in which an organisation operates. Sometimes it describes how a specific policy or procedure will be put into practice.

Collaboration is a word used to describe the ways in which people or organisations work on a day to day basis. It is based on joint work and co-operating to achieve a common goal. **Primary Care Trusts** and **local authorities** are now working in this way with the **voluntary sector** to plan and deliver local services. The emphasis is on collaboration as a continuous process rather than on an annual **consultation** at the end of a process.

Commission for Health Improvement (CHI) is the National body responsible for ensuring good quality services in the **NHS**. CHI was set up in 1999 to act as an independent inspectorate of the NHS. It ensures that standards set by the Government through health policies, **National Service Frameworks** and the **National Institute for Clinical Excellence (NICE)** guidance are met. Local health care organisations in the NHS will be reviewed every three or four years and the CHI has the power to carry out or assist in investigations and enquiries into serious service failures. CHI will help NHS organisations draw up action plans to tackle problems or areas of weakness providing expert support and advice drawn from the best service providers. **See NHS Reform Bill.**

Commission for Patient and Public Involvement in Health, will be a new national independent body, created to actively involve the public in NHS decision-making. There will also be local networks of the Commission in **every Strategic Health Authority** area. They will work with local communities and support **Patients Forums**. They will also commission **Independent Complaints Advocacy Service**. The local Networks of the Commission will have a lay reference panel to guide their work programmes. This Panel will appoint members of the Patients Forum. **See NHS Reform Bill.**

Commissioned Service Agreement - see **Memorandum of Agreement (MOA)**

Commissioners - see **Purchasers**.

Commissioning is the process through which the **Primary Care Trust, strategic health authority** and **local authority** purchase services from different organisations. They should identify needs and the funding available, and then plan which services they will buy, or commission, to meet those needs. In practice commissioning means that the funder describes the service they wish to fund. There is usually a separate funding process for commissioned services. Commissioning also involves **monitoring** the services. See **Purchasers, Joint Commissioning**.

Community Care is a policy that aims to provide services which support people (for example older people or disabled people) to live in their own homes if they wish to do so. If this is not possible, it aims to arrange accommodation which has support within it, for example sheltered housing, hostel accommodation, residential or nursing homes. **Social Services** lead the planning and co-ordination of community care. They work with: Housing, Transport and Education departments in the local **Council**; the health authority; NHS and **Primary Care Trusts** and **GPs**; **voluntary** and private sector organisations. One of the aims of community care is to provide a 'seamless' service so that the service user can move easily between all the different services and is not affected by the fact that different organisations provide different parts of care in the community. Money is very limited and in practice only people assessed as being 'in **greatest need**' get services. See **Health & Social Care** and **Better Care Higher Standards**.

Community Care Plans explain how community care for adults will be commissioned and purchased in each of the local authority areas. They are written by the **local authority** and **health authority**. The process of writing them is led and co-ordinated by **Social Services**. Although still a national requirement, Social Services Departments are now often discharging this requirement through the production of **Joint Investment Plans** and **Health Improvement Programmes**.

Community Fund shares out money raised by the National Lottery to charities and to **voluntary** and **community groups**. They give grants to groups who help those at greatest disadvantage and improve quality of life in the community. They fund projects on a national and local level.

Community Group, Community Sector are groups formed by people in order to pursue a common interest or meet shared needs within the community. The majority have no paid staff, are run entirely by volunteers and have less than £10,000 in the bank. They are usually managed by people elected from their members. See **Voluntary Organisations**.

Community Health Council (CHC) is an independent body set up by law to advise the local **NHS** and health authority. They are often known as the 'patient's watch dog' and provide information and advice to patients. They monitor complaints made against the NHS and can represent people who are making complaints. CHC's are likely to remain until March 2003 when they will be replaced by a variety of structures including **Patients Forums, Patient Advice and Liaison Service (PALS)**, local independent advocacy services commissioned to provide the **Independent Complaints Advocacy Service (ICAS)** and **Patients Councils**. See **NHS Reform Bill**. In the meantime the Government plans to establish a Transition Board, with CHC representation, in order to

oversee the proposed changes.

Community Health Services are health services provided in people's homes or from premises in the community such as GP surgeries, health centres, clinics and small community hospitals. **Primary Care Trusts** are taking increasing responsibility for delivering community health services.

Community Mental Health Teams are teams of Health and **Social Services** staff who provide support to people with mental health problems living in the community.

Community Safety Partnerships are **multi-agency** partnerships which work to create safer places for people to live and work in. They tackle problems such as anti-social behaviour, domestic violence and crime. They aim to reduce accidents and injuries.

Community Strategy The Local Government Act 2000 requires **local authorities** to prepare a Community Strategy to promote the social, economic and environmental well-being of their communities. A Community Strategy should offer a 10-year perspective. **Local Strategic Partnerships** will coordinate the Community Strategy.

Compacts are part of the Government's agenda to improve local services, increase democracy and strengthen and sustain local communities. They are agreements between different groups and sectors. The Compact on Relations between Government and the Voluntary and Community Sector in England (1998) sets out the key principles and undertakings which should underpin the relationship between Government and the voluntary sector in England. It recognises that **voluntary organisations** make a huge contribution to society and that Government has a positive role to play in supporting their work. Five codes of practice are being developed on: funding; consultation and policy appraisal; volunteering; black and minority ethnic organisations; community groups. **See Local Compacts and Tenant Participation Compacts.**

Complaints Anybody who uses **Social Services** can make a complaint if they are unhappy or dissatisfied with the services provided. Each **Social Services department** has a complaints officer and complaints procedure.

Complex Needs is the term used when people have more than one significant health or social problem with which they need support.

Connexions is a new service developed by the Department for Education and Employment (DfEE). It aims to coordinate support for young people age 13 – 19 throughout their teenage years and in their transition to adulthood and working life. Personal advisors offer advice and information on careers, rights, jobs, health issues, relationships, money, housing etc.

Constitution is a legal document which sets out the rules for governing an organisation.

Consultation is a process that enables organisations to take advice and information on specific issues or plans from others. For example the **statutory sector** will consult with the **voluntary sector**, **service users**, **carers** and others on **community care**

plans. Consultation is not a substitute for decision-making. It is a process that takes account of and considers the interests of other parties. It helps to improve the quality of decision-making and to develop partnerships. It is often legally required.

Continuing Care refers to people's care needs usually after hospital treatment has finished. In the past the Health Authority has been responsible for meeting people's health needs and the Social Service Department for community based or **social care** but this is changing with new legislation. **See Health Act 1999** and **Primary Care Trusts**.

Contracting out is the practice of purchasing services from **voluntary organisations** and other organisations by **local authorities** and other **statutory** bodies.

Core Costs are the costs of keeping the organisation going which are not directly connected to any particular project. They can include administration, management, audit, HQ cost, insurances. Sometimes called 'central' costs.

Corporate means that something has an effect across the whole of an organisation, like a **local authority**. For example a corporate policy in a local authority means each individual department has to abide by it and incorporate it into its practice.

Council see **Local Authority**

Councillors or **Members** are local people elected to serve on the **Council** for four years. They usually belong to one of the three main political parties. Local people who are on the electoral register can vote in local elections. **Local authority** areas are divided into wards and each ward elects two councillors to represent their interests. Councillors decide the policy or framework for the work of the council. See **Executive**.

Criteria are the rules or standards by which something is judged. **Voluntary organisations** applying for funding have to show that they meet the funder's particular criteria. For example criteria for funding could be that groups must be local with experience of working with older people.

D

Data Protection Act Under the 1998 Data Protection Act, which came into force on March 1st 2000, all organisations (whether registered with the Data Protection Registrar or not) have a duty to deal with personal information (information about living, identifiable individuals) fairly and lawfully. This means, as a minimum, informing 'data subjects' of the fact that you hold information about them, telling them what that information is, and how you use it or intend to use it. It applies to information held on paper as well as on computer.

Day Care is social support, usually communal. It is provided away from the service user's home and paid or voluntary workers are present. It can cover a very wide range of services for example, lunch clubs, chiropody, hairdressing, and entertainment.

Department for Transport, Local Government and the Regions (DTLR) is the Government department also responsible for housing, regeneration and elections.

Department of Health, Social Services and Public Safety (DHSSPS) is the Government department responsible for Health and Personal Social Services, Public Health and Public safety. It sets the overall strategy for health and personal social services and is responsible for health and social services policy and legislation.

Direct Payments can be made by **Social Services** to disabled people who have been assessed as in need of **community care** to enable them to pay for their own personal assistance. This can give people more choice and control than if the Council were in charge of organising their care. **See Independent Living Scheme.**

Disability See **Social Model of Disability, Impairment.**

Disability Discrimination Act 1995 (DDA) brought in new laws aimed at ending some of the discrimination disabled people experience. The laws cover access to employment, transport, education and services. It created the **National Disability Council** to advise the Government on discrimination against disabled people.

Disability Equality Policies give organisations a framework for tackling discrimination against disabled people and to promote equality of opportunity. See **Social Model of Disability, Equal Opportunities.**

Disability Rights Commission (DRC) is an independent body set up by the Government to help secure civil rights for disabled people. It works to eliminate discrimination against disabled people, promote equal opportunities and encourage good practice in the treatment of disabled people. The DRC advises the Government on the working of disability legislation such as the **Disability Discrimination Act 1995** and **Disability Rights Commission Act 1999.**

Domiciliary Services are personal care services that are provided to people in their

own homes, for example support in getting up or going to bed, laundry etc. These services are provided by **Social Services, voluntary organisations** and by the private sector. They are also called home care services. They do not include **primary health care services**.

Drugs Action Teams (DAT) were created by the Government **white paper**, Tackling Drugs Together, published in 1995 to focus interest and involvement around drug misuse issues. Each **unitary authority** area has its own DAT which is a partnership between local **Councils**, Probation Service, Health Authority and Constabulary. The DAT produces an Action Plan which is implemented by services commissioned through four Task Groups; Treatment, Availability, Community and Young People.

E

Enabling Authorities is a term used in the **NHS & Community Care Act**. It said that **local authorities** should move away from providing services themselves towards enabling other agencies and organisations to provide them. Local authorities can do this by purchasing services from the **independent sector**. See **Commissioning**.

Equal Opportunities policies aim to help staff and management eliminate direct and indirect discrimination in decision-making, employment practices and opportunities, and in service provision. Groups of people are discriminated against both intentionally and unintentionally in our society. Black people, disabled people, women, gay men, lesbians, young people, older people, people with HIV/AIDs can all experience discrimination. This means that some people are denied equal access to employment, training, financial and other services and opportunities.

European Social Fund (ESF) is money from the European Union (EU) which local **voluntary organisations** and other types of organisations can apply for.

Evaluation is an assessment of an organisation or project. Evaluation is often based on the results of **monitoring**. The evaluation might look at: what impact the work has had; what progress has been made towards achieving the **aims** and **objectives** of the work; how satisfied are users or others involved. To be useful, evaluations either have to tell organisations what they don't already know, or help them come to terms with what they know or suspect but can't say themselves. In both cases thought has to be given to who is actually going to use this evaluation, and how.

Exit Strategy is a plan for the future of a service at the end of the funding period. It may include alternative sources of funding which will be sought, alternative ways of providing a service or closing it. Funders often require an exit strategy before they commit money to a new project.

Executive Organisations such as **Primary Care Trusts** and some **local authorities** have Executives who are responsible for the day-to-day administration of the organisation. Executives are usually responsible to the **Board**. In local councils the Executive is made up of councillors who make decisions which are held to account by a **Scrutiny Committee**. Executive directors are usually employees of the organisation. See **Non Executive and Cabinet**.

G

General Medical Council (GMC) is the regulatory body that licenses doctors to practice medicine in the UK. It keeps a register of qualified doctors and disciplines those whose conduct fails to meet professional standards.

General Medical Services (GMS) are the standard medical services that GPs are contracted to provide. This is a national agreement.

General Social Care Council (GSCC) is the independent regulatory body responsible for overseeing **social care** training. Its aim is to raise standards of conduct and practice by setting requirements for training, qualifications and professional development, as well as registering **social workers** and other social care staff.

General Practitioner (GP) is a local or family doctor.

Governance refers to the process by which charity management and **trustees** oversee and determine the direction, finance and day to day running of a charity. Governance is overseen by and accountable to the **charity commission**.

Grant Aid is a funding process in which **voluntary organisations** define the service they want to provide and apply to statutory or other bodies for money to run that service. It is different to **commissioning**. Grants are not legally binding.

Grant Aid Contract - See **Memorandum of Agreement**.

Greatest Need is a phrase used by **Social Services** to describe who they do and do not provide services for. They will only provide services for those in '**greatest need**'. A person's need is assessed through the **care management process**. 'Greatest need' is used as a way of rationing services where there are limited resources. See **Care Management Assessment, Care Plan, NHS and Community Care Act**.

Green Paper is a Government policy document issued for consultation.

H

Health Act 1999 gave powers to health and **local authorities**, **Primary Care Trusts** (PCT) and **NHS Trusts** to make arrangements to pool funds, have a lead organisation commission services and/or provide integrated services. The Act also allows health authorities and PCTs to transfer money to local authorities or the **voluntary sector** for any health related-local authority function. Local authorities can transfer funds to health authorities and PCTs to improve the health of people in their areas.

Health Action Zones (HAZs) have been established to provide a framework for the **NHS, local authorities** and other partners to work together in reducing local health inequalities. HAZs vary in size and type of area they cover. They are areas of high health need selected by Government for special funding and health programmes. There are currently no HAZs in the Avon area.

Health and Social Care is a phrase that describes a wide range of activities which relate to health and welfare issues. It includes **community care** which focuses more on adults in need. In the **statutory sector** Health tends to refer to health service led work or issues and Social Care tends to refer to work or issues led by **local authorities** and **Social Services** in particular. Recent Government policy has stressed the need for 'seamless services' and for Health and Social Services to work together by pooling their budgets.

Health and Social Care Bill See **NHS and Social Care Bill**.

Health Care is medical care which is provided by the National Health Service. There is often no clear division between health care and **social care**; it is up to local agencies to agree who will be responsible for what service.

Health Community includes all health organisations and workers within a Health Authority area including **NHS Trusts, Primary Care Trusts, GP** practices, pharmacists, dentists and opticians. It can also include non-statutory sector providers of health services.

Health Improvement and Modernisation Programme (HImP) is a three-year rolling plan of action to improve health and services for health and social care. Avon Health Authority has been responsible for leading the HImP but it should be developed by a partnership including the local authority, **Primary Care Groups, NHS Trusts, service users, voluntary organisations and community groups**. The HImP must address national as well as local priorities. It can cover a range of action from improving people's health and preventing ill health to providing services for people in their own homes, in care homes or hospital. The HImP covers the whole Health Authority but there are specific plans for each local authority area.

Health Inequalities describes the gap between the health of different population

groups. People who are better off have better health and are less likely to die under the age of 75 from all the main diseases that kill. Improving the health and life expectancy of the less well-off to reduce this gap is a priority of the **NHS Plan**.

Health Visitor is a trained nurse who has undergone further training to specialise in the prevention of ill health, particularly for children.


Healthy Living Centres (HLCs) are local projects owned and managed by their users. They aim to promote health by helping people of all ages to maximise their physical and mental health and well-being. Funding comes from the **New Opportunities Fund** (part of the **Community Fund**). The programme promotes health in its broadest sense and targets areas and groups that represent the most disadvantaged sectors of the population. It also allows for innovative proposals and the different needs of different communities rather than following a standard format. HLCs are more people-centred than resource-centred and are based on programmes of activities, which can be held in existing premises. Examples are health and fitness screening in pubs and betting shops, health promotion in schools, linking arts and health, fitness for people with chronic conditions.

Home Care Services see **Domiciliary Services**.

Human Resources is the term used to describe the staff who work for an organisation. It can also be used to describe the section within an organisation which does the work involved in recruiting and employing staff.

Human Rights Act came into force in October 2000. It makes the European Convention on Human Rights, which Britain signed up to fifty years ago, part of UK law. It says that all public authorities must pay proper attention to people's rights when they are making decisions that affect them.

Hung Council is a local **council** where one political party does not have an overall majority. This means there is no one party in overall political control.



Impairment is used to describe the grounds upon which individual people are disabled. Examples of impairments include a learning difficulty, physical or sensory conditions, emotional/mental distress. See **Social Model of Disability**.

Improvement and Development Agency (IDeA) works with government organisations, voluntary groups, businesses and professionals to explore and develop good practice in all aspects of **local government**. Provides resources and expertise to support Government initiatives such as **Local Strategic Partnerships** and **Best Value**.

Independent Complaints Advocacy Service (ICAS) is part of the planned replacement mechanism for **Community Health Councils (CHC)** being considered under the **National Health Service Reform and Health Care Professions Bill 2000**. If adopted, ICAS will commission independent organisations to help people who have problems with or complaints about the **NHS**.

Independent Living is a set of values and beliefs which emphasises disabled people's right to make their own choices, control their own lives and participate in all aspects of society on equal terms with non-disabled people. **Independent Living Schemes** support disabled people to live in the community and to employ their own staff to assist them.

Independent Sector includes 'not for profit' organisations such as housing associations, educational bodies, **voluntary sector organisations** and **community groups**. It also includes private sector organisations which do aim to make a profit. It is often used to describe organisations in the private sector which provide residential or nursing care.

Independent Reconfiguration Panels Decisions on the outcome of major health service reorganisations will in future be based on the recommendations of an independent panel. The current system under which the Secretary of State makes decisions on contested proposals is considered to be too opaque and not sufficiently independent with insufficient attention paid to the impact on the total health care system.

Index of Deprivation (IOD) ranks districts to show relative deprivation. It uses 12 indicators of deprivation, covering such things as income, housing, education, environment, crime and health, and measures how much a district is above or below the national average. The individual scores are then added together to produce an overall 'deprivation' score for each district.

Information, Advice and Guidance (IAG) brings together organisations who give information, advice and guidance about learning and work. It is part of a national

strategy to widen participation in learning and is funded by the Department for Education and Employment.

Information Management and Technology (IMT or IT) Area of work which deals with data and information using computerised systems.

Infrastructure means all the things and systems that are not directly involved in providing a service, but which have to be there for services to operate efficiently or consistently, like management and administration, or communications and distribution networks. In the voluntary sector, the word is often used to describe organisations like local development agencies and umbrella groups which help other **voluntary organisations** work better by providing them with things like information, advice, training, co-ordination, representation.

Integrated provision. The Health Act 1999 enables **local authorities, Primary Care Trusts,** and **NHS Trusts** to become integrated providers. This means that one **statutory organisation** could provide both health and social care services, so Social Services could provide community health services eg physiotherapy and a Primary Care Trust could provide social care services. The idea is to provide the service from one provider rather than many. Regardless of who funds or purchases services, users should get an integrated package without having to go through a lot of bureaucracy.

Intermediate Care refers to services which prevent unnecessary hospital admissions, prevent **bed blocking** and enable people to live independently at home through the provision of additional home care and other support.

J

Joint Commissioning describes the way in which organisations such as Health and **Social Services** work together to jointly plan and purchase services. Joint commissioning aims to provide a more complete picture of needs and to match limited funding to those needs. It aims to develop patterns of health, housing and social care services which are planned in advance and complement each other. It aims to make services more integrated and coordinated.

Joint Investment Plans concentrate on those areas of care where health services and **Social Services** meet. Plans should include a joint analysis of local population needs, current resources, investment and agreed service outcomes. They should identify gaps in service provision, and present and future commissioning priorities. They set out the investment required to develop and reshape services. Service users and other key stakeholders should be fully consulted on plans. JIPs have been developed for older people, for adults of working age who have mental health problems, people with learning difficulties, and welfare to work for disabled people.

Joint Planning describes a process where services are planned by more than one organisation or authority. It can involve the **local authority**, the voluntary sector, private sector and health services. Each local authority has its own joint planning arrangements but usually has a **Partnership Board** or Forum. Most also have different advisory or task groups, sometimes called **Joint Strategy Groups**, which work on specific areas such as services for older people or mental health, and feed into the process.

Joint Strategy Groups are part of the joint planning process. They are advisory or task groups which work on targets in the **Health Improvement and Modernisation Programme** such as on services for people with learning difficulties or older people's services. They report to the **Partnership Boards**. Joint strategy groups are **multi agency groups** and include voluntary sector representatives. Joint Strategy groups may also be known as **Service Development Groups** or **Local Implementation Groups**.



Lay Members are members of the public who sit on the **Boards** of public bodies such as the Health Authority, the **Primary Care Groups** and **Primary Care Trusts**. They are sometimes called **Non-Executive Directors**. They are involved with the overall strategic direction of an organisation rather than the day to day administration, which is done by paid staff. They are usually part time. **NHS** lay members are usually recommended by the NHS locally from a regional register of potential members. The Secretary of State makes the final decision. Confusingly some Primary Care Trusts and Primary Care Groups also have lay representatives who can also be called lay members. The job of these lay reps is to ensure the views of local people are taken into account and to help develop public participation.

Lead commissioners In the past different **statutory organisations** have commissioned services in the same area for particular groups of people eg mental health or learning difficulties. Lead commissioning provides an opportunity for one organisation, such as **Social Services**, to lead the process. This one organisation holds the delegated authority and funding from the other partners to assess needs and coordinate the range of services needed for that area. The Lead Commissioner is able to contract with a range of providers including those in the voluntary and private sector. The aim is to provide a level of co-ordination, which will improve services for those who use them. See **Health Act**.

Leverage describes the amount of extra value that comes about as a result of using resources in a particular way. It often refers to using funding in a collaborative way - in order to 'buy' or get more services than could be purchased individually. It also refers to other kinds of resources - for example volunteer time or resources in kind. Some funders calculate the ratio of their funding to money from other sources and look for a particular level of leverage.

Link Officers are usually allocated to a **voluntary organisation** or **community group** when the health or **local authority** funds it. The link officer's role is to keep in contact with the organisation, to monitor and evaluate it and provide advice on funding issues.

Local Agenda 21 or LA21 focuses on communities and individuals to bring about sustainable patterns of development at a local level. Sustainable development means meeting the needs of the present without compromising the needs of future generations. All **local authorities** must develop LA21 strategies. See **Agenda 21**.

Local Authorities or Councils are responsible for providing public services such as education, housing, **social services** within a local area. Local authorities may be **unitary authorities** with one council providing all local government services or there may be levels of local government with services in one area provided by more than one local authority. Elected councillors decide the policy or framework for the work of the local authority. See **Unitary Authority, Councillors, Statutory Authority**.

Local Compacts are being developed between the voluntary and community sectors and local public bodies including Councils and health authorities. Local Compacts will make use of the national Compact's principles and procedures but will adapt them to reflect local needs. They should provide a clear framework and structure for taking partnership working forward. See **Compacts** and **Tenant Participation Compact**.

Local Government Act 1999 introduced **Best Value**. It placed a duty on **Councils** to continuously improve their services and replaced the previous Conservative Government's compulsory competitive tendering (CCT) regime.

Local Government Act 2000 required all **local authorities** to introduce new ways of making decisions. All local authorities are required to choose between three different decision making models all of which involve separating powers between an **executive** and assembly. The three models are: directly elected mayor with **cabinet**, cabinet with leader, directly elected mayor with a council manager.

Local Implementation Groups (LIGs) are multi-agency groups which work in each local authority area to ensure that the **National Service Framework** targets in each service area such as mental health, heart disease and cancer are carried out. Some existing groups such as the Service Development Groups in mental health have evolved to become LIGs. See **Joint Strategy Groups**.

Local Implementation Plans (LIP) are plans which detail how **National Service Frameworks** will be implemented at a local level.

Local Modernisation Review (LMR) aims to develop three-to-five year plans that outline the change and investment needed to put the Government's **NHS Plan** into action locally.

Local Strategic Partnerships (LSP) are cross- sector partnerships made up of representatives from the public, private, voluntary and community sectors so that different initiatives and services support each other and work together. LSPs are intended to improve local public services by bringing those who deliver or commission different services together with those for whom the services are provided. LSPs will play an important part in coordinating **Community Strategies**. LSPs will also be the mechanism for channelling the **Neighbourhood Renewal Fund**.

Looked After Children are children who are in the care of the **local authority**.

M

Management Committee is the term used for the group of people who have responsibility for decisions made and actions taken by a **voluntary organisation** or **community group**. They may also be called an executive committee, council of management or board of management. If the organisation is a **charity** the management committee members may also be charity **trustees**. In membership organisations the management committee is usually elected by the members at the annual general meeting. Management committee members are unpaid.

Matched funding is funding that depends on others also contributing. This could be the group's own fundraising, other grants or earned income. It can take into account funding 'in kind' such as volunteers time as well as financial resources.

Members is another name for locally elected **Councillors**.

Memorandum of Agreement (MOA), Service Level Agreement (SLA), Commissioned Service Agreement, Record of Service Agreement, Grant Aid Contract. These terms are often used interchangeably. They are basically agreements between the funder and any organisation commissioned or funded to run a service. They specify exactly what service will be provided, for what sum of money and for how long. They usually contain **targets** which the service must meet during the year and may also describe standards and values an organisation will be expected to adopt to provide a quality service. They are not legally binding contracts. They are usually negotiated and signed before an organisation receives funding for the year.

Mental Health Act Commission (MHAC) The Mental Health Act Commission was set up in 1983. It aims to protect the rights of people who are detained (or who have been detained) under the Mental Health Act. To do this, the Commission visits people who are detained under the Mental Health Act and the places where they are being detained. It checks people are detained lawfully, and that they are being well cared for and have been told about their rights. The Commission also investigates complaints. It produces a range of information leaflets about people's rights under the Mental Health Act.

Mission statement sets out simply and directly what an organisation is trying to do.

Mixed Economy of Care is when **health and social care services** are provided by a range of service providers from the voluntary, statutory and private sectors.

Modernisation Agency was set up in the **NHS Plan** to support local **NHS** clinicians and managers redesign services to make them more patient-friendly, quicker and efficient, and to secure continuous service improvements across the NHS. It is responsible for the NHS leadership centre, and the NHS beacon services programme.

Modernising Social Services was the Government **white paper** (December 1998) that set out plans for modernising **Social Services** in line with their proposals for the NHS. Priorities are promoting independence, improving consistency and providing convenient user centred services. It also introduced **National Service Frameworks**.

Monitoring and Evaluation aims to provide an organisation with information about the effectiveness and quality of its services and to enable it to identify areas for improvement. Monitoring is a way of recording what services are provided in your organisation and how people are using their time. It is about counting and measuring. Effective monitoring can show who and how many people are using your service, the areas they come from, the kind of questions they ask, how long it takes to deal with enquiries and so on. Evaluation is the process of assessment which allows a judgement or opinion to be made. Judgements should be based on the evidence from monitoring information. As a result of evaluation you can judge the effectiveness and efficiency of different aspects of the work against agreed **aims**. The results can be used to improve and develop the service an organisation can offer.

Multi Agency or Multi Disciplinary is when several different agencies such as **Social Services**, schools, Health, and **voluntary organisations** work together.

N

National Health Service (NHS) is the UK's centralised health service which delivers health care services free at the point of delivery. Health authorities, **Primary Care Trusts**, hospitals, GPs, health centres, opticians, dentists, the ambulance service etc are all part of the NHS. The NHS is funded by taxation.

National Health Service (NHS) & Community Care Act 1990 gave local authorities the lead responsibility for the social care of older people and disabled people (including people with learning difficulties and mental health problems). It also acknowledged the role of **carers**. Its main aim was to promote the development of **domiciliary** and **respite** services so that people could live in their own homes if possible. But it also made it clear that access to services would depend on the availability of resources and that services must first respond to people in '**greatest need**'. It introduced several key aspects of **community care**: the purchaser/provider split; the mixed economy of care; greater choice for service users and carers and their involvement in identifying their own needs and the joint planning of services; the community care plan; the requirement to consult with the voluntary sector; care management.

National Health Service (NHS) & Social Care Act 2001 enables new integrated **Care Trusts** to be created, with health and **Social Services** working under one roof. It also made the NHS responsible for paying for nursing care in nursing homes but not personal care. It included proposals for major investment in GP surgeries; incentives to improve NHS performance; a new contract for GPs and extending the scope of the **direct payments** scheme for disabled people. It also said that **Patients Forums** and **Patient Advocacy Liaison Services** would be set up in every NHS Trust. It established local authority **overview and scrutiny committees** to monitor the NHS locally. The Bill had initially proposed the abolition of the **Community Health Councils** and the creation of new forms of patient representation. These clauses were dropped in order to get the Bill through Parliament before the general election in June 2001.

NHS Direct is a national **NHS** telephone help line, staffed by specially trained nurses which provides health advice to the public.

NHS Executive is the national top level body responsible for running the **NHS**. It has eight Regional Offices nationwide. The Avon area is covered by the NHS South West Regional Office. This is responsible for the performance management and development of the NHS within the whole of the South West region.

NHS Local Improvement Finance Trust (Lift) is a new form of funding for NHS community premises that draws together public funding and private sector money.

NHS Reform and Health Care Professions Bill was published in November 2001. It means that most of the functions and **commissioning** budgets of health authorities

will be transferred to **Primary Care Trusts**. It will also establish the **Commission for Patient and Public Involvement in Health** which will encourage the public to get more involved with their local health trusts. In addition, **Patient Forums** will be set up to monitor and inspect hospital performance. The proposed legislation will pave the way for administrative and organisational changes in the NHS including the replacement of health authorities with **Strategic Health Authorities**. The Bill still has to make its way through Parliament so there could be amendments.

NHS National Plan, published in July 2000, is the Government's strategy for reforming and modernising the NHS over 10 years. The plan says that the NHS has to be redesigned around the needs of the patient with fast, convenient care delivered to a consistently high standard. It acknowledges that the NHS cannot tackle health inequalities alone and calls for a new partnership between health and local Government. Local Government will be given power to scrutinise the NHS locally and **Best Value** will be extended to health. It includes commitments for: extra beds for intermediate care; new one-stop Primary Care Centres; modernised GP surgeries; ward cleanliness and better hospital food; increased staff at all levels to provide the necessary care and treatment of patients. The Plan will incorporate the recommendations from the **National Service Frameworks** as they are published.

NHS Trusts are independent bodies within the NHS which provide health services in hospitals and in the community. Some provide a range of services in a geographical area, eg North Bristol Trust, while others specialise eg ambulance services, mental health services **See Primary Care Trusts**.

National Institute for Clinical Excellence (NICE) is the National body set up in 1999 to oversee standards of clinical practice in the **NHS** throughout the country. It aims to promote the highest quality of treatment and technology in the NHS and ensure the cost effectiveness of NHS services. It gives advice on best clinical practice to the NHS, to those commissioning NHS services and to patients and their carers. Guidelines set by NICE will be used across the country helping to end geographical variations in care that have grown up in recent years.

National Institute for Mental Health in England (NIMHE) is part of the Government's **Modernisation Agency**. It aims to share information, good practice and research to develop mental health services in England. It runs short-term development programmes to promote particular aspects of mental health service development. It also has a national mental health research programme.

NIMHE also works through regional mental health development centres. In Avon, the regional mental health development centre is Mental Health South West. Mental Health South West aims to give expertise and support locally to help develop and improve mental health services. The role of NIMHE and Mental Health South West is still being developed.

National Priorities Guidance is part of the Government's programme for modernising the NHS and social care. Priorities for modernisation are: improving health (smoking, drugs, teenage pregnancy); saving lives (cancer, strokes); fast convenient services (waiting list times, modern primary care); caring for vulnerable people (mental health, older people, children); modernising strategies (quality, staff information, technology).

National Service Frameworks (NSF) set national standards for key conditions and areas of work eg mental health, coronary heart disease, older people, children. NSFs are developed with professionals and representatives of service users and carers using the best evidence of clinical and cost effectiveness. NSFs will set national standards and define service models for specific services or care groups. They aim to drive up quality and reduce variations in service.

Networking is about improving the flow of information amongst groups and people to gain greater access to mutual support facilities and resources. It is a means of empowerment, enabling people to gain greater influence over the decision making that affects their lives.

New Deal refers to a number of Government initiatives. Some New Deal schemes are part of the Government's **Welfare to Work** programme. There are New Deal schemes for young unemployed people, lone parents, jobseekers over 25 who have been unemployed for two or more years and for disabled people. These are schemes to support people to get into work. New Deal is based on local partnerships between employers, **local authorities**, training providers, Learning and Skills Councils, Jobcentres, environment groups, **voluntary organisations** and others. These partnerships are usually coordinated by the Employment service.

The New Deal for **Regeneration** provides money through the **Regional Development Agencies** to 'regenerate' urban areas in England. Bids should be from partnerships of local authorities, LSCs, other public bodies, the private sector, the voluntary sector and local communities. Another strand of this is the New Deal for Communities which operates in areas with the highest levels of disadvantage and aims to tackle social exclusion. £800 million is to be spent between 1999 and 2002.

New NHS Modern Dependable is the Government's **white paper** published in December 1997 which outlined the Government's plans for modernising the NHS. It introduced **Primary Care Groups** and **Health Improvement Programmes** and announced the end of fundholding.

New Opportunities Fund distributes National Lottery money to health, education and environment initiatives across the UK. It has provided funding for **Healthy Living Centres**.

No Secrets is the Department of Health Guidance paper on developing and implementing **multi-agency policies** and procedures to protect "vulnerable adults" from abuse. See **Vulnerable Adults Policies**.

Non-Executive Directors are members of the **Board** of organisations such as **Primary Care Trusts**. They cannot be full-time employees of that organisation. See **Lay Members**.

Non Statutory Sector is anybody who is not part of the **statutory sector**. This includes voluntary and community organisations, private sector organisations, service users and carers.



Objectives describe how an aim will be achieved. See **Aims**.

Occupational Therapy (OT) is a service that gives or lends disabled people special equipment and makes changes to their homes such as arranging for hand rails or bath hoists to be fitted. It can also offer training to help people live more independently. It employs occupational therapists, often called OTs.

Officers is the name given to paid members of staff who work for **statutory organisations**. It is particularly used by **local authorities** to make clear the difference between those who are elected **councillors** or members and those who are employed to work for the authority. However the term officer is also used to describe those members of a **management committee** of a **voluntary organisation** who are elected to roles such as Chair, Vice Chair, Secretary or Treasurer.

Our Healthier Nation is a Government **green paper** published in 1998. It was the first Government Health Strategy document in recent years to acknowledge the link between poverty and ill health and the need to do something about the social causes of ill health. Key aims were to improve the health of the population as a whole, to improve the health of the worst off and to narrow the health gap. It introduced **Health Improvement (now Health Improvement and Modernisation) Programmes** and the idea of **local authorities** having a new duty to promote economic social and environmental well-being in their areas.

Output and Outcome are words which are often used in the **Monitoring and Evaluation process**. Output usually describes the type and amount of services or activities provided by an organisation, for example the number of advice sessions run, the number of home visits or numbers of information packs produced. An output is often a statistic. Outcomes are what happens as a result of the organisation's work. It often describes the impact that the service or action has on the service user. For example an advice centre might be able to say that of the 350 people seen the outcome was that 26% received new or increased benefits and 8% joined adult education courses. **See Monitoring and Evaluation**.

Overview and Scrutiny Committees (OSC) are **local authority** committees made up of **councillors** from the different political parties on the Council. They can review and investigate local authority services, monitor the work of a mayor or **cabinet** and hold members of the **Executive** to account for their decisions. OSCs were Introduced by the **Local Government Act 2000**. From 2003, OSCs will also have a responsibility to scrutinise health services.

P

Palliative Care is care which gives relief from symptoms but does not cure the disease, such as care given to people who are terminally ill.

Partnership means different organisations such as **Social Services**, Health and the voluntary sector working together to achieve a common aim. The Partnership ideal is one of independent and equal partners who work closely within a common framework. Partnership is a key word for the current Government. All their policies stress the importance of departments and sectors working together to provide better and more seamless services.

Partnership Boards/Forums. There is a Partnership Board/Forum in each of the local authority areas. Partnership Boards replaced the Joint Consultative Committees. They have wide representation with representatives from the **Health Authority, Local Authority** (a range of departments) **Primary Care organisations** and **NHS Trusts** as well as the voluntary sector, service users and carers. This reflects the Government's wider view of health. Partnership Boards aim to work together to develop a joint understanding of the need for health and social services within each area and to plan services from different agencies.

Patients Advice and Liaison Service (PALS) will be established in every NHS Trust by 2002. The PALS team will provide help and information to patients and carers. PALS workers will be able to act as independent facilitators to handle patient and family concerns, and will have direct access to Chief Executives and Trust Boards. Where necessary they will steer patients and families towards the NHS complaints procedure. Additional independent advocacy support will be available. See **NHS & Social Care Act**.

Patients Forums will be independent statutory bodies established within every **NHS Trust** to provide direct input from patients into how local NHS services are run. They will be expected to find out what patients and their carers think about the services they use, to monitor the quality of local services from the patient perspective and to work with the local NHS Trust to bring about improvements. The Forum will be able to elect one member to be a **Non Executive Director** on the Trust Board. Patient Forums will have the right to visit and inspect any aspect of the Trust's care at any time. It is likely that 50% of Forum members will be service users and 50% **voluntary sector** organisations and that they will be appointed by Lay Reference Panels. See the **Commission for Patient and Public Involvement in Health**. Legislation is awaited to establish Patient Forums so there could still be changes.

Performance Assessment Frameworks (PAF) provide a structure for Councils and health authorities to review their performance. The Performance Assessment for **Social Services** aims to bring together all the information about the performance of each council with social services responsibility. It is used to compare their performance

with other Social Services Departments and to assess their progress in implementing the Government's policies for social care and in meeting national targets.

Performance Indicators are ways to measure or assess specific aspects of what an organisation is doing. They are agreed criteria against which the quantity or quality of a service can be assessed and are most often used in the **monitoring** and **evaluation** process. They provide a way of measuring how well an organisation is 'performing' so that it can be compared with others or with past achievements. Performance indicators often become tied up with **targets**. They are a key part of **Best Value**, and already used by many **local authority** funders.

Personal Medical Services (PMS) was introduced by the NHS (Primary Care) Act 1997. PMS allows **primary care** providers such as **GPs**, nurses and community trusts to test different ways of delivering services. For GPs, PMS contracts replace the standard national GP contract (**General Medical Services**). Under PMS doctors are paid according to performance against targets based on meeting local health needs. PMS also allows GPs (who have traditionally been self-employed) to work on a salaried basis as employees of the local NHS authority.

Policy is usually a written document which describes the guidelines used by an organisation to explain what it does and how it does it, on a specific issue. Policies explain what principles are used by an organisation to make choices that will help it achieve its **aims**. Policies can be on all kinds of issues for example: **equal opportunities**, health and safety, confidentiality, use of volunteers or an area of service delivery.

Pooled Budgets The **Health Act 1999** enabled **Health Authorities**, **Primary Care Trusts**, and **Local Authorities** to pool budgets. This means that they can each agree to put in funding to be used to meet the needs of a specific group of people eg people with learning difficulties. Once the money is pooled it loses its identity as health or **Social Services** so that the expenditure will be based on the needs of the people who use the services and not on the level of contribution of each partner. Each partner still has statutory responsibility for functions carried out using the pooled fund. Comprehensive monitoring arrangements are put into place to assure partners that their shared aims are being fulfilled. The pooled fund can be hosted and managed by a statutory partner, or it can be hosted by a statutory partner and managed on their behalf by another organisation.

Primary Care is the overall term used for services which are people's first point of contact with the **NHS** such as **GPs**, health visitors, district nurses. It includes services provided by GPs and NHS Trust staff working in the community. See **Primary Health Care Teams**, **Primary Care Organisations**, **NHS**, **NHS Trust**.

Primary Care Groups (PCG) started operating in April 1999. All **GP** practices were part of a Primary Care Group. Primary Care Groups each have a governing body which includes community nursing and **Social Services** as well as local GPs. Their job is to form a detailed understanding of local health needs and to contribute to the **Health Improvement Programmes**. They also work to develop primary care services. Each PCG serves a population of between 50,000 and 150,000 people. PCGs were responsible to **Avon Health Authority**. PCGs replaced GP fundholding in 1999.

Primary Care groups in the Avon area have now combined and evolved to become **Primary Care Trusts**.

Primary Care Investment Plans (PCIPs) are produced by each **Primary Care Trust** and set out the agreed plans for investment in primary care services.

Primary Care Organisation (PCO) A term used to describe **Care Trusts, Primary Care Groups** and **Primary Care Trusts**.

Primary Care Trusts (PCTs) are freestanding NHS bodies responsible for providing health services and improving health within their area. PCTs have taken on many of the responsibilities of planning and purchasing health services from **Avon Health Authority**. Primary Care Trusts can also provide services themselves. The PCTs are run by **Boards**. Primary Care Trusts have been operating in South Gloucestershire and Bath and North East Somerset since April 2001. There will be a PCT in North Somerset and two PCTs in Bristol from April 2002.

Primary Health Care Teams are a team of health workers usually centred around a GP surgery or Health Centre who provide community based health services. Teams can include district nurses, GPs, community psychiatric nurses, health visitors, GP practice staff (like receptionists or practice managers) and any other health staff linked to GPs. The make-up of the teams can vary in each area.

Priorities are the most important or necessary actions or activities needed to achieve something, often an **aim** or its **objectives**.

Private Finance Initiative is a scheme that allows private companies to take control of the management of public buildings such as schools or hospitals. The Government and private company fund the construction of a building. It is then managed by the private company who lease it back to the council. Although responsible for the maintenance of the building, the private company has no control over activities that take place there.

Pro Forma is a set form used by people and organisations to record something.

Promoting Independence grants are paid to the **local authority** by the Government. The aim is to improve and enhance services for adults to promote their independence and to strengthen the **partnership** with other agencies particularly health services. Grants are in three parts: Partnership, Prevention; and Carers. The local authority has to produce a written plan for each part to cover three years up to March 2002. Plans must have the agreement of health authority and involvement of **stakeholders**. See **Modernising Social Services**

Proposal see **Bids**

Provider is the name used to describe any organisation which provides a service. It is often used by **purchasers/commissioners** to refer to the organisations they fund. They are also sometimes called contractors. In health and social care, providers includes **NHS Trusts, GPs**, voluntary and private sector organisations as well as some parts of **Social Services** which provide services.

Pump Priming describes the funding needed to start off a project or service from scratch. It may also be called seed money.

Purchasers have the money and responsibility for buying or commissioning services from service providers. **Health Authorities** and **Primary Care Groups/Trusts**, who are responsible for assessing health care needs and developing strategies to meet them by purchasing appropriate services from providers, are known as purchasers. Local authority **Social Services** departments carry out a similar purchasing role for many aspects of social care. **See Providers.**

Purchasing Intentions describes the plans, priorities and directions for the purchasing of services in the future. It is a term most often used by the **statutory sector** particularly Health, Housing and **Social Services.**

Q

Qualitative Indicators are used in the **monitoring and evaluation** process. They assess how well a service is provided or how good it is, rather than how much is provided or how much it costs.

Quality Assurance is the whole process of agreeing quality standards and **targets**, implementing procedures to reach the targets and regularly **monitoring** results against those standards and targets.

Quality Protects was launched by the Government in 1998. It aims to improve the lives of children who come into contact with **Social Services**. The main elements of the programme are: new Government **objectives** for children's services which for the first time set out clear outcomes for children; an important role for local **councillors** in delivering the programme; a requirement that all **local authorities** submit a Quality Protects Management Action Plan (MAP) to the Department of Health and a new children's services grant of £375m.

Quangos are unelected independent or semi independent bodies, such as training and enterprise councils, set up by the Government to carry out a particular task.

R

Race Equality Councils (REC) work to promote equality of opportunity and good relations between people of different racial groups and towards the elimination of racial discrimination.

Race Relations (Amendment) Act 2000 aims to deal with racism in the public sector by forcing bodies such as **Councils**, hospitals and schools to take steps to promote good race relations.

Rapid Response Teams work to provide emergency care at home and prevent unnecessary hospital admission especially of older people.

Regeneration usually refers to the revitalisation and renewal of deprived areas, often inner city urban areas. It involves reviving local economies and communities and improving services. It is about improving the quality of life and promoting equality of opportunity for all communities. It involves tackling **social exclusion**, unemployment, and training.

Rehabilitation services are services which help older patients regain health and independence after illness or surgery.

Residential Care is provided in a home run either by the local authority (**Social Services** Department), or by a private or **voluntary organisation**. Homes are subject to inspection and registration. Care may be provided long term, short term or intermittently (**respite care**).

Respite Care Short term planned breaks often with the cared for person spending time in a residential home.

Resource Activity Centres (RACs) are day centres for people with learning difficulties.

Regional Development Agencies (RDA) The Government has established RDAs to promote sustainable economic development and social and physical **regeneration**, and to co-ordinate the work of regional and local partners in areas such as training, investment, regeneration and business support. They have been given responsibilities previously exercised by several national and regional bodies and they will have an important role in promoting greater regional coherence and effective delivery of national programmes. RDAs are **quangos**. They each have a **Board** which is mainly made up of business people and four **local authority** members.

A high priority for RDAs will be the development of regional strategies, to improve economic performance and enhance their region's competitiveness and to provide a framework for regional economic decision taking.

Regional Director of Health & Social Care for the South of England The Department of Health is reorganising to create a stronger focus on the delivery of the **NHS Plan**. The existing eight NHS Regional Offices of the Department including the South West Region will be abolished. Avon, Gloucestershire and Wiltshire Health Authority will be in the area covered by the Regional Director of Health and Social Care for the South of England, an area covering the current South West and South East regions.

Registered Charity is an organisation with **charitable purposes which is** registered with the **Charity Commission**. It is a legal status strictly governed by **charity law**.

Rough Sleepers Initiative (RSI) is a Government programme launched in 1990. It aims to develop and support work with voluntary sector organisations and **local authorities** to tackle the needs of those people who are sleeping rough, often on the streets, initially in central London. The programme was extended to Bristol in 1996.

S

Scrutiny Committees See **Overview and Scrutiny Committees**

Secondary Care Services are local National Health Services of a more specialist nature and are usually provided in hospitals. People generally get access to them through **primary care**. The most common route is referral by **GPs** or by approaching them directly in an emergency through casualty/**accident and emergency** departments.

Service and Financial Frameworks (SaFF) underpin the **Health Improvement and Modernisation Programme (HImP)**. The SaFF sets out the **NHS** service and finance contribution to the HImP required to meet the targets. Health Authorities lead on SaFFs for 2000/01. They are produced annually. SaFFs also provide essential information to support national assessment of NHS activity.

Service Development Groups (SDG) are **multi-agency** groups including representatives from health, the council and the voluntary sector working on mental health issues in each **local authority** area. SDGs are often known as **Local Implementation Groups**.

Service Level Agreement (SLA) See **Memorandum of Agreement**

Service Specifications are drawn up by a funder before organisations are invited to put in applications for that funding. They describe the service the funder wants provided. They often lay down the standards required. Interested organisations are then invited to bid to run the service described in the specification. See **Commissioning**.

Service User is an individual who uses health or **local authority** services. They may also be referred to as a client, patient or consumer.

Single Assessment Process is a person centred standardised approach to **assessment** that is **outcome** centred. It applies to both health and **Social Services** and should be implemented from April 2002.

Single Regeneration Budget (SRB) has been a major source of Government funding since 1994. The funding concentrates on specific local areas, usually with high levels of deprivation. It aims to help them improve by developing more economic and social activities. It is linked to job creation, training opportunities and **partnerships** between the statutory, private and voluntary sectors. It brought City Challenge and a number of other urban funding programmes into a single budget. It is distributed annually by the **Department of the Environment** who choose the most successful bids across a large region. It encourages areas within that region to compete with each other for the funding.

Local authorities and others are encouraged to form partnerships to bid for the funds to carry out projects that will help to provide lasting improvements for local people.

Social Care is care which can be provided by someone without medical skills such as helping a person to get out of bed in the morning or making them breakfast. It is non-medical care which is arranged by **Social Services** to support and assist vulnerable people. It is recognised that there is no clear division between health and social care; it is up to local agencies to agree who should be responsible for what. **See Health and Social Care.**

Social Care Institute for Excellence (Scie) works to review research and practice in social care. It will produce best practice guidelines for staff and services.

Social Economy refers to organisations that have social objectives instead of, or as well as, commercial ones. Co-ops, credit unions, community businesses, self-help groups, professional associations and charities might all be considered part of the social economy.

Social Exclusion refers to people who are 'excluded' from society and so do not play an active part in the life of the country. What causes people to be excluded is usually lack of money, jobs, opportunities and training, but other factors may also cause social exclusion.

Social Model of Disability says that disability is not caused by the individual disabled person's particular impairment but by the way in which society fails to meet their needs. It has been developed by disabled people and their own organisations because of widespread dissatisfaction about the way they had traditionally been defined. It turns the individual model which sees disability as being the problem of the individual person on its head.

Social Services Departments are **local authority** departments responsible for the provision of personal social services. They were established by the Local Authority Social Services Act 1970 and combined the former children's, health and welfare departments. They provide services including **social work, home care** and **community care.**

Social Services Inspectorate (SSI) is run by central government. Teams of Inspectors undertake reviews of how local Social Services departments are working. They are independent of local government. They collect information to support ministers in government to make or change policy. They can review a whole department and assess how well it is working, or a specific area of their work such as children's services. They often meet local organisations working with **Social Services** in the process of an inspection or review. They write reports which are sent to all **local authorities** identifying good practice and highlighting where changes need to occur.

Social Workers work for **Social Services** often as part of a team providing **community care** or children's services.

South West Region The eight health authorities (including **Avon Health Authority**)

which comprise the South West Region of the NHS Executive. This is in the process of changing see **Regional Director of Health and Social Care for the South of England**.

Spokes is the term used to refer to spokespersons. Each political party represented on a **local authority** has a spokesperson for different areas of interest (eg housing, transport, social services).

Stakeholder Someone with an interest and involvement in a particular area. For instance stakeholders in mental health could include service users, professionals, service providers, planners etc.

Standard Spending Assessment (SSA) describes the calculation used by central government to decide how much money each **local authority** should receive from them each year. It is based on population figures and various indicators of need. The SSA is an assessment of the relative need of the local authority to spend compared with other local authorities.

Statement of Recommended Practice (SORP) sets out standards for accounting by charities, including what information should be included in annual accounts. It applies to virtually all charitable organisations in England and Wales, Scotland and Northern Ireland.

Statutory Authority, Statutory Sector is the name given to public organisations which have their responsibilities set out in laws or statutes passed by Parliament. This means they have a statutory obligation to provide or do something. For example the health authority or local authority's work around health, education, social services or housing.

Strategic Health Authority (SHA) From 2002, 30 new strategic health authorities will replace the 95 health authorities including **Avon Health Authority**. The Strategic Health Authority for this area will cover Avon, Gloucestershire and Wiltshire. It aims to be a bridge between the Department of Health and local **NHS** services and to provide strategic leadership to ensure the delivery of improvements in health, well-being and health services locally.

Strategy describes how a person or organisation will achieve a goal or **aim**. It is often a written document which explains what is being aimed for and how that will happen. It may be a short-term aim or a longer term one. A development strategy involves new activities usually oriented towards new **service users**.

Sub Committees are often set up to carry out a particular task or to deal with a specific aspect of a committee's work. They usually report back to the committee that set them up. They are made up of a smaller number of people from the larger committee and may also have additional advisers to help them.

Supporting People is a **partnership** between the Government and local community services. It aims to help people with different support needs to live independently in the community by providing them with a wide range of housing support services with a new coordinated approach. It will start in April 2003.

Sure Start is part of the Government's drive to eradicate child poverty in 20 years and

to halve it by 2010. It aims to improve the health and well-being of families and children from birth so they can flourish when they go to school. Government schemes are targeted in areas of high health need and aim to support parents and children under four. This initiative is aimed at improving services for expectant parents and for children aged 0-3 in deprived areas. It is a **partnership** of local parents and **statutory** and **voluntary organisations**. It aims to promote the physical, intellectual and social development of babies and young children breaking the cycle of disadvantage.

Sustainable If something is sustainable it can be kept going. Funders may want evidence that a project is 'sustainable'. This means they want to know how the project will be paid for once their money comes to an end.

T

Taper describes the way in which some funding reduces over a period of time. For example a project may receive full funding for three years. After this it will start to reduce over the next year or two. For example it may reduce from full funding to no funding over three years with each year reducing by one third. This is called a taper. At the beginning of a tapered funding agreement, you should be informed if the reducing funding will be 'picked-up' by another funder or not. Alternatively at the beginning of the funding agreement you may have to describe how you will secure the funding to make up the full amount. See **Exit Strategy**.

Targets are included in joint plans such as the **Community Care Plans and Children's Services Plans**. Targets are the proposals for altering or improving services or introducing new services within the resources available. All targets include a date for the work to be completed. Purchasing intentions are linked to targets. See **Community Care Plan, Children's Services Plan, Purchasing Intentions**.

Tenant Participation Compacts All Council landlords have to agree a compact with their tenants, outlining how tenants are to be involved in local decisions relating to their homes. See **Compacts** and **Local Compacts**.

Tendering is the process of inviting organisations to put in applications or **bids** to run services. The process of putting in a bid may also be called tendering. The service to be developed will usually be described in a service specification. See **Service Specification**.

Tertiary Care Services are very specialised **NHS** services which cannot be provided within every health authority area, for example a unit for treating eating disorders or specialist cancer clinic. Access is through GPs or local hospital consultants.

Third Sector - Voluntary organisations, community groups and other non-profit organisations are sometimes called the third sector because they are not part of the public or private sector. The phrase is sometimes used instead of the voluntary sector because people think 'voluntary sector' is misleading as it implies that the sector is only about volunteers.

Transparency is about openness with information, being able to see how something works. The opposite of 'transparent' decision-making is decision making 'behind closed doors' and is sometimes described as opaque.

Trustee Act 2000 imposed a duty on **trustees** to manage **charity** money as if it was their own. It also governs the payment of fees and expenses to trustees.

Trustees are 'the people having the general control and management of the administration of a **charity**' (Charities Act 1993). Members of the **management**

committee of a charity are therefore trustees. Charity trustees have certain duties under charity law. The general rule is that they must always act in the best interests of the charity.

U

Unitary Authorities are **local authorities** which carry out the full range of local authority responsibilities in an area. The City and County of Bristol, Bath and North East Somerset, North Somerset and South Gloucestershire are all unitary authorities. They were created in 1996 and have taken the place of the county, district, city or borough councils that used to cover this area. This means that all major local services including education, environmental health, social services, housing, planning, highways, transport, sport and recreation are organised by the one council in your area.

User Involvement is when people who use services are involved in making decisions about, and planning those services. Service users could be asked for their views on a particular subject or may join a working group which decides how a service will develop.

V

Virement is the name given to the process of transferring money from one budget heading to another.

Voluntary Organisations and Community Groups are not-for-profit organisations which have **management committees** made up of volunteers. They are accountable to the membership of the group. These members are usually local people, service users and/or interested individuals. Voluntary organisations are independent of each other and the **statutory sector**. They range from large national **charities** with multi-million pound incomes to small self-help groups with no funding. Smaller, local voluntary organisations are often also called community groups. Voluntary organisations and community groups can play many roles including direct service providers, service user groups, equal opportunity groups, self-help groups, umbrella groups, service users or communities of interest. Many voluntary organisations have paid staff. Many also use volunteers to help them deliver their service or role. Some but not all are charities and/or companies limited by guarantee.

Volunteer is a person who gives their time to an organisation as a worker or helper without payment.

Vulnerable Adults Policies The 1997 **white paper** 'Who Decides' defined a vulnerable adult as a person over the age of eighteen who 'is or may be in need of community care services by reason of mental or other disability, age or illness; and who is or may be unable to take care of him or herself against harm or exploitation'. **Social Services** must coordinate a multi-agency Vulnerable Adults Policy for the protection of vulnerable adults from abuse. The aim is to create a framework for action in which all responsible agencies, including **voluntary organisations**, work together to ensure a coherent structure for the protection of vulnerable adults at risk of abuse.

W

Walk-in centres are nurse-led drop-in centres managed by the NHS that provide minor treatments, self-help advice and information on the NHS, **Social Services** and other local healthcare organisations.

Welfare to Work is the Government's strategy for helping people move from claiming benefits into employment. It includes the **New Deal programmes** for young people, the long-term unemployed, lone parents and disabled people.

White Paper is a Government policy paper often accompanied by legislation. It usually follows a **green paper**.

Y

Youth Offending Teams (YOTS) are **multi-agency** teams responsible for providing or coordinating a range of youth justice services for offenders aged 10-17.

Medical Terms

Ambulatory - are services for patients who are able to walk, not bed-based.

Angina - abbreviation of angina pectoris, see below.

Angina pectoris - pain in the centre of the chest caused by heart disease.

Angiography - X-ray examination of blood vessels.

Angioplasty - procedure carried out under local anaesthesia for unblocking blood vessels. It can be used on blood vessels which supply the heart. This procedure is an alternative to **Coronary Artery Bypass Graft** (see below) in some cases of heart disease.

Anticoagulation - treatment to prevent blood clots.

Arthroscopy - inspection of a joint through a small incision using an instrument like a telescope.

Atrial fibrillation - very irregular heartbeat.

Blood lipids - fats in the bloodstream.

Bronchoscopy - procedure to look into the windpipe and bronchial tubes.

Cardiac exercise testing - testing the heart function while the patient does physical exercise (rather than testing when the patient is at rest) – a diagnostic procedure for ischaemic heart disease.

Cardiac rehabilitation - help and support given to restore health, normal function and independence following an episode of heart disease.

Cardiology/Cardiologist - medical specialism/specialist in heart disease.

Cataract - opaqueness in the lens of the eye causing poor vision.

Cerebrovascular disease - diseases caused by damaged blood vessels which supply the brain, for example stroke.

Chemotherapy - treatment of disease with chemicals such as cancer destroying drugs.

Circulatory disease - disease of the heart and blood vessels of the body, causing problems in blood circulation.

Colonoscopy - insertion of a telescope into the large intestine to diagnose, and sometimes treat, abnormalities.

Communicable disease – diseases which can be transmitted from one person to another; often called infectious or contagious diseases.

Chronic obstructive pulmonary disease (COPD) - chronic problems with breathing because the airways into the lungs are narrowed.

Coronary arteries - blood vessels supplying blood to the heart.

Coronary Artery Bypass Graft (CABG) – surgical operation to improve blood supply to the heart. It is performed when blood vessels have become narrow and hard so that they fail to let blood supply through.

Coronary Heart Disease (CHD) - heart disease caused by poor circulation of blood to the heart muscle.

Coronary revascularisation - replacement of poor blood supply to the heart by unblocking narrowed blood vessels.

Cystoscopy - insertion of a telescope into the bladder to diagnose, and sometimes treat, abnormalities.

Defibrillator - apparatus used to give a controlled electric shock to restore normal heartbeat if the heart has stopped beating.

Dementia - group of diseases of the brain when there is loss of memory and intellect.

Dermatology - Medical specialism in skin disorders.

Diabetology/Diabetologist - Medical specialism/specialist in diabetes.

Echocardiography - use of ultrasound waves to investigate and display the action of the heart as it beats.

Electrocardiogram (ECG) - recording the electrical activity of the heart on a moving strip of paper to aid diagnosis of heart disease.

Endoscope - a tube-like instrument which is inserted into the body in order to see inside the body e.g. inserted down the throat to see inside the stomach (gastroscopy). The instrument has a light at the end and a means of transmitting the image to the examiner.

Endoscopy - using an instrument to obtain a view of the inside of the body. The instrument is usually a tube with a light at the end and a means of transmitting the image to the examiner.

ENT medical specialty dealing with ear, nose and throat disorders.

Femur - thigh bone

Gastroscopy - procedure to examine inside the stomach using a flexible tube with a

tiny camera on the end.

General Practitioner (GP) - a family doctor.

Genitourinary Medicine (GUM) - medical specialty concerned with sexually transmitted infections.

Haematology - the study of blood and blood disorders.

Hypertension - high blood pressure.

Hysteroscopy - procedure to examine the inside of the uterus (womb) with an endoscope.

Infarction - death of the whole or part of an organ when its blood supply is cut off e.g. myocardial infarction is the death of heart muscle (myocardium) when a blood clot obstructs the flow of blood to the heart muscle.

Insulin - hormone produced by the pancreas which is important for regulating the levels of sugar in the blood.

Ischaemic Heart Disease - another term for coronary heart disease (CHD).

Low birth weight - the weight of a baby at birth of less than 2,500 grams. High rates of low birth weight babies in a population indicate poor health overall.

Lymphoma - a malignant tumour of the lymph nodes, which are small swellings, part of the lymphatic system, which conveys certain fluids round the body.

Methadone - a drug used to help people stop using heroin.

Musculo-skeletal - to do with muscles and bones.

Neurotic disorders - long-term mental or behavioural problems, including anxiety and depression.

Oncology/oncologist - the study and practice of treating tumours/specialist in treating tumours.

Ophthalmology - surgical specialty dealing with eyes.

Ortho-geriatrics - a branch of health care, which deals with elderly people who have bone or joint problems.

Orthopaedics - specialty dealing with correcting deformities caused by disease or damage of bones or joints.

Osteoporosis - a disease in which the bones lose calcium and become weakened.

Palliative care - care which gives relief from symptoms but does not actually cure

disease, such as care given to people who are terminally ill.

Parkinson's disease - a disease of the brain in which sufferers become slower and progressively less mobile.

Pathology - study of diseased body tissues and fluids such as blood.

Per Cutaneous Coronary Angioplasty (PTCA) - a non-surgical method of pushing a wire and a very small balloon along blood vessels of the heart to open up parts which have become blocked.

Peripheral neuropathy - disease affecting the parts of the nervous system lying outside the brain and spinal cord, usually causing weakness and numbness.

Peripheral vascular disease - disease of blood vessels supplying the limbs and other parts of the body distant from the heart.

Phlebotomy - procedure to open or puncture a vein to remove blood or infuse blood, fluids or drugs for treatment.

Plastic surgery - reconstruction of damaged parts of the body.

Podiatry - treatment of the feet (chiroprody), this does not include cutting nails.

Pulmonary disease - disease of the lungs.

Radiology - medical specialty using radiation (including X-rays) and radioactive substances for diagnosis and treatment.

Revascularisation - surgery to replace or unblock diseased blood vessels.

Rheumatology - medical specialty concerned with diseases of joints, tendons, muscles, ligaments and associated structures.

Screening - the application of a special test for everyone at risk of a particular disease to detect whether they are very likely to have the disease. It is used for diseases where early detection makes treatment more successful.

Sigmoidoscopy - the insertion of a telescope into the lowest part of the intestine to diagnose, and sometimes treat, abnormalities.

Spirometry - using a spirometer to measure the volume of air a person can breathe in and out, an indicator of how well their lungs work.

Teleradiology - transmitting and receiving medical images to and from distant sites, using the telephone network with a specialised link.

Transient Ischaemic Attack (TIA) - temporary disruption of blood circulation to part of the brain, often called a "mini stroke".

Triage - a system of sorting patients according to their illness or injuries so that

treatment priorities can be allocated and patients steered towards the most appropriate health care worker.

Ultrasonography - use of ultrasound to produce images of structures of the body on a TV screen or photographic film.

Ultrasound - high frequency sound waves used to produce images of the body.

Urethral catheterisation of bladder - insertion of a tube into the bladder of people who cannot pass urine.

Urodynamics - recording pressures within the bladder to investigate urinary incontinence.

Urology - medical specialty concerned with diseases of the urinary tract - the system that conducts urine from the kidneys to the bladder.

Vascular - to do with blood vessels.

Vasectomy - surgical operation to sterilise men.