

## **NHS GLOSSARY**

The NHS is full of jargon and confusing terms! Here are some words you may see used a lot, with hopefully an easy definition of what the words actually mean!

### **Knowsley Clinical Commissioning Group (CCG)**

Knowsley CCG is an NHS organisation that commissions (plans and buys) healthcare services for the residents of Knowsley. CCGs were established under the government's Health and Social Care Act 2012 and replaced Primary Care Trusts (PCTs). Knowsley CCG is made up of all the GP practices in Knowsley and is led by a Governing Body.

### **Commissioning**

Commissioning in the NHS is the process of ensuring that the health and care services provided effectively meet the needs of the population. It is a cycle of work from understanding the needs of a population and identifying gaps or weaknesses in current provision, to procuring services to meet those needs.

### **Commissioning Intentions**

Commissioning intentions are developed every year. They describe the changes and improvements to healthcare that the CCG wants to make for the year ahead and what we expect to commission (or 'buy') to achieve these changes. The CCG's commissioning intentions are shared widely with providers and stakeholders and are then developed into a commissioning strategy plan for the year ahead.

### **Providers/Service Providers**

We use the term provider or service provider to include anyone who is commissioned to supply a health or care-based service. For example, GPs are primary care providers. Social care providers include social workers and home support workers. Hospitals like Whiston and Aintree are also providers.

### **Health and Wellbeing Board (HWB)**

The Health and Social Care Act 2012 established Health and Wellbeing Boards as forums where leaders from the NHS and local government can work together to improve the health and wellbeing of their local population and reduce health inequalities.

Knowsley's Health and Wellbeing Board includes an Independent Chair, Elected Members of Knowsley Council, Knowsley Director of Public Health, Adult Social Care, Children and Family Services, members of Knowsley CCG, NHS England, Knowsley Engagement Forum, Knowsley Youth Mutual and Healthwatch Knowsley.

Board members work together to understand Knowsley's health and social care needs, agree priorities and help to ensure that the Council and the CCG plan and buy services in a more joined up way.

The Board is responsible for carrying out the Joint Strategic Needs Assessment (JSNA) and developing a joint strategy (the Health and Wellbeing Strategy) for how these needs can be best addressed.

### **Joint Strategic Needs Assessment (JSNA)**

A JSNA describes the future health, care and wellbeing needs of local populations and the strategic direction of service delivery to meet those needs. JSNAs are developed jointly between the Council and the CCG – providing a framework for health and social care to work in partnership to identify the needs of the population they serve and to work together in commissioning services to meet those needs. The JSNA is a key part of the commissioning cycle and informs the CCG's commissioning intentions.

### **Joint Health and Wellbeing Strategy**

Knowsley's Joint Health and Wellbeing Strategy is developed by the Health and Wellbeing Board (HWB). It is the overarching plan to improve the health and wellbeing of children and adults in Knowsley and to reduce health inequalities in the borough. The Joint Health and Wellbeing Strategy sets out the core vision of 'Working together for a healthier, happier Knowsley' and is informed by our Joint Strategic Needs Assessment (JSNA).

### **Healthwatch Knowsley**

Healthwatch Knowsley is an organisation established by the Health and Social Care Act 2012. Healthwatch Knowsley is the independent consumer champion for people who use health and social care services in Knowsley. It will ensure local people's views are heard in order to improve the experience and outcomes for people who use them.

You can tell Healthwatch what you think about Knowsley's health and social care services. Healthwatch can also give you advice and information about local health services.

To contact Healthwatch Knowsley:

Call: 0151 449 3954

Email [enquiries@healthwatchknowsley.co.uk](mailto:enquiries@healthwatchknowsley.co.uk)

Or visit their website: [www.healthwatchknowsley.co.uk](http://www.healthwatchknowsley.co.uk)

### **Health Inequalities**

Health inequalities can be defined as unfair differences in health status or in the distribution of health determinants between different population groups. For example, differences in mortality rates between people from different social classes.

## **Care Pathway/Patient Pathway**

A care pathway (also sometimes called a patient pathway) is a diagram, drawn by healthcare professionals, of a patient's journey through care for a particular health condition. The pathway is developed so that, at each stage, the patient is getting the appropriate care. If that care does not work, the patient will continue on the care pathway to the next stage. Care pathways are designed to get the patient to the appropriate care smoothly.

## **Primary Care**

Primary care is the services provided by GP practices, dental practices, community pharmacies and high street optometrists. Around 90 per cent of people's contact with the NHS is with these services.

## **Secondary Care**

Secondary care is the services provided by medical specialists, quite often at a community health centre or a main hospital. These services are provided by specialists following a referral from a GP, for example, cardiologists, urologists and dermatologists.

## **Acute Services**

Medical and surgical treatment provided mainly in hospitals.

## **Planned Care**

Planned care means services where you have a pre-arranged appointment. This includes things like being referred by your GP to see a physiotherapist or consultant or being sent for diagnostic tests such as an X-Ray.

## **Long Term Condition**

We define a long term condition as something that can't be cured at the moment, but can be controlled by medication and/or other therapies, including self-care and changes to life-style. This definition covers lots of different conditions including diabetes, asthma and multiple sclerosis.

## **Patient Participation Group (PPG)**

A PPG is a group of patients who are interested in health and healthcare issues, and who want to get involved with and support the running of their local GP practice. Most Patient Participation Groups (PPGs) also include members of practice staff, and meet at regular intervals to decide ways and means of making a positive contribution to the services and facilities offered by the practice to its patients. We would like all our GP practices to have a PPG and are currently helping them to achieve this.

## **KPIs**

Key Performance Indicators. These are set out in contracts with our providers and help us to monitor their performance. Examples of KPIs include length of stay in hospital for a particular treatment or how satisfied patients are with the care they receive.

## **NICE Guidance**

NICE stands for National Institute for Health and Care Excellence. NICE sets standards for quality healthcare and produces guidance on medicines, treatments and procedures. Visit their website for more information: [www.nice.org.uk](http://www.nice.org.uk)

## **CQUIN**

CQUIN stands for Commissioning for Quality and Innovation. CQUIN is a payment framework which allows commissioners like Knowsley CCG to link a proportion of providers' income to the achievement of locally agreed quality improvement goals.

## **Better Care Fund (BCF)**

The Better Care Fund (BCF) is a programme spanning both the NHS and local government which seeks to join-up health and care services, so that people can manage their own health and wellbeing, and live independently in their communities for as long as possible.

The BCF has been created to improve the lives of some of the most vulnerable people in our society, placing them at the centre of their care and support, and providing them integrated health and social care services, resulting in an improved experience and better quality of life. It's about shifting funding from NHS into Social Care.

## **Sustainability and Transformation Plan (STP)**

Sustainability and Transformation Plans (STPs) were announced in NHS planning guidance published in December 2015. STPs are five-year plans covering all aspects of NHS spending in England. Forty-four areas have been identified as the geographical '[footprints](#)' on which the 'place based plans' are to be developed. Knowsley is part of the Cheshire and Merseyside STP footprint.

Broadly, STP's are to deliver the NHS Five Year Forward View and are to address the following three areas;

- Improving quality and developing new models of care;
- Improving health and wellbeing; and
- Improving efficiency of services.

STPs represent a shift in the way that the NHS in England plans its services. While the Health and Social Care Act 2012 sought to strengthen the role of competition

within the health system, NHS organisations are now being told to collaborate rather than compete to respond to the challenges facing their local services.

This shift reflects a growing consensus within the NHS that more integrated models of care are required to meet the changing needs of the population. It also recognises that [growing financial problems](#) in different parts of the NHS can't be addressed in isolation. Instead, providers and commissioners are being asked to come together to manage the collective resources available for NHS services for their local population.

### **Five Year Forward View (5YFV)**

The NHS Five Year Forward View, published in October 2014 by NHS England, set out a vision for the future of the NHS based around seven new models of care.

### **Accountable Care Organisations (ACO's) and Accountable Care Systems (ACS)**

ACOs and ACSs (terms often used interchangeably to describe very similar set ups) can be thought of as comprising three core elements.

First, they involve a provider or, more usually, an alliance of providers that collaborate to meet the needs of a defined population. Second, these providers take responsibility for a budget allocated by a commissioner or alliance of commissioners to deliver a range of services to that population. And third, ACOs work under a contract that specifies the outcomes and other objectives they are required to achieve within the given budget, often extending over a number of years.