

24/7	24 hours a day seven days a week
AAU	Acute Assessment Unit
ADR	Adverse Drug React
A&E	Accident & Emergency
AF	Atrial Fibrillation
AfC	Agenda for Change – the new pay system implanted in 2004 for NHS staff
AHP	Allied Health Professionals
AIDS	Acquired Immune Deficiency Syndrome
AIME	Accessible Information Made Easy
ALE	Auditors Local Evaluation
ALOS	Average Length of Stay
ANTT	Aseptic No Touch Technique
APMS	Alternative Provider of Medical Services
ART	Assessment & Response Team
ASCC	Additional Supply Capability and Capacity
ASR	Acute Service Review (now called Looking to the Future)
AUP	Acceptable Usage Policy
AvMA	Action against Medical Accidents
BAPM	British Association of Perinatal Medicine
BARDOC	Bury & Rochdale Doctors on Call
BAU	Business as Usual
BCS	British Computer Society
BGOP	Better Government for Older People
BLF	British Lung Foundation
BMA	British Medical Association
BMJ	British Medical Journal
CAB/C&B	Choose and Book - Electronic booking of appointments speeds up the process of GP referrals to specialists in secondary care. . Patients will also have certainty of a booked appointment date and time, which reduces anxiety at what can be a stressful time. Having their appointment booked electronically also eliminates the possibility of letters being lost in the post.
CAB	Citizens Advice Bureau
CAF	Common Assessment Framework
CAMHS	Child & Adolescent Mental Health Services
CAP	Common Assurance Process
CART	Community Assessment Rehabilitation Team
CATS	Clinical Assessment & Treatment Support Services
CBT	Cognitive Behavioral Therapy
C&C	Capability and Capacity
CCAD	Central Cardiac Database
CCBT	Computerised Cognitive Behavioral Therapy
CCMD	Centre for Clinical Management Development
CCU	Critical Care Unit
Cdiff	Clostridium Difficile – the major cause of antibiotic-associated diarrhea and colitis, an instestinal infection that mostly affects elderly patients with other underlying diseases. Generally it is only able to do this when the normal, healthy instestinal bacteria have been killed off by antibiotics used to treat other infections.
CDS	Commissioning Data Set
CDT	Combined Decongestive Therapy

CDU	Clinical Decision Unit
CE	Chief Exec
CEA	Clinical Excellence Awards – given to recognize and reward the exceptional contribution of NHS consultants over and above that normally expected in a job, to the values and goals of the NHS and to patient care.
CEO	Chief Executive Officer
CEPOD	Confidential Enquiry into Perioperative Death lists – are theatre lists specifically dedicated for the provision of emergency surgery
CFH	Connecting for Health
CHD	Coronary Heart Disease
CHI	Commission for Health Improvement
CHMU	Central Health Monitoring Unit
CHRIS	Central Health Register Inquiry System
CIC	Community Interest Company
CID	Community Index Database
CIKO	Chief Information and Knowledge Office
CIO	Chief Information Officer
CIS	Care Information Systems, or Central Issue System
CIT	Clinical Information Technology
CMASG	Clinical Messaging Architect Steering Group
CMHT	Community Mental Health Team
CNMs	Certified nurse midwives
CNS	Clinical Nurse Specialist or Community Nursing
CNST	Clinical Negligence Scheme for Trusts – Now changed to National Health Service Litigation Authority risk management standards. This is the NHS clinical “insurance” scheme
COI	Central Office of Information
Commissioning	The process by which the health needs of the population are defined, priorities determined and appropriate health services purchased, evaluated and put in place.
COPD	Chronic Obstructive Pulmonary Disease
CPA	Care Programme Approach
CPD	Continuing Professional Development
CPN	Community Psychiatric Nurse
CPT	Clinical Planning Team
CRES	Cost Releasing Efficiency Saving
CRDB	Care Record Development Board
CRG	Clinical Reference Group
CSA	Clinical Spine Application
CSAG	Clinical Standards Advisory Group
CSCI	Commission for Social Care Inspection
CSIP	Care Services Improvement Partnership
CSN	Cardiac Specialist Nurse
CSSRS	Councils with Social Services Responsibilities
CT	Computerised Tomography
CVS	Council for Voluntary Service
DAC	Dental Access Centre
DAFNE	Dose Adjustment For Normal Eating (Diabetes)
DASS	Director of Adult Social Services
DATIX	National software programme for risk management
DESMOND	Diabetes Education and Self-Management for Ongoing and Newly Diagnosed
DfES	Department for Education & Skills

DFG	Disabled Facilities Grants
DGH	District General Hospital
DHQ	District Head Quarters (of the Health Authority)
DoF	Director of Finance
DoH	Department of Health
DoN	Director of Nursing
DofOps	Director of Operations
DPH	Director of Public Health
Dr Foster	Independent Provider of information for the NHS
DSNs	Diabetic Specialist Nurses
DSS	Department of Social Security
DVT	Deep Vein Thrombosis
DWP	Department for Work & Pensions
EBME	Electrical, Biomedical Equipment
ECR	Extra-contractual Referral
Effects	E.G. the reluctance of patients to express dissatisfaction with the NHS or with health professionals. One of the reasons that in published patient satisfaction surveys, the proportion of positively satisfied respondents is often overstated.
EIC	Enhanced Immediate Care
EL	Executive Letter (NHS Executive)
EMIS	Egton Medical Information Systems
EMT	Executive Management Team
ENT	Ear, Nose and Throat (also known as Otorhinolaryngology)
EPHR	(also EPR) Electronic Patient Health Record
EPP	Expert Patients Programme
ERG	External Reference Group
ESL	Essential Services Laboratory
ESR	Electronic Staff Record
EWTD	European Working Time Directive – Lays down the minimum requirements in relation to working hours/rest periods/annual leave for all workers and working arrangements for night workers. The current limit is an average of 48 hours per week. There was an original exemption for medical staff but this has been amended to a 56 hour week by August 2007 and a 48 hour week by August 2009.
FACS	Fair Access to Care Services
FCE	Finished Consultant Episode – a measurement which assigns a patient's episode to a care consultant.
FFCE	First Finished Consultant Episode identifies the first consultant episode of care during a patient's hospital stay
FIMS	Finance & Information System
FM	Facilities Management – the hospitals' estates management and hotel services
FoI	Freedom of Information (Act)
FOP	Future Outpatient Appointment
FP(10) / FP(HP10)	A Prescription Form
FT	NHS Foundation Trust
GI	Gastrointestinal
GMADE	Greater Manchester Association of District Engineers
GMAS	Greater Manchester Ambulance Service now NWAS – North West Ambulance Service
GMC	General Medical Council
GMS	General Medical Services
GO	Government Office

GP	General Practitioner
GPN	General Practice Nursing
GPwSIs	GP with Special Interests
GSCC	General Social Care Council
GUM	Genito-urinary Medicine
H@N	Hospital at Night – the provision of multi-disciplinary teams working in hospital Out of Hours who between them have the full range of skills and competencies to meet patient’s immediate needs
HA	Health Authority
HAG	Health Advisory Group
HAZ	Health Action Zone
HCA	Health Care Assistant
HC	Health Circular (Department of Health)
HCA	Health Care Assistant
HC@H	Hospital Care At Home
HCHS	Hospital & Community Health Services
HDA	Health Development Agency
HDU	High Dependency Unit
HEA	Health Education Authority
HES	Hospital Episode Statistics
HF	Healthy Futures
HFA	Health For All
HIAG	Health Impact Reference Group
HICC	Health Improvement and Commissioning Committee
HIMP	Health Improvement Programmes
HIP	Health Improvement Programmes
HIV	Human Immuno-deficiency Virus
HN	Health Notice (Department of Health)
HR	Human Resources
HRG	Healthcare Resource Group – groupings of treatment episodes, which are similar in resource use in clinical response
HSC	Health Service Circular (Department of Health)
HSDU	Hospital Sterile & Disinfection Unit
HSE	Health & Safety Executive
HSG	Health Service Guidelines (Department of Health)
HSW	Health & Safety at Work
HSWA	Health & Safety at Work Act
HTCS	Hospital Travel Cost Scheme
IBs	Individual Budgets
IBP	Integrated Business Plan
ICAS	Independent Complain Advocacy Service
ICATS	Integrated Clinical Assessment and Treatment Service
ICU	Intensive Care Unit
ILA	Individual Learning Account
IM&T	Information Management & Technology
IPPR	Institute for Public Policy Research
IPR	Independent Performance Review
IRP	Independent Review Panel
ISCATS	Independent Sector Clinical Treatment and Support Services
ISIP	Integrated Service Improvement Programme
ISTC	Independent Sector Treatment Centre

IT	Information Technology
ITU	Intensive Therapy Unit (similar to intensive care unit)
IV	Intravenous
IWL	Improving Working Lives – a model of good HR practice against which NHS Employers and their staff can measure the organisation's HR management against which NHS employers are kite marked
JCC	Joint Community Council
JCPT	Joint Care Planning Team
JiT	Just in Time
JNCC	Joint Negotiating Consultative Committee – the main management staff forum
JOSC	Joint Overview and Scrutiny Committee
JPAQ	Joint Planning Advisory Committees
JSNA	Joint Strategic Needs Assessment
KI	Key Indicator (Social Services)
KISS	Keep it Simple Stupid
KSF	Knowledge & Skills Framework
LA	Local Authority
LAA	Local Area Agreement
LBC	Liquid Based Cytology – a new way of preparing cervical samples for examination in the laboratory
LCG	Local Care Group
LCPG	Local Capacity Planning Group
LCS	Lifestyle Co-ordinators
LDP	Local Development Plan – The Trust's annual agreement with its commissioners on activity levels and funding
LDS	Learning Disability Services
LD SAG	Local Diabetic Services Advisory Group
LHG	Local Health Group
LIFT	Local Investment Finance Trust
LINKs	Local Involvement Networks
LIT	Local Implementation Team
LMA	Local Mind Association
LMC	Local Medical Committee
LNC	Local Negotiating Committee
LOS	Length of Stay
LPC	Local Pharmacist Committee
LSP	Local Strategic Partnership
LTC	Long Term Condition
LTFM	Long Term Financial Model
LTI	Learning Time Initiative
LTTF	Looking to the Future
MAAG	Medical Audit Advisory Group or Multidisciplinary Audit Advisory Group
MAU	Medical Assessment Unit
MDT	Multi-disciplinary Team
MEU	Medical Emergency Unit
MHE	Mental Health Enquiry
MIB	Making it Better
MMC	Modernizing Medical Careers- a major reform of postgraduate medical education aimed at delivering a modernized and focused career structure for doctors
Monitor	Independent Corporate Body established under the Health and Social Care (Community Health and Standards) Act

MORI	Market and Opinion Research International
MP	Member of Parliament
MPIG	Minimum Practice Income Guarantee
MPS	Medical Protection Society
MRC	Medical Research Council
MRI	Manchester Royal Infirmary
MRI (scan)	Magnetic Resonance Imaging
MRO	Medical Records Office
MRSA	Methicillin Resistant Staphylococcus Aureus
MSAC	Maternity Services Advisory Committee
MSC	Medical Staffing Committee
MSK	Musculoskeletal
MSLC	Maternity Service Liaison Committee
MSP	Managing Successful Programmes
NACGP	National Association of Commissioning General Practitioners
NAPC	National Association of Primary Care
NAPOs	Neighbourhood Action Prevention Officers
NAVCA	National Association for Voluntary and Community Action
NBA	National Blood Authority (for England)
NEDs	Non-Executive Directors
NHS	National Health Service
NHSE	National Health Service Executive
NHSLA	National Health Service Litigation Authority
NHSnet	National Health Service Network
NHSweb	National Health Service Web – the NHS Intranet
NICE	National Institute for Clinical Excellence
NICU	Neonatal Intensive Care Unit
NMGH	North Manchester General Hospital
NMS	National Minimum Standards
NNT	Number needed to treat
NPA	National Pharmaceutical Association
NPAG	National Performance Advisory Group
NPC	National Prescribing Centre
NPSA	National Patient Safety Agency
NRLS	National Reporting and Learning System
NSF	National Service Frameworks
NVQ	National Vocational Qualification
NWAS	North West Ambulance Service
NWPHO	North West Public Health Observatory
OATS	Out of Area Treatments
OECD	Organization for Economic Co-operation and Development
OCG	Office of Government Commerce
OHAG	Oral Health Advisory Group
OMF	Oral Maxillio Facial
ONS	Office of National Statistics
OoH	Out of Hours
OP	Out Patient
OPA	Outpatients Attendances (Appointments)
OPAG	Older Peoples' Advisory Group
OPCS	Office of Population Censuses & Surveys
OPD	Outpatients' Department
OPM	Office for Public Management

OSC	Overview & Scrutiny Committee
PACS	Picture Archiving and Communications System – the digital storage of X-rays
PAD	Patient Advice Database
PAGB	Propriety Association of Great Britain
PAHT	Pennine Acute Hospital Trust
PALS	Patients Advocacy Liaison Service
PAMS	Professional Allied to Medicine
PARR	Patients at Risk of Readmission
PAT	Pennine Acute Trust
PBC	Practice Based Commissioning – an initiative which enables clinicians and other front line staff to redesign services that better meet the needs of their patients
PbR	Payment by Results
PCGs	Primary Care Groups
PCP	Personalized Care Plan
PCTs	Primary Care Trusts
PDF	Portable Document Format (a type of file produced by Adobe Acrobat)
PDP	Personal Development Plan
PDPs	Practice Development Plans
PDU	Professional Development Unit
PEAT	Patient Environment Action Team
PEC	Professional Executive Council
PEM	Prescription Event Monitoring
PF	Performance Framework
PFC	Patient Focused Care
PFI	Private Finance Initiative
PGDs	Patient Group Directive
PHC	Primary Health Care
PID	Project Initiation Document
PMI	Private Medical Insurance
PMS	Primary Medical Services contract
POM	Prescription Only Medicine
POPPs	Partnerships for Older People Projects
POPUMET	Protection of Persons Undergoing Medical Examination (regulations)
PPCI	Primary Percutaneous Coronary Intervention (Primary emergency angioplasty)
PPI	Patient and Public Involvement
PPIF	Patient and Public Involvement Forum
Primary Care	a term used for the activity of a health care provider who acts as a first point of Consultation for all patients
PRHO	Pre-Registration House Officer
PROMS	Patient Recorded Outcome Measures
PSA	Public Service Agreement
PTS	Patient Transport Service
PwSI	Practitioner with Special Interests
QA	Quality Assurance
QALYs	Quality Adjusted Life Years
QBS	Quality Bus Corridors
QOF	Quality & Outcomes Framework
QMO8	Quarterly monitoring of patients waiting for referral to first outpatient appointment

Qualitative	Qualitative research is a largely exploratory process based on the assumption that attitudes and beliefs cannot be accurately measured and need to be interpreted. It relies on methods such as semi-structured and in-depth interviews, focus groups, and makes use of “open-ended” questioning
Quantitative	Quantitative research involves measurement and the structured collection of data, which can then be manipulated statistically. Quantitative research is based on respondents choosing from a fixed set of options – most typically, patients ticking yes/no boxes in a fully structured questionnaire
RAS	Resource Allocation Systems
RADG	Research & Development Group
RCA	Root cause analysis
RCI	Reference Cost Index – Reference costs are the average cost to the NHS of providing a defined service within a given financial year. Reference costs are used from benchmarking and the basis of PbR (Payment by Results)
RCN	Royal College of Nursing
RCP	Royal College of Physicians
RCPCH	Royal College of Pediatrics and Child Health
RDU	Regional Dialysis Unit
RGN	Registered General Nurse
RMN	Registered Mental Nurse
RMO	Resident Medical Officer
RN	Registered Nurse
RO	Regional Office
ROH	Royal Oldham Hospital
RPST	Risk Pooling Schemes for Trusts
RSGC	Regional Specialized Commissioning Group
RSS	Royal Statistical Society
SaFF	Standing and Financial Frameworks
SALT	Speech and Language Therapy
SAP	Single Assessment Process
SAU	Surgical Assessment Unit
SCBU	Special Care Baby Unit
SCIE	Social Care Institution for Excellence
SCS	Self Care Service
SEA	Significant Event Audit
Secondary Care.	is the service that is provided in or by hospitals (NHS Trusts)
SEED	Service Evaluation and Enhancement in Diabetes
SEU	Social Exclusion Unit
SHAPE	Strategic Health Asset Planning & Evaluation (from Department of Health)
SHAs	Strategic Health Authorities
SHAPE	Strategic Health Asset Planning & Evaluation
SHO	Senior House Officer
SI	Statutory Instrument
SIS	Supplies Information System
SITREPS	Situation Reports
SLA	Service Level Agreement – the main mechanism for service provision between NHS Trusts and Primary Care Trusts for NHS services. An SLA is an agreement that sets out formally the relationship between service providers and customers for the supply of a service by one or another.
SMT	Senior Manager Team
SofS	Secretary of State (e.g. for Health)

SpR	Specialist Registrar
SRD	State Registered Dietician
SSDP	Strategic Service Development Plan
SSI	Social Services Inspectorate
STA	Specialist Training Authority of the Medical Royal Colleges
SUI	Serious Untoward Incidents
SWOP	Strengths, Weaknesses, Opportunities, Priorities
SWOT	Strengths, Weaknesses, Opportunities, Threats (analysis)
tbc	to be confirmed
TIA	Transient Ischemic Attack
‘Tier 2’	<p>is a generic term for new types of primary care based services that are designed to enable the NHS to:-</p> <ul style="list-style-type: none"> • provide patients with assessments, diagnostic tests and treatments for a wide variety of conditions in primary care settings • actively manage referrals between PCTs, hospital Trusts and other healthcare providers to ensure the appropriateness of service provision at every stage of the pathway • improve the sensitivity of commissioning, so the secondary care services provided will better match population needs • produce a radical reduction in waiting times for outpatient appointments.
TIF	Transport Innovation Fund
TOD	Took Own Discharge
TOR	Terms of Reference
UKCC	United Kingdom Central Council for Nursing, Health Visiting & Midwifery
UKCHHO	United Kingdom Clearing House on Health Issues
VCS	Voluntary & Community Sector
VCW	Virtual Community Ward
WHO	World Health Organization
WIC	Walk in Centre
WIPP	Working in Partnership Programme
WLS	Waiting List (also known as booked admissions)
YCS	Young Chronic Sick
YDU	Young Disabled Unit
YOC	Year of Care
YoCP	Year of Care Plan
YHYCYS	Your Health Your Care Your Say
ZBB	Zero Based Budgeting
Updated March 2009	