

Norfolk Health Overview and Scrutiny Committee 26 October 2017

Glossary of Terms and Abbreviations

A&E	Accident And Emergency
AEC	Ambulatory emergency care
AtoH	Arrival to handover (time between the arrival of ambulance at hospital to the handover of the patient to the hospital's care)
ARP	Ambulance response programme
ASD	Autistic Spectrum Disorders
CAMHS	Child And Adolescent Mental Health Services
CAN	Community Action Norfolk
(Lord) Carter Review	A review of operational efficiency in acute hospitals; report published February 2016 following two years of work with Trusts across England
CCG	Clinical Commissioning Group
CHC	Continuing healthcare
CT	Computerised tomography scan – uses x rays and a computer to make images of the inside of the body
EAHSN	Eastern Academic Health Science Network
ED	Emergency department
EEAST	East of England Ambulance Service NHS Trust
EHCP	Education health and care plan
EOC	Emergency operations centre
ENT	Ear, nose & throat
EPR	Electronic patient record
ERS	ERS Medical – provides a range of specialist patient transport and courier services to the NHS and wider healthcare sector
FAST	Face Arm Speech Time (to call 999) – test for diagnosis of stroke
GP	General Practitioner
HALO	Hospital Ambulance Liaison Officer
HASU	Hyper Acute Stroke Unit
ICT	Information And Communication Technology
JHSC	Joint Health Scrutiny Committee
JPUH	James Paget University Hospital
JSCC	Joint Strategic Commissioning Committee (of the 5 CCGs in Norfolk and Waveney)
JSCP	Joint Strategic Commissioning Partnership
KPI	Key performance indicator
LDR	Local Digital Roadmap
MCP	Multispeciality Community Provider
MOU	Memorandum of understanding
NCH&C	Norfolk Community Health and Care NHS Trust

NHOSC	Norfolk Health Overview and Scrutiny Committee
NNUH (N&N, NNUHFT)	Norfolk and Norwich University Hospitals NHS Foundation Trust
N&W STP	Norfolk and Waveney Sustainability & Transformation Plan
OPAC	Older people's ambulatory care
OPAS	Older people's assessment service
QEH	Queen Elizabeth Hospital, King's Lynn
RRV	Rapid response vehicle
SAFER patient flow bundle	<p>A practical tool to reduce delays for patients in adult inpatient wards (excluding maternity):-</p> <p>S – Senior Review – all patients will have a senior review before midday by a clinician able to make management and discharge decisions</p> <p>A – All patients will have an expected discharge date and clinical criteria for discharge set by assuming ideal recovery and assuming no unnecessary waiting</p> <p>F – Flow of patients to commence at the earliest opportunity from assessment units to inpatient wards. Wards routinely receiving patients from assessment units will ensure the first patient arrives on the ward by 10am</p> <p>E – Early discharge – 33% of patients will be discharged from base inpatient wards before midday</p> <p>R – Review – a systematic multi-disciplinary team review of patients with extended lengths of stay (>7 days – also known as 'stranded patients') with a clear 'home first' mind set</p>
SLT / SaLT	Speech and language therapy
SRO	Senior responsible officer
STP	Sustainability & transformation plan
UCC	Urgent Care Centre
UEA	University of East Anglia