

Norfolk Health Overview and Scrutiny Committee 24 May 2018

Glossary of Terms and Abbreviations

A&E	Accident and emergency
AEC	Ambulatory emergency care
AfC	Agenda for change (NHS pay structure)
A to H	Arrival to handover
ARP	Ambulance Response Programme
BTUH	Basildon and Thurrock Hospital NHS Foundation Trust
C1 & C2	Categories of calls under the Ambulance Response Programme:- C1 – life threatening C2 – other emergencies
CCG	Clinical Commissioning Group
ChED	Children's Emergency Department
CQC	Care Quality Commission
CT	Computerised Tomography Scan – Uses X Rays And A Computer To Make Images Of The Inside Of The Body
CUHFT	Cambridge University Hospitals NHS Foundation Trust
DCO	Director of Clinical Operations
DPU	Day procedure unit
DSA	Double staffed ambulance
DPU	Day Procedure Unit
ED	Emergency Department
EEAST	East Of England Ambulance Service NHS Trust
EIV	Early intervention vehicle
EU/EEA	European Union / European Economic Area
FAST	Face Arm Speech Time (to call 999) – test for diagnosis of stroke
FY	Financial year
GDS	General dental services
GYW	Great Yarmouth and Waveney
HALO	Hospital Ambulance Liaison Officer
HEE	Health Education England
HOSC	Health Overview and Scrutiny Committee
HR	Human resources
HSCIC	Health and Social Care Information Centre (also known as NHS Digital)
IHT	Ipswich Hospital NHS Trust
Ipsos Mori	A multi-research company
JPH / JPUH	James Paget University Hospitals NHS Foundation Trust
LDC	Local Dental Committee
L&D	Luton and Dunstable Hospital

LDN	Local Dental Network
MAC	Military Aid to the Civil Authorities – protocol by which the armed forces can be brought in to deal with a range of situations
MEHT	Mid Essex Hospital Services NHS Trust
NEL	Non Elective (operation)
NHOSC	Norfolk Health Overview and Scrutiny Committee
NHSE	NHS England
NHS E M&E(E)	NHS England Midlands & East (East)
NNUH (N&N, NNUHFT)	Norfolk and Norwich University Hospitals NHS Foundation Trust
NSFT	Norfolk and Suffolk NHS Foundation Trust
OHNA	Oral Health Needs Assessment
OPAC	Older people's ambulatory care
OPAS	Older people's assessment service
OPED	Older People's Emergency Department
ORH	Operational Research in Health (ORH) Consultants
OPM	Older People's Medicine
PALS	Patient Advisory Liaison Service
PCT	Primary Care Trust (replaced by Clinical Commissioning Groups)
PDS	Primary dental services
QEH / QEKL	Queen Elizabeth Hospitals NHS Foundation Trust, King's Lynn
RATS	Rapid Assessment Treatment Service
REAP	Resource Escalation Action Plan (2015) – used by ambulance services Reap 1 (green) – steady state Reap 2 (amber) – moderate pressure Reap 3 (red) – severe pressure Reap 4 (black)– extreme pressure
SHA	Strategic Health Authority (abolished by the Health and Social Care Act 2012)
SI	Serious incident
SMART	Specific, measurable, achievable, realistic, time-bound (or timely)
SOP	Standard operating procedure
SPC	Statistical process control – charts designed for understanding variations in performance
SUHFT	Southend University Hospital NHS Foundation Trust
UCC	Urgent Care Centre
UDA	Unit of dental activity
UEC	Urgent and emergency care
UOA	Unit of orthodontic activity

WE	Week ending
WSFT	West Suffolk NHS Foundation Trust
YTD	Year to date