



Transforming health and social care in Kent and Medway

Transforming health and social care in Kent and Medway – glossary of terms and acronyms in the Kent and Medway Health and Social Care Sustainability and Transformation Plan

A&E	Accident and emergency department (also known as emergency department).
ACO	Accountable care organisation. Organisations that take responsibility for the whole health needs of a registered list of patients, paying for every element of their care from a single budget.
AE	Accident and emergency.
AO	Accountable officer (chief executive of a clinical commissioning group).
BAU	Business as usual.
CAMHS	Child and adolescent mental health services
CCG	Clinical commissioning group. CCGs are the GP-led bodies responsible for planning and investing in NHS care.
CE	Chief executive.
CHOCs	Community Hub Operating Centres (CHOCs) are part of the Encompass vanguard. They are bases where health and social care professionals and the voluntary sector will come together to share their knowledge and skills about patients in their care, through integrated case management, to support them to improve their own health and wellbeing.

CIP	Cost improvement programme.
Core 24	Clinical Outcomes in Routine Evaluation: a psychological assessment tool.
Decile	A statistical term used when a population of people is divided into ten socio-economic groups.
DGS	Dartford, Gravesham and Swanley.
DGT	Dartford and Gravesham NHS Trust.
Diagnostic services	Services used for investigating and diagnosing health conditions, such as radiology, blood tests, endoscopy.
DToCs	Delayed transfers of care (from hospital to home or another care setting).
ED	Emergency department (also known as A&E).
EKHUFT (also EKHU NHS FT)	East Kent Hospitals University NHS Foundation Trust.
EL	Elective (planned) care.
Elective	An operation or other procedure that is planned or booked following a referral by a GP or an outpatient clinic.
Emergency care	The care of patients with significant clinical needs who present, without prior appointment, either by their own means or by that of an ambulance.
EPR	Electronic patient record: systems that enable health and care professionals to access key information about a person's medical history or needs.



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eRS	Electronic referral system: a booking system that allows patients to choose the place, date and time for their first hospital or clinic appointments following referral from a GP. Patients can book in the GP surgery, online or on the phone.
GSTT	Guy's and St Thomas' NHS Foundation Trust.
HASU	Hyper-acute stroke unit: a highly specialist stroke unit where people who have just had a stroke get rapid access to first class diagnostics, specialist assessment and intervention, seven days a week. This saves lives and reduces disability.
Holistic family intervention	A psychological intervention that takes into account the whole family system.
HR	Human resources.
Hub	"Hub" is used in two ways in the plan – in east Kent, it means the organisation that will purchase and provide the full range of local care. In the rest of Kent and Medway, it means the building from which more specialist and out of hours services will be provided, such as a community hospital.
HWB	Health and Wellbeing Board.
ICM	Integrated case management - a process by which all organisations involved in an individual's care work together to plan and deliver care that best meets the needs of that person.
IM&T	Information management and technology (also known as IT).

Incl.	Including.
Inpatient	A person who stays in hospital for one or more nights.
K&M	Kent and Medway.
KCC	Kent County Council.
KCHFT	Kent Community Health NHS Foundation Trust.
KID	Kent Integrated Dataset.
KMGIF	Kent and Medway Growth and Infrastructure Framework – a local government framework that shows a comprehensive picture of growth and infrastructure at a strategic level across Kent and Medway to help prioritise investment to create new jobs, homes and infrastructure.
KMPT	Kent and Medway NHS and Social Care Partnership Trust.
KPIs	Key performance indicators – a measure of how effectively a project or programme is meeting its objectives.
LA	Local authorities: in this instance, that means Kent County Council and Medway Council, which are the local authorities with responsibility for social care and public health.
LDR	Local Digital Roadmap – plans to improve technology and information sharing in the NHS and social care.
Liaison psychiatry	An initiative where a team of clinical mental health professionals work closely with



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	hospital staff, community and social workers to quickly understand both the physical and mental health needs of the patient.
LOS	Length of stay – how long a patient stays in a hospital bed.
LTC	Long-term health conditions such as diabetes and lung disease.
MASCOE	Medway and Swale Centre for Organisational Excellence – a partnership that brings together health and care organisations in Medway and Swale to improve population health and support transformational change.
MCP	<p>Multi-specialty community provider. Extended groupings of practices, which work either as federations, networks or single organisations, with community, mental health, social care and other services “wrapped round them” to form a single team, with GP leadership, which treats local people’s physical and mental health needs, seven days a week.</p> <p>The Encompass vanguard - a group of 16 GP practices in Whitstable, Faversham, Canterbury, Ash and Sandwich which have agreed to work together to provide more services for patients in their local communities – is an MCP.</p>
MDT	Multi-disciplinary team – which brings together a range of health and social care professionals to work together to provide joined-up care for local people. That might include GPs, mental health specialists,

	social workers, nurses and hospital clinicians.
MFT	Medway NHS Foundation Trust.
MH	Mental health.
MTW	Maidstone and Tunbridge Wells NHS Trust.
MUA	Medway Unitary Authority (Medway Council).
NEL	Non-elective care.
NHSE	NHS England – the organisation that leads the NHS nationally.
NHSI	NHS Improvement – a body that supports NHS trusts to give patients consistently safe, high quality, compassionate care within local health systems that are financially sustainable. It was formed from the merger of two previous bodies: Monitor and the Trust Development Authority.
NICU	Neonatal intensive care unit. An intensive care unit specialising in the care of sick or premature newborn babies.
Non-elective	NHS care that has not been planned (e.g. emergency care).
OBD	Occupied bed day.
ONS	Office of National Statistics.
OP	Outpatient.
Outpatient	A person who goes to a hospital for treatment or assessment, but does not stay overnight.



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PACS	Primary and acute care systems: a single organisation that provides NHS list-based GP and hospital services, together with mental health and community care services, within a local area.
PCBC	Pre-consultation business case.
PID	Project initiation document.
PMO	Project/programme management office.
pPCI	Primary percutaneous coronary intervention – a procedure used to treat narrowed arteries.
Primary care	NHS care available in local communities, including GP services, community pharmacy, optometry, dentistry.
QIPP	Quality, innovation, productivity and prevention. A programme designed to support NHS organisations to improve quality of care while making efficiency savings.
RAID	Rapid assessment, intervention and discharge.
RightCare	<p>NHS RightCare is a national programme to improve people's health and outcomes. It makes sure that the right person has the right care, in the right place, at the right time, making the best use of available resources.</p> <p>NHS RightCare is all about:</p> <p>Intelligence – using data and evidence to shine a light on unwarranted variation to support an improvement in quality</p>

	<p>Innovation – working in partnership with a wide range of organisations, national programmes and patient groups to develop and test new concepts and influence policy</p> <p>Implementation and improvement – supporting local health economies to carry out sustainable change.</p>
RTT	Referral to treatment time: The amount of time it takes for a patient to have surgery or other procedure following referral from a GP.
SCBU	Special care baby unit: a specialist ward that a baby will be admitted to if it requires medical help after birth.
SECAmb	South East Coast Ambulance Service NHS Foundation Trust.
Shrewd	Single Health Resilience Early Warning Database is a computer system developed in Kent and Medway that helps calculate and predict pressures in the local healthcare system.
Spec Comm	Specialist commissioning.
SRO	Senior responsible officer – the person responsible for the successful delivery of a project or programme.
STF	Sustainability and transformation fund – money allocated by the NHS to support the transformation of services and systems.
STP	Health and Social Care Sustainability and Transformation Plan.
TBC	To be confirmed.



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Therapeutic staffing	A team of mixed expertise from nursing, healthcare administrators, therapists, psychiatrists and psychologists who learn from each other to provide better care for the patient.
Workforce infrastructure	The governance and resources (including capable planners and education / training commissioners) that enables us to plan, commission and deliver workforce.

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