

NHS West Lancashire Glossary of terms



**With you.
For you.**



Glossary of terms

We appreciate that we refer to several organisations, terms and abbreviations that are well used in the NHS. To help you with this language, we have produced the following glossary of terms.

Clinical Commissioning Group (CCG)

In April 2013, CCGs became the organisation responsible for commissioning (planning and buying) healthcare services for their locality.

Department of Health

The Department of Health provides strategic leadership for public health, the NHS and social care in England. Its purpose is to improve the UK's health and well-being and in doing so achieve better health, better care, and better value for all.

NHS England

Formerly known as NHS Commissioning Board (NHSCB), this organisation supports the Clinical Commissioning Groups (CCGs) to make sure that the local services they commission are accountable and deliver the best outcomes for their patients. It took on its new name on 1 April 2013.

Local Area Team (LAT)

The Local Area Team is part of NHS England and directly commissions responsibilities for GP services, pharmacy and certain aspects of optical services. It takes on the lead role for commissioning health services for offenders for the whole of the North West.

Public Health England

Public Health England works with national and local government, industry and the NHS to protect and improve the nation's health and support healthier choices for everyone. Public health is everything from smoking cessation to healthy eating.

Primary Care Trust (PCT)

Primary Care Trusts were the responsible body for commissioning healthcare services. PCTs were abolished in March 2013 and were replaced by Clinical Commissioning Groups (CCGs). However, during the transition responsibilities that sat historically in the NHS Primary Care Trusts moved elsewhere e.g. commissioning responsibilities for primary care services such as GPs, dentists etc went to NHS England and public health responsibilities went to Lancashire County Council and Public Health England.

Healthwatch Lancashire

Healthwatch Lancashire is the independent consumer champion for people who use health and social care services in Lancashire. It replaced LINks in the latest restructure of the NHS and will ensure local people's views are heard in order to improve the experience and outcomes for people who use them. To find out more please go to www.healthwatch.co.uk

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Lancashire Health & Wellbeing Board

Lancashire Health and Wellbeing Board is a forum for key leaders from the health and care system in Lancashire to work together to improve the health and wellbeing of the local population and reduce health inequalities. It became fully functional in April 2013.

Providers/service providers

Providers are any organisation 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.

General Practitioner (GP)

A doctor who is qualified in general medicine and treats a broad range of patients with varying medical problems.

West Lancashire CCG Membership Council

West Lancashire CCG is made up of 22 GP practices. Each practice has elected one of their doctors to sit on the Membership Council, which determines what the CCG's priorities should be. This membership also elects a chair for the local CCG.

Lancashire Clinical Commissioning Groups Network

The network is made up of representatives from all Lancashire CCGs to allow collaborative working and decision making across the county.

Midlands and Lancashire Commissioning Support Unit (CSU)

Midlands and Lancashire CSU will provide services to CCGs across Lancashire. CCGs can decide on the services they wish to obtain from the CSU e.g. finance, HR, IT services etc.

West Lancashire Health Partnership (WLHP)

The WLHP, a community interest company, is a partnership between Southport and Ormskirk Hospital NHS Trust and the GP out-of-hours service for West Lancashire (OWLs).

Patient Advice and Liaison Service (PALS)

PALS provides confidential advice and support to patients, families and their carers, and can provide information on the NHS and health related matters.

Lay members

CCGs require at least two lay members to sit on the governing body – one overseeing elements of governance and one to help champion patient and public involvement (PPI).

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Patient and public Involvement (PPI)

One of the lay members on the board is responsible for engaging with local people and patients, and making sure their experiences and views surrounding healthcare are represented to the governing body.

NHS Constitution

The NHS Constitution sets out the rights and duties of NHS patients, as well as a number of pledges the NHS makes to its patients. Each CCG has its own constitution.

Care Quality Commission (CQC)

This is the independent regulator of health and social care in the UK. From April 2009, the CQC brought together the work of the Commission for Social Care Inspection (CSCI), the Healthcare Commission and the Mental Health Act Commission.

Quality Innovation Productivity and Prevention (QIPP)

QIPP is the name used to describe the programme through which there is a greater focus on quality and efficiency of health services.

Quality and Outcomes Framework (QOF)

QOF is a voluntary incentive scheme for GP practices in the UK, rewarding them for reaching standards of care.

Joint Strategic Needs Assessment (JSNA)

JSNAs are the primary process for local leaders to identify local health and care needs, and build a robust evidence base on which local commissioning plans can be developed.

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Procurement terms

Below are a few terms we use in relation to our community health services procurement

Procurement

Procurement is the act of acquiring, buying goods, services or works from an external source.

Community health services

Community health services are services typically not provided in a hospital setting and instead take place in local clinics, patients' homes or residential and nursing homes etc. Some examples of community health services include district nurses, podiatry, dieticians and end of life.

Pre-qualification questionnaire (PQQ)

A series of questions issued to potential bidders that allows the commissioners to assess their suitability for proceeding through to the ITT stage

Information to tender (ITT)

A comprehensive set of documents issued to bidders to enable them to respond with their tender submission.

Potential bidder

A potential bidder can apply as a single entity or on behalf of a consortium or other collective arrangement (e.g. Joint Venture, Partnership). A potential bidder is interested in participating in the procurement process, but that has not at the relevant time been invited to respond to an ITT

Bidder

A bidder is single entity or on behalf of a consortium or other collective arrangement (e.g. Joint Venture, Partnership), which has been short-listed through the PQQ evaluation process and been invited to participate in the ITT stage

Clinical staff

A member of staff with a registered clinical or medical qualification.

Specification

The requirements for the contract which may be prescriptive or output based

Memorandum of Information (MOI)

A document that sets out the details of the procurement and the timetable

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Intention to respond

To be returned by the bidder advising the commissioner if they will or will not be submitting a tender

Service user

A person who will be receiving the services from the service provider

Information Management and Technology (IM&T)

Information management technology is the distribution, organisation and control of technology in a business. The technology managed can include budgets, staff, computers, programs and systems.

Value for money (VfM)

Value for money which is the optimum combination of whole-life cost and quality (fitness for purpose) to meet the overall service requirement

Voluntary Community Faith Sector (VCFS)

This includes all not-for-profit voluntary, community and faith groups, organisations, charities and social enterprises. It is often referred to as the 'third sector'. This sector is a crucial element of our procurement.

Jigsaw pieces

Term used to describe our partner agencies and organisations e.g. North West Ambulance Service and pharmacies, who play a fundamental role in mobilising communities around health, both in terms of community services and beyond.

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