

Understanding NHS Jargon

Some of the language used in the NHS and in mental health can be confusing to anyone who isn't a trained mental health professional. In the glossary below you can find explanations of various terms used at the Trust. Also included is an 'Acronyms Explained' section where you can find explanations of some of the abbreviations used at the Trust.

Acronyms Explained

5YFV	Five Year Forward View
A&E	Accident and Emergency
ACCP	Advanced Critical Care Practitioner
ACO	Accountable Care Organisation
ACP	Accountable Care Partnership
ACT	Acceptance & Commitment Therapy
AHM	Associate Hospital Manager
AHP	Allied Healthcare Professional
AMHP	Approved Mental Health Practitioner
AOA	Adult and Older Adult (Services)
AOT	Assertive Outreach Team
ARM	NHSI Annual Reporting Manual
ASD	Autistic Spectrum Disorder
ASW	Approved Social Worker
AWOL	Absent Without Leave
BAF	Board Assurance Framework
BAME/BME	Black and Minority Ethnic
BCHS	Bedfordshire Community Health Services
BLMK	Bedfordshire, Luton & Milton Keynes
BoD	Board of Directors
CAMHS	Child and Adolescent Mental Health Services
CBT	Cognitive Behavioural Therapy
CCG	Clinical Commissioning Group
CDW	Community Development Worker
CEO	Chief Executive Officer
CHS	Community health services
CIP	Cost Improvement Programmes
CMHT	Community Mental Health Team
CoG	Council of Governors

CMA	Competition & Markets Authority
CMHT	Community Mental Health Team
CNST	Clinical Negligence Scheme for Trust
COIN	Community of Interest Network
CPN	Community Psychiatric Nurse
CPR	Cardiopulmonary Resuscitation
CQC	Care Quality Commission
CQUIN	Commissioning for Quality and Innovation
CRHT	Crisis Resolution and Home Treatment
CRR	Corporate Risk Register
CVS	Council for Voluntary Services
DAAT	Drug and Alcohol Action Team
DBT	Dialectical Behaviour Therapy
DDA	Disability Discrimination Act
DNA	Did Not Attend
DoH	Department of Health
DToC	Delayed Transfers of Care
ECIP	Emergency Care Improvement Programme
ECT	Electro Convulsive Therapy
ED	Executive Directors
EDS	Eating Disorder Service
EIS	Early Intervention Service
EOSC	Executive Operational Sub-Committee
F&P	Finance & Performance
F2SU	Freedom to Speak Up
FFT	Friends & Family Test
FPA	Faculty of Physician Associates
FPPT	Fit and Proper Persons Test
FRT	First Response Team
FT	Foundation Trust
GAC	NHS Providers Governor Advisory Committee
GP	General Practitioner
HCJ	Health and Criminal Justice
HEE	Health Education England
HNA	Health Needs Assessment
HR	Human Resources
HSCN	Health and Social Care Network

I&E	Income & Expenditure
I&P	Investment & Planning
IA	Internal Audit
IAPT	Improving Access to Psychological Therapies
IC	Infection Control
ICO	Information Commissioners Office
IG	Information Governance
IT	Information Technology
ITPD/IPD	Invitation to participate in dialogue
KLOE	Key Lines of Enquiry
KPIs	Key Performance Indicators
KUF	Knowledge & Understanding Framework
LA	Local Authority
LCFS	Local Counter Fraud Service
LD	Learning Disabilities
LDP	Learning & Development Pathway (in relation to Governors)
LOS	Length of Stay
LWAB	Local Workforce Action Board
MAPS	Medical Associate Practitioners
MD	Medical Director
MDT	Multi-Disciplinary Team
MEWS	Medical Early Warning System
MH	Mental health
MHA	Mental Health Act
MHS	Mental health services
MOU	Memorandum of Understanding
NAO	National Audit Office
NED	Non-Executive Director
NEP	North Essex Partnership University NHS Foundation Trust
NHS	National Health Service
NHSE	NHS England
NHSI	NHS Improvement (formerly operating as Monitor)
NHSP	NHS Providers
NHSPS	NHS Property Services
NICE	National Institute for Clinical Excellence in Health
NMET	Non-Medical Education Tariff
NPSA	National Patient Safety Agency

OBD	Occupied Bed Days
OD	Organisational Development
OLM	Oracle Learning Management
OPMH	Old People's Mental Health
OT	Occupational Therapist/Therapy
PALS	Patient Advice and Liaison Service
PbR	Payment by Results
PICU	Psychiatric Intensive Care Unit
PHC	Primary health care
PHE	Public Health England
PHSO	Parliamentary and Health Service Ombudsman
PLACE	Patient Led Assessments of the Care Environment
PLAN	Psychiatric Liaison Accreditation Network
POMHuk	National Prescribing Observatory for Mental Health
PU	Pressure Ulcers
PTIP	Post Transaction Implementation Plan
QI	Quality Improvement
QIA	Quality Impact Assessment
RAG	Red-Amber-Green Rating
RAID	Rapid Assessment Interface and Discharge
RCA	Root Cause Analysis
RCP	Royal College of Physicians
RTT	Referral to Treatment
SaLT	Speech and Language Therapy
SEECHS	South East Essex Community Health Services
SEPT	South Essex Partnership University NHS Foundation Trust
SI	Serious Incident
SIRO	Senior Information Risk Officer
SMI	Serious mental illness
SOF	Single Oversight Framework
SRG	Stakeholder Reference Group
STaRS	Specialist Treatment and Recovery Service (Drug & Alcohol Services)
STF	Sustainability & Transformation Fund
STP	Sustainability & Transformation Partnerships
SUTS	Sign Up to Safety
T&Cs	Terms and Conditions
TASI	Therapeutic and Safe Intervention

ToR	Terms of Reference
UoR	Use of Resources
VSMs	Very Senior Managers
WECHS	West Essex Community Health Services
WRES	Workforce Race Equality Standard
WTE	Whole Time Equivalent
YTD	Year to Date

Glossary

Accident and Emergency (A&E): A walk-in centre at hospitals for when urgent or immediate treatment is necessary.

Acute: An acute illness is one that develops suddenly. Acute conditions may or may not be severe and they usually last for a short amount of time.

Admission beds: NHS beds that are available for people in a crisis, when care cannot be provided in their own home.

Advocate: A trained and independent person who helps to support a service user or carer through their contact with health services.

Aggressive behaviour: Refers to physical or verbal aggression towards another person.

Allied Health Professionals (AHPs): A range of health professionals that includes physiotherapists, occupational therapists, dieticians, art therapists, and speech and language therapists.

Alzheimer's disease: Alzheimer's disease is the most common form of dementia, which describes the loss of mental abilities, such as memory and reasoning.

Antipsychotic medication: Medication used to treat psychosis. There are several different types of anti-psychotic medication. They are sometimes used to treat other conditions.

Approved Mental Health Professional (AMPH): Someone who has had specific training in the legal aspects of mental health assessment and treatment. AMPHs are approved by their local authority social services department to organise and carry out assessments under the Mental Health Act 1983 (MHA).

Art Therapy: Feelings can often be more easily accessed through using imagination and creativity rather than thinking and talking. In Art Therapy sessions, you are encouraged to freely express your difficult thoughts and feelings using a variety of materials. This can help you to understand difficult feelings, and to change patterns of how you relate them to yourself, and to others. Music therapists, drama therapists and dance and movement therapists work in a similar way using other forms of expression.

Assertive outreach: Assertive outreach refers to a way of delivering treatment. An Assertive Outreach Team actively takes their service to people instead of people coming to the team. Care and support may be offered in the service user's home or in some other community setting. Care and support is offered at times suited to the service user rather than times suited to the team's convenience.

Assessment

When someone is unwell, health care professionals meet with the person to talk to them and find out more about their symptoms so they can make a diagnosis and plan treatments. This is called an assessment. Family members should be involved in assessments, unless the person who is unwell says he or she does not want that.

Associate Hospital Managers (AHMs) A group of people appointed by Trust to carry out responsibilities under the Mental Health Act 1983 (MHA). This group of people hear appeals and review patients on a section of the MHA.

Attention deficit hyperactivity disorder (ADHD): A common neuro-developmental disorder, occurring in around 2-5% of children and characterised by inappropriate levels of inattention, hyperactivity and impulsivity that are impairing and associated with the development of long term negative outcomes.

Autism spectrum disorder (ASD): Autism spectrum disorder (ASD) is a behaviourally defined syndrome characterised by communication impairments, social interaction problems and unusual interest patterns and/or stereotyped behaviour. It occurs in approximately 1% of

children and often gives rise to serious lifelong disabilities that cause considerable suffering and distress to individuals and their families.

Caldicott Guardian: Senior healthcare professional within a Trust who is responsible for safeguarding the confidentiality of patient information. The name comes from the Caldicott Report, which identified 16 recommendations for the use and storage of patient-identifiable information.

CAMHS: Used as shorthand to describe child and adolescent mental health services. There are four different levels of services for children and adolescents with mental health problems - these are described as Tiers 1, 2, 3 or 4.

CAMHS Tier 1: Child and adolescent mental health services (CAMHS) provided by people who are not mental health specialists. This includes GPs, health visitors, school nurses, teachers, social workers, youth justice workers and voluntary agencies. Services at this level include general advice and treatment for less severe problems.

CAMHS Tier 2: Child and adolescent mental health services (CAMHS) provided by a specialist, such as a psychologist or counsellor, in a GP practice, paediatric clinic, school or youth service. Many staff providing services at this level are employed by a local authority or Primary Care Trust.

CAMHS Tier 3: Child and adolescent mental health services (CAMHS) provided by a team of specialists in a community mental health clinic or a hospital outpatients clinic. This level of service is for children and young people with severe and complex problems which they have had for some time. Team members are likely to include child and adolescent psychiatrists, social workers, clinical psychologists, community psychiatric nurses, child psychotherapists, occupational therapists, art, music and drama therapists.

CAMHS Tier 4: Child and adolescent mental health services (CAMHS) for children and young people with the most serious problems. Services at this level may be provided in hospital.

Care co-ordinator: The person who is responsible for making sure that your care is properly planned and you get the help you need. They will usually work with a community mental health team and will be the person you see most often. They will usually be a Community Psychiatric Nurse, Social Worker or Occupational Therapist.

Care pathways: This is the route someone who is unwell follows through health services. The path starts when someone first contacts health services – through their GP or an accident and emergency department, for example. The path continues through diagnosis, treatment, and care.

Care plan: A plan for care for someone when they first offered support, after their needs have been assessed, and the best package of help is then identified. People should be given a copy of their care plan and it should be reviewed regularly. Service users, and their families and carers, can be involved in the discussion of what the right care plan is.

Carer: A person who voluntarily looks after someone who is ill, disabled, vulnerable, or frail. Carers can provide care part-time or full-time.

Challenging behaviour: Behaviour that puts the safety of the person or other people at risk, or that has a significant impact on the person's or other people's quality of life.

Chronic condition: A condition that develops slowly and/or lasts a long time.

Clinical governance: A system of steps and procedures through which NHS organisations are accountable for improving quality and safeguarding high standards to ensure that patients receive the highest possible quality of care.

Clinician: A health professional who is directly involved in the care and treatment of people. Examples include nurses, doctors, and therapists.

Cognitive behavioural therapy (CBT): A way of helping people to cope with stress and emotional difficulties by encouraging them to make the connections between how we think, how we feel, and how we behave.

Commissioner: An organisation which determines what health and social care services should be provided for local people, and which then commissions and allocates funding for other organisations to provide them. This could be a Clinical Commissioning Group (CCG) or local authority.

Commissioning: The process by which commissioners decide which services to purchase for the local community and which provider to purchase them from.

Community care: Care and support provided outside of a hospital.

Community Mental Health Team (CMHT): A team of people from different health and social care professions who work in your community to help you to recover from, and cope with, a mental health problem.

Community Psychiatric Nurse (CPN): A nurse who has been trained to help people with mental health problems and who works in the community, instead of in a hospital.

Conditional discharge: the conditions which relate to the discharge of a patient who has been treated in hospital under Section 41 of the Mental Health Act 1983 (MHA) (the law in England that controls what services can do when they are trying to assess or treat someone against their will). If you do not comply with these conditions then you could be brought back into hospital.

Consultant Psychiatrist: The medical doctor with specialist experience and qualifications in mental illness and emotional disorders that has overall responsibility for your care. This includes your medication and other activities you may take part in whilst in hospital.

Crisis: A mental health crisis is a sudden and intense period of severe mental distress.

Crisis resolution: Also known as Home Treatment, Crisis Resolution is a way of helping people at home rather than in hospital. This can help to avoid the stress, anxiety and upheaval that can happen with a hospital admission. This can include daily or twice daily visits, and help with medication and sorting out practical matters such as accommodation and shopping.

Day care: Communal care that is usually provided away from a service user's place of residence with carers present.

Dementia: Is a syndrome (a group of related symptoms) that is associated with an ongoing decline of the brain and its abilities.

Depot injections: Long acting medication often used where people are unable or unwilling to take tablets regularly.

Depression: People who are depressed may have feelings of extreme sadness that can last for a long time. These feelings are severe enough to interfere with your daily life, and can last for weeks or months, rather than days. Depression is quite common, and about 15% of people will have a bout of severe depression at some point in their lives.

Dual diagnosis: When two or more problems or disorders affect a person at the same time.

Early intervention service: A service for people experiencing their first episode of psychosis. Research suggests that early detection and treatment will significantly increase recovery.

EPUT: Essex Partnership University NHS Foundation Trust

Forensic services: Services that provide support to offenders with mental health problems.

Formal patient: A formal patient is a person who has been detained in hospital under a section of the Mental Health Act (1983).

Foundation Trusts: NHS Foundation Trusts have been created to shift a certain amount of decision-making from central Government control to local organisations and communities. This should make Foundation Trusts more responsive to the needs and wishes of their local people.

Functional mental health problems: A term for any mental illness in which there is no evidence of organic disturbance (as there is with dementia) even though physical performance is impaired.

General practitioner (GP): GPs are family/local doctors who provide general health services to a local community. They are usually based in a GP surgery or practice and are often the first place people go with a health concern.

Health Care Assistants or Professionals (HCA or HCP): A member of hospital staff who helps qualified nursing staff to care for patients on the ward.

Holistic: Taking into consideration as much about a person as possible in the treatment of an illness – this includes their physical, emotional, psychological, spiritual, and social needs.

Home treatment: Home treatment (sometimes called Crisis Resolution) is a way of helping people at home rather than in hospital. This can help to avoid the stress, anxiety and upheaval that can happen with a hospital admission. This can include daily or twice daily visits, and help with medication and sorting out practical matters such as accommodation and shopping.

Improving Access to Psychological Therapy (IAPT): This programme aims to improve access to talking therapies in the NHS by providing more local services and psychological therapists. IAPT services have now been set up across the NHS.

Independent sector: Voluntary, charitable, and private care providers.

Inpatient: Someone who stays in hospital to receive care and treatment.

Inpatient services: Services where the service user is accommodated on a ward and receives treatment there from specialist health professionals.

Integrated Services: Health and social care professionals (such as social workers) working together in one team to provide a comprehensive range of support.

Intervention: An 'intervention' describes any treatment or support that is given to someone who is unwell. An intervention could be medication, a talking therapy, or an hour spent with a volunteer.

Learning disabilities: If someone has a learning disability, it means that they may find it more difficult to learn, understand and communicate. Learning disabilities are not a "mental illness", but can be caused by many illness or problems before or during birth, or that develop during childhood or as the result of an illness.

Looked After Children (LAC): Looked After Children are provided with somewhere to live by social services for more than 24 hours, as a result of a court order, or after agreement with their parents. Children become 'looked after' when their birth parents are unable to provide ongoing, temporary or permanent, care.

Low secure mental health services: Intensive rehabilitation services for offenders who have mental health problems.

Medium Secure Unit: Medium Secure Units, also known as MSUs, provide hospital care for people with complex mental health problems who may have become involved in the criminal justice system.

Mental health: Someone's ability to manage and cope with the stress and challenges of life, and to manage any diagnosed mental health problems as part of leading their normal everyday life.

Mental Health Act (1983): The Mental Health Act is a law that allows for the compulsory detention of people in hospital for assessment and treatment of a mental illness.

Mental Health Tribunal: An independent organisation with responsibility for hearing appeals by patients who wish to be discharged from a section of the Mental Health Act 1983 (MHA).

Mental health trust: An NHS trust providing treatment, care and advice to people who have mental health problems. The services may be provided from a hospital or in the community.

Monitor: The independent regulator of NHS Foundation Trusts – now known as NHS Improvement.

Multi-Disciplinary Team (MDT): A team made up of a range of both health and social care workers combining their skills to help people. It includes professionals such as nurses, doctors, social workers, psychologists and benefits workers. It can also include service users and non-professionals in certain jobs.

National Health Service (NHS): The National Health Service was set up in 1948 to provide healthcare for everyone in the United Kingdom, based on need, not the ability to pay. It is made up of a wide range of health professionals, support workers and health care organisations.

National Institute for Clinical Excellence (NICE): An organisation responsible for providing guidance on best practice and the prevention and treatment of ill health.

NHS Trust: A legal organisation providing health and social care services within the NHS.

Non-Executive Director (NED): A member of the Trust's unitary Board who has the duty to uphold the highest standards of integrity and probity to foster good relations on the Board. Non-Executive Directors play a crucial role in bringing an independent perspective to the Board in addition to any specific knowledge and skills they may have.

Obsessive Compulsive Disorder (OCD): Obsessive compulsive disorder (OCD) is a chronic mental health condition that is usually associated with both obsessive thoughts and compulsive behaviour.

Occupational Therapist (OT): The person who will work with you to develop your skills and confidence in everyday life - including work, social and leisure activities and personal care.

Older Adults: Adults aged over 65.

Outpatient: Someone who comes to hospital for an appointment to see a doctor, nurse, social worker or psychologist.

Outpatient Services: Services provided to someone who comes to a hospital for treatment, consultation, and advice but who does not require a stay in the hospital.

Health Overview and Scrutiny Committee: A County Council committee that is responsible for looking at the details and implications of decisions about changes to health services, and the processes used to reach these decisions.

Patient: Someone who uses health services. Some people use the terms service user or client instead.

Patient Advice and Liaison Service (PALS): All NHS Trusts have a Patient Advice and Liaison Service. They provide support, advice, and information to service users and their

families. They can also tell you how to complain about a service, and can explain the Trust's complaints procedures.

Patient and Public Involvement (PPI): A term used to describe a way of involving people who use services, and the wider public, in how NHS services are planned and provided.

Personality disorder: Are a range of conditions that affect a person's thoughts, emotions and behaviour. Most people with personality disorders find it difficult to deal with other people.

Pharmacist: Specialist health professionals who make, dispense, and sell medicines.

Phobia: A phobia is an extreme or irrational fear, for example a fear of heights or animals. Phobias are estimated to affect 1 in 40 adults a year.

Primary care: Health services that are the first point of contact for people with health concerns. Examples include GP surgeries, pharmacies, the local dentists, and opticians.

Post Traumatic Stress Disorder (PTSD): If you have experienced a traumatic event, you may develop post-traumatic stress disorder (PTSD) in the days, weeks or months after the incident. Although such events can be very difficult to come to terms with, confronting your feelings and seeking professional help is often the only way of effectively treating PTSD.

Postnatal depression (PND): The birth of a baby is an emotional experience and, for many new mothers, feeling tearful and depressed is also common. However, sometimes longer periods of depression, known as postnatal depression (PND), can occur during the first few weeks and months of the baby's life. PND can have a variety of physical and emotional symptoms, but it can be treated.

Provider: An organisation which provides health and/or social care services to local people.

Psychiatric Intensive Care Unit (PICU): A locked ward in a hospital where some people detained under the Mental Health Act may stay. They stay in the unit because they have been assessed as being at risk to themselves or others on an open acute inpatient care ward.

Psychological therapies: Are also known as 'talking therapies' or 'talking treatments'. They are ways of helping people through talking. They give you the chance to talk about, explore and deal with problems, with a trained psychological therapist.

Psychologist: Someone who has done a psychology degree, then further training in helping people with emotional or psychological problems. Psychologists can offer you therapy which involves talking about your difficulties and working together to overcome them. They are different from psychiatrists in that they are not medically trained and do not prescribe medication.

Psychosis: A mental state in which someone may show confused thinking, think that people are watching them, and see, feel, or hear things that other people cannot.

Psychotherapist: Someone who has trained to carry out one or more of the psychotherapies. They can be from any professional background - or none. They should be registered with a professional psychotherapy organisation in the UK.

Psychotherapy: A 'talking treatment' which aims to help people to understand their mental or emotional problems, change behaviour and thoughts or emotions to improve their well-being. This can refer to any form of psychological therapy but is often specifically applied to psychoanalytic psychotherapy.

Rehabilitation: A programme of therapy that aims to restore someone's independence and confidence and reduce disability.

Residential and nursing homes: Provide round the clock care for vulnerable adults and

older adults who can no longer be supported in their own homes. Homes may be run by local councils or independent organisations.

Respite care: An opportunity for a carer to have a break.

Restriction Order: Another term for Section 41 of the Mental Health Act 1983 (MHA) (the law in England that controls what services can do when they are trying to assess or treat someone against their will). A Restriction Order means the Secretary of State decides when you can leave hospital.

Schizophrenia: Is a mental health condition that causes a range of different psychological symptoms including hallucinations (hearing or seeing things that do not exist) and delusions (believing in things that are untrue).

Seasonal Affective Disorder (SAD): Is a type of depression that has a seasonal pattern. It is characterised by recurrent episodes of depression at the same time each year.

Secondary Mental Health Services: Usually provided by a Mental Health Trust. Services include support and treatment in the community as well as in hospitals.

Section 35: A section of the Mental Health Act 1983 (MHA) - the law in England that controls what services can do when they are trying to assess or treat someone against their will. If you are under a Section 35 it is because a court of law has decided that in considering your case it would be of benefit for you to spend time in hospital so that your mental health needs can be assessed. A Section 35 lasts for up to 28 days and can be extended but never for more than 12 weeks in total. During your time under this section the senior doctor on the ward will decide whether you have a serious mental health problem or not. In all cases you will need to go back to court.

Section 36: A section of the Mental Health Act 1983 (MHA) - the law in England that controls what services can do when they are trying to assess or treat someone against their will. If you are under a Section 36 it is because the Crown Court which is dealing with your case believes you need treatment for a serious mental health problem. A Section 36 lasts for up to 28 days and can be extended but never for more than 12 weeks in total. During the time under Section 36 the senior doctor on the ward will provide treatment for you. In all cases you will need to go back to court.

Section 136: A section of the Mental Health Act 1983 (MHA) - the law in England that controls what services can do when they are trying to assess or treat someone against their will. A small number of people are brought to hospital under Section 136. This is a power which a police officer can use if you were in a public place and that police officer had concerns about you.

Sectioning: When someone is sectioned it means they are compulsorily admitted to hospital.

Service user: This is someone who uses health services. Some people use the terms patient or client instead.

Social care: Social care describes services and support that help people live their lives as fully as possible, whereas health care focuses on treating an illness. Both types of care are offered as a combined package of support to people with mental health problems.

Social inclusion: Ensuring that vulnerable or disadvantaged groups are able to access all of the activities and benefits available to anyone living in the community.

Social Worker: A professional who can help with practical aspects of life, and who will often also have had training in psychological help. They work closely together with other organisations that are also able to provide help.

Stakeholder: Anybody who has an interest in an organisation, its activities, its plans for the future and its achievements. This can include the public, service users and staff.

Stigma: Society's negative attitude to people, often caused by lack of understanding. Stigma can be a problem for people who experience mental ill health.

Support Workers: Staff employed to support qualified nurses in providing care.

Talking therapy / treatment: A general term for treatments which involve talking in individual or group sessions with a trained mental health professional.

Ward manager: The senior nurse in charge of running a hospital ward.