

Wolverhampton CCG Operational Plan 2017-19

Jargon Buster

62 day cancer waits	This is the target time set by the NHS England. After urgent referral for suspected cancer a patient should see a specialist within 62 days.
9 'Must Do's'	The 9 'Must Do's' are set out in the NHS England planning guidance each year. The planning guidance for 2016/17 can be found here: https://www.england.nhs.uk/ourwork/futurenhs/deliver-forward-view/
Accountable Care Organisation	An ACO brings together a number of providers to take responsibility for the cost and quality of care for a defined population within an agreed budget. ACOs take many different forms ranging from fully integrated systems to looser alliances and networks of hospitals, medical groups and other providers.
Acute Services	Medical and surgical interventions usually provided in hospital.
Adult Mental Health Services (AMHS)	AMHS refers to Adult Mental Health Services.
Better Care Fund	The Better Care Fund is a pooled budget which funds community-facing health and social care. This budget is jointly managed in Wolverhampton between the NHS and City of Wolverhampton Council to ensure that this integration happens. The budget supports the delivery of our local plan, which has been nationally approved and will transform services across the city, improve our population's experience of the health and care service in the process.
Black Country STP Footprint	This is the area the Black Country STP covers. There are 18 partner organisations from across Health and Social Care. https://wolverhamptonccg.nhs.uk/your-health-services/better-health-and-care
BME Population	BME refers to Black or Ethnic Minority population.
Care and Treatment Reviews (CTRs)	Care and Treatment Reviews (CTR) have been developed as part of NHS England's commitment to transforming the services for people with learning disabilities and/ or autism who display behaviour that challenges, including those with a mental health condition. The CTR ensures that individuals get the right care, in the right place that meets their needs, and they are involved in any decisions about their care.
Care Quality Commission (CQC)	The CQC is the independent regulator of all health and social care services in England. The CQC's role is to make sure that care provided by hospitals, dentists, ambulances, care homes and services in people's own homes and elsewhere meets national standards of quality and safety. CQC will host HealthWatch
CCG Improvement and Assessment Framework	The framework is intended as a focal point for joint work and support between NHS England and CCGs, and was developed with input from NHS Clinical Commissioners, CCGs, patient groups and charities. It draws together the NHS Constitution, performance and finance metrics and transformational challenges.
Children and Adolescent Mental Health Services (CAMHS)	CAMHS is used as a term for all services that work with children and young people who have difficulties with their emotional or behavioural wellbeing. <u>Children and young people</u> may need help with a wide range of issues at different points in their lives. <u>Parents and carers</u> may also need help and advice to deal with behavioural or other problems their child is experiencing. Parents, carers and young people can receive direct support through CAMHS.

	There are two local NHS Mental Health Trusts Black Country Partnership Foundation Trust (BCPFT) and Dudley and Walsall Mental Health Partnership NHS Trust.
Choose Well Campaign	The Choose well campaign was developed to give people more information, to help patients make the right decision on which services they choose based on their symptoms.
HeadStart Pilot	HeadStart is a two-year pilot programme funded by the Big Lottery Fund until 2021. Wolverhampton was selected to receive initial HeadStart funding in 2014 to develop new services for young people. Across Wolverhampton, 15 pilot projects were also run in the community, mainly by voluntary organisations commissioned by the council. These reached over 1,100 young people and led to a range of positive outcomes.
Clinical Commissioning Group (CCG)	Clinical Commissioning Groups (CCGs) were created following the Health and Social Care Act in 2012, and replaced Primary Care Trusts on 1 April 2013. CCGs are clinically-led statutory NHS bodies responsible for the planning and commissioning of health care services for their local area.
Clinical Standard 9: Transfer to Community, Primary & Social Care	In 2013 the NHS Services, Seven Days a Week Forum developed 10 clinical standards to end variations in outcomes at the weekend. Clinical Standard 9 is to Transfer Community. Primary and Social Care.
Commissioning	Commissioning is the buying of health and care services. It is a continuous cycle of activities that includes agreeing and specifying services to be delivered over the long term through partnership working, as well as contract negotiation, target setting, providing incentives and monitoring. It is all about making sure that health and care services effectively meet the needs of a given population with the resources available.
Community care	Network of services provided by local authority social service departments, the NHS and volunteers, designed to keep people independent and able to live in the community rather than in institutional care; for example, older people, people with physical disabilities, learning disabilities or mental health problems. Services are often provided in the home.
Community Neighbourhood Teams	Community neighbourhood teams are wrapped around clusters of GP practices that can provide an integrated primary and community care model of delivery of services.
Continuing health care	Continuing care means care provided by health and social care professionals over an extended period of time, to meet adults' physical or mental health needs caused by disability, accident or illness. NHS continuing healthcare is a package of continuing care provided outside hospital, arranged and funded solely by the NHS, for people with ongoing healthcare needs. If you need continuing care, your care needs are likely to be complex, substantial and ongoing, caused by a disability or chronic illness, or following hospital treatment. There are eligibility criteria for applying for NHS funded continuing care.
Commissioning for Quality and Innovation (CQUIN)	The Commissioning for Quality and Innovation (CQUINs) payments framework encourages care providers to share and continually improve how care is delivered and to achieve transparency and overall improvement in healthcare. For patients this means better experience, involvement and outcomes.

Crisis Resolution Home Treatment (CRHT)	A crisis resolution and home treatment (CRHT) team is a team of mental health professionals who can support patients at your home during a <u>mental health crisis</u> . It usually includes a number of mental health professionals, such as a psychiatrist, mental health nurses, social workers and support workers.
NHS e-Referral Service (ERS)	The NHS e-Referral Service combines electronic booking with a choice of place, date and time for first hospital or clinic appointments. Patients can choose their initial hospital or clinic appointment, book it in the GP surgery at the point of referral, or later at home on the phone or online.
GP Access Funding Scheme	A £50 million Challenge Fund to help improve access to general practice and stimulate innovative ways of providing primary care services. NHS England lead the process of inviting practices to submit innovative bids and oversee the programme. There have been two waves, 2013 and 2015. Bringing both waves together, the two cohorts give 57 pilots covering over 18 million population (a third of the country) in over 2,500 practices that will benefit from improved access and transformational change at local level.
GP Five Year Forward View (GP5YFV)	The General Practice Forward View (GP Forward View), published in April 2016 by NHS England, commits to an extra £2.4 billion a year to support general practice services by 2020/21. It will improve patient care and access, and invest in new ways of providing primary care.
Health Education England (HEE)	Health Education England [HEE] is the proposed new body to provide national leadership for workforce planning, education and training and to support local organisations in delivering education and training. HEE will take responsibility for providing funding and monitoring outcomes from training and education providers.
Healthcare Acquired Infection (HCAI)	HCAI are acquired as a result of healthcare interventions.
HealthWatch	HealthWatch England is the new consumer champion for health and adult social care. It started operating in October 2012. HealthWatch England will be a statutory committee of the Care Quality Commission, who will fund it. Local HealthWatch work with HealthWatch England.
HWB - Health and Wellbeing Board	These are being set up in local authorities to improve health and care services, and the health and wellbeing of local people. They will bring together the key commissioners in an area, including NHS representatives (NHS Commissioning Board, Clinical Commissioning Groups, HealthWatch), directors of public health, children's services and adult social services, with at least one elected Councillor and a representative of Healthwatch. The boards will assess local needs and develop a shared strategy to address them, providing a strategic framework for individual commissioners' plans.
Improving Access to Psychological Therapies (IAPT) services	The Improving Access to Psychological Therapies (IAPT) programme began in 2008 and has transformed treatment of adult anxiety disorders and depression in England. Over 900,000 people now access IAPT services each year, and the Five Year Forward View for Mental Health committed to expanding services further, alongside improving quality.
Integrated Care Teams	This is a new way of working where a person's care is shifted from the hospital to the home, enabling people to manage their condition more effectively for longer in their own community.
Integrated primary and	PACS is a population-based care model based on the GP registered list. A PACS aims to improve the physical, mental and social health and

acute care systems (PACS)	wellbeing of its local population and reduce inequalities. It can only succeed with general practice at its core. A PACS brings together health and care providers with shared goals and incentives, so that they can focus on what is best for the local population. Joining up services in a PACS allows better decision-making and more sustainable use of resources, with a greater focus on prevention and integrated community-based care, and less reliance on hospital care.
Joint Strategic Needs Assessment (JSNA)	Joint Strategic Needs Assessment are local assessments of current and future health and social care needs that could be met by the local authority, CCGs, or the NHS Commissioning Board. They are produced by health and wellbeing boards, and are unique to each local area.
Local Authority (LA)	Bodies empowered and required by various Acts of Parliament to carry out the local government of their areas. The council is the final decision-making body within a local authority. They deliver local services to the community through leadership which is democratically accountable to local communities.
Long Term Condition (LTC)	There are around 15 million people in England with at least one long term condition – a condition that cannot be cured but can be managed through medication and/or therapy. There is no definitive list of long term conditions – diabetes, asthma and coronary heart disease can all be included.
Looked After Children	A child is 'looked after' if they are in the care of the local authority for more than 24 hours. Legally, this could be when they are: living in accommodation provided by the local authority with the parents' agreement. the subject of an interim or full care order.
Medical Chambers	Chambers is a model of working, where GPs group together but maintain their self-employed status. They pay a proportion of their income to the chambers in exchange for administrative and peer support.
Mental Health Act	The Mental Health Act is the law which sets out when you can be admitted, detained and treated in hospital against your wishes. It is also known as being 'sectioned'. For this to happen, certain people must agree that you have a mental disorder that requires a stay in hospital.
Multispecialty Community Providers (MCP)	The MCP model involves redesigning care around the health of the population, irrespective of existing institutional arrangements. It is about creating a new system of care delivery that is backed up by a new financial and business model. Establishing an MCP requires local leadership, strong relationships and trust. No system of accountable care will get off the ground and be viable without the inclusion and active support of general practice, working with local partners. As expert generalists, with their registered lists of patients, general practitioners will always be the cornerstone of any system of accountable care provision.
National Seven Day Services	Day Services is a national directive to ensure people can get the access they need to GP services and people in need of hospital care at weekends, both those with emergency needs and those already in hospital, get the same high quality of care as they would during the week.
NHS 111	NHS 111 is the new three-digit telephone service that's being introduced to improve access to NHS urgent care services. Patients can use this number when they need medical help or advice and it's not urgent enough to call 999. NHS 111 operates 24/7, 365 days per year and is

	free to use from a landline and a mobile.
NHS Next Stage Review (2008)	The Next Stage Review is the NHS' own ambitious visions for the future of health and healthcare. https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/228836/7432.pdf
NHSE	Established in October 2012. The central role of NHS England is to improve patient outcomes by supporting, developing and performance managing an effective system of clinical commissioning groups. NHS England is also responsible for commissioning services that can only be provided efficiently and effectively at a national or a regional level.
The National Institute for Health and Care Excellence (NICE)	The National Institute for Health and Care Excellence (NICE) provides national guidance and advice to improve health and social care.
Patient Participation Group (PPG)	From April 2016, it has been a contractual requirement for all English practices to form a patient participation group (PPG). Generally made up of a group of volunteer patients, the practice manager and one or more of the GPs from the practice, they meet on a regular basis to discuss the services on offer, and how improvements can be made for the benefit of patients and the practice. Each PPG is unique to its specific Practice.
Patient pathway	The route followed by the patient into, through and out of NHS and social care services.
Place-based models of care	The government requires all local areas to integrate health and care services by 2020. The place-based approach offers new opportunities to help meet the challenges facing the NHS.
Planning Guidance 2016/17	This document explains how the NHS operational planning and contracting processes will now change to support Sustainability and Transformation Plans (STPs) and the 'financial reset'. It reaffirms national priorities and sets out the financial and business rules for both 2017/18 and 2018/19.
Practice Resilience Programme	The General Practice Resilience Programme is £40 million over four years (until 2020) to support GP practices across the country in a range of ways. The first £16 million of this funding has been allocated for this year (2016/17). This funding is in addition to £10 million of investment, committed in December 2015, to support practices identified as needing the greatest support.
Primary care	The initial contact for many people when they develop a health problem. The term primary care covers GP services, dentists, pharmacists, optometrists and ophthalmic medical practitioners. NHS Direct and NHS walk-in centres are also primary care services.
Primary Care Home (PCH)	The PCH is a form of multispecialty community provider (MCP) model. Its key features are provision of care to a defined, registered population of between 30,000 and 50,000; aligned clinical financial drivers through a unified, capitated budget with appropriate shared risks and rewards, an integrated workforce, with a strong focus on partnerships spanning primary, secondary and social care; and a combined focus on personalisation of care with improvements in population health outcomes.
Primary Care Strategy	In 2016 the CCG developed a new <u>Primary Health Care Strategy</u> . The strategy explains how primary care will change and be delivered over the next few years. It will describe how more services will be delivered locally, meaning more opportunities for GPs and specialist nurses offering specialist care in the community.

Provider	Providers are organisations that provide services direct to patients, including hospitals, mental health services and ambulance services. NHS providers (eg physiotherapists) will be given more freedom to help them deliver the best possible care for patients, and it will be easier for new providers to offer services. Hospitals that perform well will get more money to develop their services. Performance will be measured by whether patients' health and wellbeing improves rather than by targets. For example, instead of performance being measured against waiting times, it would be measured against things such as how many patients who suffer a stroke are able to live independently.
Quality, Innovation, Productivity and Prevention (QIPP)	QIPP stands for Quality, Innovation, Productivity and Prevention. It is a national, regional and local level programme designed to support clinical teams and NHS organisations to improve the quality of care they deliver while making efficiency savings that can be reinvested into the NHS.
Rapid Response Team	The Rapid Response Service is a new development in Community Intermediate Care services provided by 'the Better Care Fund Partnership. It provides Wolverhampton residents urgent access to rapid response assessment, diagnostics and support to safely manage patients in their own home and avoid unnecessary admissions to hospital.
Referral to Treatment Standards	In England, under the NHS Constitution , patients 'have the right to access certain services commissioned by NHS bodies within maximum waiting times, or for the NHS to take all reasonable steps to offer a range of suitable alternative providers if this is not possible'. The NHS Constitution sets out that patients should wait no longer than 18 weeks from GP referral to treatment.
Resilience and Suicide Prevention Plan	This is the local Resilience and Suicide Prevention Plan for Wolverhampton joint with City of Wolverhampton Council.
Right Care analysis tools	Right Care is a programme designed to increase the value from the resources allocated to healthcare and directly address variations in spend, activity and outcomes. The analysis tools are gathered data, evidence and tools to help CCGs improve the way care is delivered for their patients and populations.
RWT	Royal Wolverhampton NHS Hospitals Trust
Secondary Care	Usually hospital based care. Secondary care is known as acute healthcare and can be either elective (planned) care or emergency care. Elective care means planned specialist medical care or surgery, usually following referral from a primary or community health professional such as a GP.
Single Point Of Access (SPA)	A central place, site or phone number (e.g., 999, NHS Direct, GP out-of-hours, NHS 111) which provides a gateway to a range of health and social services.
Sustainability and Transformation Plan (STP)	This is the Sustainability and Transformation Plan which is a national programme of work. Local NHS organisations and Councils will in future work more closely together in local groups to ultimately improve the health and wellbeing of local people. Nationally there are 44 footprint areas ranging in size and population which cover the UK. Locally in the Midlands and East there are 17 footprints.
Unwarranted Variation	The utilization of health care services that cannot be explained by <i>variation</i> in patient illness or patient preferences
West Midlands	The West Midlands combined authority is an organisation comprising of

Combined Authority	the twelve local authorities and three local enterprise partnerships working together. For more information visit their website: westmidlandscombinedauthority.org.uk
Wolverhampton Transition Board	On the Transition Board sits Wolverhampton Partners from across Health and Social Care to look at new ways of working jointly.