**NHS Jargon buster: What does everything mean?**

**Advocacy:** Being given support and enabling people to express their views and concerns. This could be by helping you to access information and services, or by defending and promoting your rights and responsibilities.

**Care pathway:** A standard way of giving care or treatment to someone with a particular diagnosis.

**Care plan:** A plan for your care over the next few weeks or months. It should be written down and you should have a copy. If you think it is wrong, or something is missing, you can ask for it to be changed.

**Confidentiality:** Staff must keep your details of care confidential. However, they also have a duty to share information related to your care with other relevant healthcare professionals who may be looking after your care (e.g. GP). Very occasionally there may be times when staff are concerned about safety, either your own or others. At these times staff may have to share confidential information with others on a need-to-know basis, but they will always inform you that this is the case and seek your permission where possible.

**Consent:** Agreement or permission to do or allow something (if you have capacity to do so – for more info look up capacity to consent).Informed consent means that you fully understand what you are saying ‘yes’ to.

**Data Protection Act:** the main piece of legislation that governs the protection of personal data in the UK.

**Domiciliary care:** homecare that helps people cope with disability or illness, and allows them to maintain independence.

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

**Looked after children:** Term used if a child or young person is looked after in foster care or in a residential care (children’s home). Sometimes people use the letter CiC (Children in Care).

**Multi-disciplinary team:** A team of health and social care staff. 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.

**Named nurse**: a nurse with special responsibility for a patient during their stay in hospital; they work closely with them and their consultant to design a care plan and review its progress - also known as a primary nurse

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

**Parental Consent:** If you are over the age of 16 you are entitled to consent to your own treatment.

**Primary care:** Usually first point of contact with NHS in the community - In addition to GP practices, primary care covers dental practices, community pharmacies, and high street optometrists.

**Referral:** To send or direct to a source for help.

**Routine Outcome Measure (ROM):** Tools which measure the results of your care. This could be your satisfaction as a patient, or a graph to show whether the process makes you feel better or worse. It could also be setting your own goals and keeping track of them.

**Secondary care:** the collective term for services to which a patient is referred to by a consultant - usually this refers to NHS hospitals in the NHS offering specialised medical services and care.

**Special needs assessment:** is an assessment by the local authority of what additional help your child may need because of their learning difficulties or disability.

**Tertiary care**: complex or specialist care provided in a regional or national centre, e.g. for eating disorders such as anorexia nervosa.

**Acronyms**

**A&E**: Accident and emergency

**AHP:** allied health professional

**CAMHS:** Child and adolescent mental health services

**CBT:** Cognitive behavioural therapy

**CCT:** Community care team

**DAT:** drug action team

**DRG:** diagnosis-related group

**DNA:** ‘Did not attend’ an appointment

**DPA:** Data Protection Act

**EDD**: estimated date of discharge

**HB:** health board

**HDU:** high dependency unit

**HIA:** health impact assessment

**ICU:** intensive care unit

**IV:** (intravenous) treatment is administered by injection into a vein

**LA:** local authority

**LAC:** looked after children