

Term	Abbreviation	Explanation
A		
Active and Supportive Communities		A joint commissioning contract with voluntary and community services to support vulnerable people for example, those with learning disabilities, those with mental health illness and those with English as their second language.
Acute Care		Care or treatment which is delivered in a hospital setting
Advocacy		Where a person acts as a champion for a patient or carer. An advocate could be one of a range of people including pharmacists, doctors, voluntary workers or the carer themselves.
B		
Black & Minority Ethnic Group	BME	Identified as a vulnerable group in health terms. Local health improvement programmes may include strategies to deal with the health needs of minority ethnic groups.
C		
Clinical Quality Review Groups	CQRGs	Platform that brings together clinical leads, commissioners and quality leads from CCGs and trusts to discuss and make decisions on aspects of quality and safety.
Commissioning		Commissioning in the NHS is the process of ensuring that health and care services are provided effectively meet the needs of the population.
E		
Equality Delivery System	EDS	Commissioned by the national Equality and Diversity Council in 2010, the Equality Delivery System helps NHS organisations improve the services they provide for their local communities and provide better working environments which are free of discrimination.
Equality Impact Needs Assessment	EINA	An Equality Impact Needs Assessment (EINA) is a systematic process which helps services identify where and how proposed policies or existing services could improve the way they serve the community.
Effective Commissioning Initiative	ECI	A list of 55 treatments and procedures that against which the CCGs have

		considered evidence of clinical practice, the clinical cost and the cost effectiveness of the treatments.
H		
Health and Wellbeing Board	HWB	Health and wellbeing boards act as a forum where key leaders from the local health and care system work together to improve the health and wellbeing of the local population.
Healthwatch		An organisation, established by the Health and Social Care Act 2012. The aim of Healthwatch is to give local people and communities a stronger voice to influence and challenge how health and social care services are provided locally.
I		
Improving Access to Psychological Therapies	IAPT	The Improving Access to Psychological Therapies (IAPT) provides treatments for people with anxiety and depression.
J		
Joint Strategic Needs Assessment	JSNA	The Joint Strategic Needs Assessment (JSNA) is made of documents which cover health and social care topics. The JSNA allows for areas to compare with other areas locally, regionally and nationally and examines what services are being provided, what works well and what could be improved.
K		
Kingston Coordinated Care	KCC	Kingston Coordinated Care is a transformation programme comprising of commissioners and providers to enable a 'whole system' and 'whole life' way of working that puts the individual at the centre of coordinated support and helps people achieve the outcomes that matter to them.
Kingston GP Chambers		The Federation of all 21 GP practices in the borough of Kingston.
Kingston Health and Wellbeing Board	HWB	The CCG, Council, Healthwatch and the voluntary sector work together to manage the Council's public health functions and ensure that health services within the borough are properly integrated between providers.
Kingston Race and Equalities Council	KREC	Kingston Race and Equalities Council works in partnership with organisations and individuals for a fair society which provides everyone the chance to work,

		and live free from discrimination, prejudice and racism.
Kingston Voluntary Action	KVA	Kingston Voluntary Action (KVA) is a registered charity and an umbrella organisation for voluntary and community organisations.
L		
Local Safeguarding Children Board	LSCB	The Local Safeguarding Children Board (LSCB) ensures that the local community are working together for the safety and wellbeing of children and young people.
Local Transformation Board	LTB	
M		
Musculo-skeletal services	MSK	This refers to the muscular and skeletal systems such as orthopaedics, rheumatology and pain management.
N		
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.
P		
Patient Advice Liaison Service	PALS	The Patient Advice Liaison Services (PALS) handles enquiries, concerns and formal complaints relating to local health services commissioned by the CCG.
Patient participation group	PPG	A patient participation group (PPG) is made up of volunteers, who meet on a regular basis to discuss their GP practice services and how improvements can be made to benefit patients.
	POhWER	POhWER is a charity organisation which provides information, advice, support and advocacy to people who experience disability, vulnerability, distress and social exclusion.
Primary Care		Primary care services provide the first point of contact between a patient and health professionals, acting as the front door to the NHS. Typical examples include GPs, pharmacists, dental and optometry services.
R		
Refugee Action Kingston	RAK	Refugee Action Kingston is the provider of refugee related services in

		Kingston which supports and advises refugees and asylum seekers.
Root Cause Analysis	RCA	A method used to identify the underlying issues and/or causes of an incident/event.
S		
St Georges NHS Mental Health Trust	SWLStG	
Secondary User Service	SUS	The Secondary User Service (SUS) portal contains information on ethnicity, gender and age which ascertains how services are being utilised.
Serious Incident	SI	<p>Serious Incident:</p> <ul style="list-style-type: none"> • Unexpected or avoidable death of one or more patients, staff, visitors or members of the public • Serious harm to one or more patients, staff, visitors or members of the public • A scenario that prevents or threatens to prevent a provider organisation's ability to continue to deliver healthcare services • Allegations of abuse • Adverse media coverage or public concern about the organisation or the wider NHS • One of the core set of "Never Events" as updated on an annual basis. The updated list for 2013-14 can be downloaded from the DH website.
Social Prescribing		Social prescribing allows GPs and other health professional to make referrals to a range of non-clinical services to benefit their health.
South West London Alliance	SWL	The Alliance brings together five CCGs in south west London, Kingston,

		Richmond, Wandsworth, Merton and Sutton who are working together to maximise health outcomes for local populations.
South West London Health and Care Partnership	SWLHCP	The South West London Health and Care Partnership brings together the local NHS, local authorities and the community and voluntary sector across south west London to work together to deliver the best possible care across the area.
Sustainability and Transformation Plan	STP	Sustainability and Transformation Plans (STPs) are five-year plans which, through the coming together of NHS organisations and local authorities, enable the development of 'place-based plans' for health and care services in their area.
Y		
Your Healthcare		Your Healthcare is a community interest company who are commissioned to provide a wide range of community health services.
W		
Workforce Race Equality Scheme	WRES	The Workforce Race Equality Standard (WRES) is a requirement for NHS commissioners and healthcare providers which shows how equality in staff is being addressed.
Q		
Quality, Innovation, Productivity and Prevention	QIPP	Quality, Innovation, Productivity and Prevention (QIPP) is a large scale transformational programme for the NHS which will improve the quality of care the NHS delivers whilst making savings.