

Quality Accounts Glossary

Audiology	This service provides treatment to children with hearing, balance and tinnitus (i.e. ringing or other sounds).
Care Programme Approach	A system of delivering community services to those with mental illness.
Carers Reference Group (CRG)	The Carers Reference Group is a mental health carers' reference group for the NELFT Board of Directors. The Group ensures that concerns and recommendations of carers of mental health service users are heard and understood by senior managers at the very top of the organization, by the decision makers.
Carer Quality Action Team	The Carers Quality Action Team is a group of Carers who have experience of caring for a person who has at some time received treatment from NELFT Mental Health Services. The Carers Quality Action Team work in partnership with Trust staff to monitor the implementation of the Carers Quality Standards.
Care Quality Commission (CQC)	The Care Quality Commission is the new health and social care regulator for England. It looks at the joined up picture of health and social care. Their aim is to ensure better care for everyone in hospital, in a care home and at home. They provide the Essential Standards for Quality and Safety against which organisations must demonstrate compliance.
Clinical Audit	Clinical audit is a process that has been defined as a quality improvement process that seeks to improve patient care and outcomes through systematic review of care against explicit criteria and the implementation of change.
Collaboration for Leadership in Applied Health Research and Care (CLAHRC)	A collaborative research programme.
Community Hospital	<p>'The community hospital is a service which offers integrated health and social care and is supported by community-based professionals' Meads, G., 2004 '</p> <p>A community hospital can also be defined in the sense in which it bridges the gap between primary and acute service, as:</p> <p>'A local hospital, unit or centre providing an appropriate range and format of accessible health care facilities and resources. These will include inpatient and may include outpatient, diagnostic, day care, primary care and outreach services for patients provided by multidisciplinary teams. Medical care is normally led by general practitioners in liaison with consultant, nursing and paramedical colleagues, as necessary. Consultant long stay beds, primary care nurse-led and midwife</p>

	services may also be incorporated.
CQUIN (The Commissioning for Quality and Innovation)	<p>The Commissioning for Quality and Innovation (CQUIN) payment framework was introduced in 2009 to make a proportion of providers' income conditional on demonstrating improvements in quality and innovation in specified areas of care.</p> <p>The framework helps make quality part of the commissioner-provider discussion everywhere. The framework has been designed based on feedback from partners in the NHS.</p>
DATIX	Patient safety healthcare software for healthcare risk management , incident reporting software and adverse events .
Discharge Facilitation Service	The Discharge Facilitation Team manages care packages to enable the safe discharge of hospital based patients in Queens Hospital, Romford and King George Hospital, Ilford as well as those who require support from community health services or intermediate care or stroke beds.
Essential Standards of Quality and Safety	Providers of adult health and social care are in for some big changes as CQC phase in their new registration system. All health and adult social care providers who provide regulated activities will be required by law to register with the Care Quality Commission. Providers must be able to show that they are meeting the new essential standards of quality and safety across all of the regulated activities they provide. The new registration system is focused on outcomes rather than systems and processes and places the views and experiences of people who use the services at its heart.
Grays Court Community Hospital	This is a hospital housing 39 beds, providing a mixture of intermediate care beds, which offers people short term rehabilitation for up to six weeks, and stroke care beds, for patients who have been discharged from an acute hospital, but require further treatment before being discharged home.
GUM Clinics	Sexual health clinics are sometimes known as genito-urinary medicine (GUM) clinics. They are usually located at your local hospital, or as part of another health centre, in a separate building. You can find your nearest sexual health clinic by visiting the Family Planning Association website (see Further information), or by calling NHS Direct on 0845 4647.
Health of the Nation Outcomes Scale (HoNOS)	HoNOS is the national recommended tool for measuring patient mental health outcomes over time.
Information Governance Tool-kit(IGT)	The Information Governance Toolkit is a set of Department of Health standards by which Trusts are assessed to ensure that information is held, obtained, recorded, used and shared lawfully and ethically. The standards cover information governance management,

	confidentiality, and data protection, information security, information quality and keeping of all records.
Integrated Governance	Integrated governance is the process of "systems, processes and behaviors by which NHS Trusts providing services for the National Health Service in the United Kingdom lead direct and control their functions in order to achieve organisational objectives, safety and quality of service and in which they relate to patients and carers, the wider community and partner organizations".
Local Involvement Networks (LINKs)	Local Involvement Networks provide a forum for patients and the public to be involved in decisions about the planning and operation of health and social care services.
Multidisciplinary team	Group composed of members with varied but complimentary experience, qualifications, and skills that contribute to the achievement of the organization's specific objectives.
MUST tool (The Malnutrition Universal Screening Tool)	<p>The Malnutrition Universal Screening Tool (MUST) has been designed by the Malnutrition Advisory Group (MAG) of the British Association for Parenteral and Enteral Nutrition (BAPEN) as an effective way of identifying adults (particularly the elderly) who are:</p> <ul style="list-style-type: none"> • malnourished, • at risk of malnutrition, or • obese. <p>MUST is a five-step tool that can be used by health professional in hospitals or in the community to accurately identify those at risk from malnutrition. The tool also includes guidelines for introducing an effective and suitable treatment plan.</p>
National Institute for Clinical Excellence (NICE)	
NHSLA (National Health Service Litigation Authority)	The NHSLA handles negligence claims and works to improve risk management practices in the NHS.
National Institute of Clinical Excellence (NICE)	NICE is an independent organisation responsible for providing national guidance on promoting good health and preventing and treating ill health.
NPSA (National Patient Safety Agency)	The National Patient Safety Agency leads and contributes to improved, safe patient care by informing, supporting and influencing the health sector.

Payment by Results	The aim of Payment by Results (PbR) is to provide a transparent, rules-based system for paying trusts. It will reward efficiency, support patient choice and diversity and encourage activity for sustainable waiting time reductions. Payment will be linked to activity and adjusted for casemix. Importantly, this system will ensure a fair and consistent basis for hospital funding rather than being reliant principally on historic budgets and the negotiating skills of individual managers.
Patient Advice and Liaison Service (PALs)	The Patient Advice and Liaison Service provides information, advice and support on matters relating to mental health services. Concerns are dealt with confidentially and sensitively.
Quality, Innovation, Productivity and Prevention. (QIPP)	NHS Evidence – QIPP is a collection of evidence to support quality and productivity at a local level. Launched in December 2009, the collection provides users with real examples of how staff are improving quality and productivity across the NHS and social care, and Cochrane topics drawn from systematic reviews by the Cochrane Collaboration that may help to inform local initiatives to address the quality and productivity challenge.
Research	Scientific investigation aimed at discovering and applying new facts, techniques, and natural laws.
Service User Reference Group	SURG is the Mental Health Service User Reference Group for the North East London Foundation Trust Board of Directors. The Group provides a reference point for the Board to consult with on matters relating to mental health services and an opportunity for service users' concerns and recommendations to be raised directly with the Board. Local SURGs report to the central Group and are based in the boroughs of Havering; Redbridge; Barking & Dagenham; Waltham Forest.
Smoking Cessation Service	The smoking cessation service is a free, confidential NHS service, offering support and advice to local smokers who want to quit smoking.
Upney Lane Walk in Centre	This centre provides a 7 day per week service for minor ailments, infections, injuries and cuts and wounds.
User Quality Action Team (UQAT)	The User Quality Action Team is a group of mental health service users who work with the NELFT Practice Improvement Directorate to collect direct feedback from service users on how services are performing in relation to the Mental Health Service User Led Quality Standards. UQAT is made up of service users who, between them, have experience of the different types of mental health services provided by NELFT.