

**Carers Strategy Action Plan 2009-2012
NHS OXFORDSHIRE**

'GLOSSARY OF TERMS'

Equality Impact Assessment Tool	A tool used within NHS Oxfordshire PCT to assess new policies and changes to services to make sure they are fair to all people (for more information see www.oxfordshirepct.nhs.uk/patient-matters/equality-and-diversity)
GP Carer Support Workers	Carer Support Workers who are employed by the three Carers Centres who carry out work within GP practices
GP Carers Protocol	Protocol within GP practices which set out their responsibilities to identify carers and refer them for support and assessment.
Guide to Local Health Services	A guide produced annually by the NHS Oxfordshire, which provides a range of information about local primary care services available (for more information see www.oxfordshirepct.nhs.uk/about-us/publications/default.aspx)
Human Resources Department (HR)	A team within the NHS Oxfordshire responsible for Human Resources
Strategic Health Authority (SHA)	Strategic Health Authority manages the NHS locally and are a key link between the Department of Health and NHS
Local Area Agreement (LAA)	Oxfordshire's local area agreement (LAA) is a three year agreement between government and the county, negotiated by Oxfordshire County Council on behalf of the Oxfordshire Partnership and the Government Office for the South East on behalf of central government. Local area agreements contain a range of improvement targets. Outcomes are delivered jointly in partnership giving local areas greater responsibility for delivery of priority outcomes. To find out more, please see Oxfordshire Partnership website http://www.oxfordshirepartnership.org.uk/wps/wcm/connect/OxfordshirePartnership/Home/
OCC	Oxfordshire County Council
Oxfordshire Health & Wellbeing Partnership	A statutory partnership for Oxfordshire focussing on health of over 18's. Similar to the Children & Young People's Board, the Partnership consists of senior staff, members and officers of local authorities and the PCT. Established September 2007.
Patient Advice & Liaison Service (PALS)	A service within every NHS trust and PCT which provides advice, support and signposting to patients. Oxfordshire PCT PALS can be contacted on 0800 052 6088.

NHS Oxfordshire	National Health Service, Oxfordshire – responsible for providing front-line services such as district nurses, health visitors and community hospitals. Also contracts with independent organisations to ensure local people have access to GP, dentist and pharmacy services. Also responsible for commissioning services from hospitals and other healthcare providers.
Patient & Public Involvement (PPI)	Patient & Public Involvement team within NHS Oxfordshire
Practice Based Commissioning Consortia (PBC)	This initiative which allows GP practices to make decisions about local healthcare and to commission additional services for their patients. Practices can choose to work together with other practices within 'consortia' to jointly commission services
Quality & Outcomes Framework (QOF)	The annual process used by the PCT to assess performance of local GP practices against the national contract
Shared Care Protocol	The Shared Care Protocol outlines the process in which the care for the patient can be shared between health professionals and the persons caring for the patient after hospital discharge
Service Level Agreement (SLA)	A commissioning agreement between the commissioners and service providers to ensure service delivers the specified outcomes
GP	General Practitioner – Doctor
Community Health Oxfordshire (CHO)	Delivery arm of NHS Oxfordshire engaged in delivering services such as Community Hospitals, District Nursing, Occupational Therapy and School Nursing among others
'End of Life' Care Pathway (EOL)	'End of Life' care is delivered to people who have been given a terminal prognosis and usually cover the last 12 weeks of life. EOL pathway is used to ensure that care is delivered in a patient centred way leading to a 'good' death. Support for family and carer is a vital part of this pathway.