

Glossary of Initialisms and Acronyms

| INITIALISM/ ACRONYM | IN FULL | DESCRIPTION |
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| Accurx | | Accurx is a platform for patients and healthcare professionals. It includes booking appointments, sharing information, and conducting online consultations. |
| AI | Artificial Intelligence | Technology and tools to perform tasks that typically require human intelligence, such as learning, problem-solving, and decision-making. |
| BBP | Borough Based Partnership | Mainly in London, a BBP brings together NHS organisations, local authorities, primary care, and the voluntary sector to improve health and wellbeing within a specific borough. |
| CCG | Clinical Commissioning Group | CCGs were made up of local GP practices and were accountable for improving the health of their local populations. CCGs have been replaced by Integrated Care Systems . |
| DNA | Did Not Attend | Is a term used when a person misses a scheduled appointment without cancelling it in advance. |
| EPR | Electronic Patient Record | A digital system that replaces paper records by storing a patient's complete medical history, treatments, test results, and medications in one place. This allows healthcare professionals to access up-to-date information in real time. |
| ERM | Effective Resource Management | The strategic process of planning, allocating, and tracking all necessary resources (like people, budgets, and equipment) to achieve specific project or organisational goals. |
| HAD | Harrow Association of Disabled People | A user-led organisation that advocates for and provides services to disabled people in the area. Its services include: <ul style="list-style-type: none"> • advocacy • support for managing personal budgets • autism mentoring • independent living support |

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| HCH | Harrow Community Hubs | Welcoming spaces run by local charities and community organisations that offer residents a place to connect with others and access a range of activities and support. |
| HDU | High Dependency Unit | A hospital area for patients who require more intensive monitoring and care than is possible on a general ward but do not need the full life support of an intensive care unit (ICU). |
| HPPN | Harrow Patient Participation Network | <p>An umbrella group for local Patient Participation Groups (PPGs) in Harrow.</p> <ul style="list-style-type: none"> The HPPN acts as a platform for individual PPGs to coordinate and advocate for patient needs on a larger scale, ensuring patient voices are heard in health service planning and improvements. |
| HW | Healthwatch | The independent champion for people using health and social care services in England. It works to ensure that people's experiences and views are heard by decision-makers to improve services. |
| HWB | Health and Wellbeing Board | <p>These are statutory committees of local authorities in England, established under the Health and Social Care Act 2012.</p> <ul style="list-style-type: none"> HWBs bring together local government, NHS, and community leaders to improve the health and wellbeing of their local population, address health inequalities. HWBs promote integrated working across health and social care services. |
| ICB | Integrated Care Board | <p>This is a statutory NHS organisation responsible for planning and funding local NHS services and managing the NHS budget.</p> <ul style="list-style-type: none"> ICBs work with partners such as local authorities and the voluntary sector to develop and deliver a joint strategy for the health and care needs of their local population. ICBs replace the functions of former Clinical Commissioning Groups (CCGs). |
| ICP | Integrated Care Provider | <p>An ICP brings together a number of providers to take responsibility for the cost and quality of care for a defined population within an agreed budget.</p> <ul style="list-style-type: none"> A key feature of an ICP is that there will be a single contract with a single organisation for the majority of health and care services in the area. An ICP is not the same as an ICS. |

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| ICS | Integrated Care System | A partnership between health and care organisations (such as the NHS, local councils, and the voluntary sector) to provide joined-up services based on local needs. |
| INT | Integrated Neighbourhood Team | <p>A group of healthcare professionals and social care staff who work together in a specific local area to provide holistic, community-based support.</p> <ul style="list-style-type: none"> • An INT is supposed to reduce administrative duplication. • Its focus is on preventing illness and managing long-term conditions closer to home. |
| IPB | Integrated Partnership Board | An ICP sits within the ICS . It brings together the NHS and local authorities as equal partners to develop a long-term strategy for improving the health and wellbeing of their local population. |
| JSNA | Joint Strategic Needs Assessment | <p>This is a process used by local authorities and the NHS to assess the current and future health and social care needs of their communities.</p> <ul style="list-style-type: none"> • It is an evidence-based process that looks at housing and employment to inform decisions on planning and commissioning services. • JSNAs help local authorities and health boards prioritise local needs and create strategies to improve the health and wellbeing of the population. |
| LAS | London Ambulance Service | <p>This is the NHS trust responsible for responding to emergency 999 calls in London.</p> <ul style="list-style-type: none"> • It is the busiest ambulance service in the UK, serving over 9 million people, • LAS also offers non-emergency services such as patient transport and hospital bed finding. |
| LDC | London Dental Committee | <p>A democratically elected body representing NHS dentists in a specific area.</p> <ul style="list-style-type: none"> • LDCs collaborate with local NHS authorities, councils, and other stakeholders to represent their members' views and ensure that dental services effectively meet the needs of the local population. |
| LNWH | London North West University Healthcare NHS Trust | This is an NHS Trust that provides hospital and community health services for the population of Brent, Ealing, and Harrow in North West London (Northwick Park, Ealing, and Central Middlesex hospitals). |

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| MASH | Multi-Agency Safeguarding Hub | A system in social services where professionals from various agencies (social work, health, and education) collaborate to protect children and vulnerable adults from harm. |
| MECC | Making Every Contact Count | A public health initiative focused on using everyday conversations to help people make positive changes to their health. |
| PATCHS | | Online consultation service that allows you to access GP services. |
| PCN | Primary Care Network | This is a group of GP practices that work together with local health and social care providers to serve a defined patient population, typically between 30,000 and 50,000 people. |
| PEEC | Patient Experience Executive Committee (Northwick Park) | A high-level committee, often a subcommittee of a hospital or health Trust's board, responsible for ensuring a positive patient experience. |
| PEP | Patient Experience Panel | A group of volunteers with recent experience as patients or carers who work with a healthcare Trust to provide feedback on services and help improve the patient journey. |
| PHH | Public Health Harrow | <p>A team from Harrow Council that works to prevent disease, protect the community from health threats, and improve the long-term health and wellbeing of its residents.</p> <ul style="list-style-type: none"> • Key responsibilities include health protection, health improvement, and providing expert public health advice to the council and partners, which involves initiatives for schools, Early Years providers, and the broader community. |
| PLACE | Patient-Led Assessment of the Care Environment | PLACE assessments provide motivation for improvement by providing a clear message, directly from patients, about how the environment or services might be enhanced. |
| PPG | Patient Participation Group | Is a group of volunteer patients, their carers, and practice staff who meet regularly to discuss and improve the services and patient experience at a local GP surgery. |
| PRSB | Professional Records | Is an independent, UK-wide, not-for-profit organisation that develops national standards for the |

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| | Standards Body | structure and content of health and social care records. |
| RNOH | Royal National Orthopaedic Hospital | The UK's leading specialist orthopaedic hospital, located in Stanmore, Middlesex. It is a world-renowned centre for treating complex neuro-musculoskeletal conditions. |
| SDA | Same day appointment | <p>A booking to see a healthcare professional on the same day that you request it – for urgent but non-emergency situations.</p> <ul style="list-style-type: none"> • SDA is offered by NHS practices and private clinics. |
| UDA | Units of Dental Activity | <p>A measure of the work done by dentists providing NHS dental care in the UK.</p> <ul style="list-style-type: none"> • Each dental procedure is assigned a specific number of UDAs, with more complex treatments counting for more units. • Dentists are paid based on the number of UDAs they complete under their contract with the NHS. |
| UTI | Urinary Tract Infection | An infection in any part of the urinary system, including the bladder, kidneys, and the tubes that carry urine to and from them. |