

## GLOSSARY OF TERMS

### A

A&E	Accident & Emergency
Access	The extent to which people are able to receive the information, services or care they need and are not discouraged from seeking help. Issues involved include distance of travel; physical access (e.g. premises suitable for wheelchairs); communication (e.g. information in Braille/large print and other formats); and the provision of culturally appropriate services.
Accountability	Taking responsibility for one's own actions and explaining them to anyone who asks (e.g. to stakeholders, the general public, colleagues, partner agencies and policy makers). Organisational accountability includes the statutory responsibility of the NHS and Social Services Department.
Acute care	Hospital-based or emergency health services- sometimes referred to as secondary care. 'Acute' relates to the care being short-term.
Acute services	Medical and surgical treatment provided in hospitals. Acute services are managed by an acute trust.
Acute Trust	A legal entity formed to provide health services in a secondary care setting.
Admissions	When a patient is admitted to hospital.
Allied Health Professionals	Umbrella term for Arts Therapists, Chiropodists, Dietitians, Occupational Therapists, Orthoptists, Paramedics, Physiotherapists, Prosthetists and Orthotists, Psychologists, Psychotherapists, Radiographers, Speech and Language Therapists.
Ambulatory care	Care that does not involve an over night stay in hospital and usually involves diagnosis and treatment on the same day. May be provided in a hospital or special centre.
Ambulance services	Are provided by specialists NHS trusts to answer emergency cases (999 calls), doctors' urgent admissions and high-dependency/urgent inter-hospital transfers.
Audit Commission	A freestanding government body which audits local government authorities and health authorities. They were formed to promote the best use of public money.
Avoidable Admission	Entry to a hospital bed that would be unnecessary if alternative services were available.

## B

Baseline	An imaginary line or standard by which things are measured or compared, e.g. the established baseline for a budget.
Beds	The number of beds in a ward or department refers to staffed beds used overnight.
Benchmarking	A method used by public and voluntary sector organisations and companies to gauge their performance by comparing it with the performance of other similar organisations. The Government encourages public sector bodies to compare their scores on various published performance indicators as a way of improving services.
Board	The group of people who decide how any NHS organisation undertakes its legal duties and functions. The Board will consist of a Chair, non-executive directors and executive members.

## C

Cancer	<p>A disease caused by normal cells changing so that they grow in an uncontrolled way. The uncontrolled growth causes a lump called a tumour to form. If not treated, the tumour can cause problems by invading normal tissues nearby or by causing pressure on other body structures.</p> <p>There are over 200 different types of cancer because there are over 200 different types of body cells. For example, cells that make up the lungs can cause a lung cancer. There are different cells in the lungs, so these may cause different types of lung cancer.</p> <p>Cancers can cause different symptoms in different people because of where they are. A cancer may press on a nerve, or another body organ that is nearby. The place where the cancer starts also affects what treatment can be used because doctors have to take into account the risk of damaging neighbouring organs.</p>
Capacity	<p><b>Organisational</b> - All the resources available to an organisation, service or community, including people, money, equipment, expertise, skills and information.</p> <p><b>Personal</b> - Capacity is also used when referring to an individual's 'mental capacity' to understand. The Mental Capacity Act 2005 provides a statutory framework to empower and protect vulnerable people who are not able to make their own decisions. It makes it clear who can take decisions, in which situations, and how they should go about this. It enables people to plan ahead for a time when they may</p>

lose capacity.

Carers	Carers can be a parent, spouse, partner, child, relative or friend who provides regular and substantial unpaid care to someone who is disabled, severely ill or frail.
Care pathway	This term describes all the processes of diagnosis, treatment and care that a patient goes through, on a step-by-step basis from first contact
Chief Executive	the lead accountable officer within NHS organisation.
Chronic Disease	A long term illness or condition.
Choice	A process that actively helps an individual seek and acquire alternative sources of information and learn about the options available.
Choose & Book	Part of the NHS Connecting for Health, the new Electronic Booking Service (“Choose and Book”) will allow individuals, in partnership with health and care professionals, to book first outpatient appointments at the most appropriate date, time and place for the individual.
Clinical governance	An initiative to ensure and improve clinical standards at local level throughout the NHS. It covers areas such as education and training, managing risk and maintaining clinical standards.
Clinician	Qualified healthcare professionals - doctors, nurses and members of the allied health professions, e.g. dieticians, occupational therapists, physiotherapists, podiatrists and speech and language therapists (also social workers/care managers if they are part of the team providing care).
Commissioning	The process of identifying health care needs of the local population and finding services to meet them.
Commissioning a Patient-Led NHS	<p>The purpose of this programme is to streamline strategic health authorities (SHAs), strengthen primary care trusts (PCTs) and engage GPs with practice-based commissioning - all in the cause of improving services to patients. SHAs have submitted local proposals for consultation to the Department Health and are being analysed against this criteria securing high-quality, safe services for patients;</p> <ul style="list-style-type: none"><li>• improving health and reducing inequalities;</li><li>• improving the engagement of GPs;</li><li>• improving public involvement;</li><li>• improving co-ordination with social services through greater ‘co-terminosity’ of PCT and local government boundaries;</li></ul>

- effective use of resources.

In April 2006 it was formally announced by the Department of Health that the number of SHAs will be reduced from 28 to 10 and will ensure the NHS is structurally able to deliver the next stage of health reforms. It is hoped that the new configuration of SHAs means they will be better placed to oversee and support the development of more strategic Primary Care Trusts and the move towards more NHS Foundation Trusts. In addition, through almost complete co-terminosity with Government Office of the Regions boundaries, joint working between health and Local Government agencies will be improved significantly. The new Strategic Health Authorities will be established in July 2006.

The number of Primary Care Trusts (PCTs) in England is being reduced from 303 to 152 in October 2006. It is hoped this reduction will result in: a closer relationship between health, social care and emergency services; improved and better value services for individuals; better emergency planning with more resources to respond to major incidents and ensure service continues as normal; more money for frontline services.

Community care	A way of providing services to people to help them stay in their own homes as long as they are able, or in other settings in the community such as residential homes.
Co-morbidity	Term used to signify multiple illness.
Consultant	A senior doctor who is a specialist in a particular area of medicine.
COPD - Chronic Obstructive Pulmonary Disease	This is a term used for a number of conditions; including chronic bronchitis and emphysema and chronic obstructive airways disease, all of which can occur together. COPD occurs as a result of damage to the lungs, usually through smoking. The main symptom of having damaged lungs is difficulty with breathing. These breathing problems gradually get worse and worse, resulting in decreased quality of life and even heart failure (a weakened heart that no longer pumps effectively). The symptoms of COPD can appear similar to those of asthma. However, whereas asthma can be controlled with treatment, COPD causes permanent damage to the lungs. Once you give up smoking, you gradually reduce the chances of getting COPD - and you slow down its progress if you already have it.
Coronary Heart Disease	The heart pumps blood around the body carrying oxygen and other nutrients to the areas that need it. When this process is interrupted, or does not work properly, serious illness and even death can result. The risk of heart disease is greater for people with poor diet, who smoke and do not exercise, and men, are more likely to suffer from it than women. A range of tests and treatments, including drugs, heart

Culture	<p>bypass surgery and transplants, exist to alleviate symptoms or save the lives of sufferers.</p> <p>Relates to a way of life. All societies have a culture, or common way of life, which includes:</p> <ul style="list-style-type: none"> <li>• Language — the spoken word and other communication methods</li> <li>• Customs — rites, rituals, religion and lifestyle</li> <li>• Shared system of values — beliefs and morals</li> <li>• Social norms — patterns of behaviour that are accepted as normal and right (these can include dress and diet).</li> </ul> <p>The different cultures in society reflect the richness of cultural diversity, where different people live and work together, but retain their individual identity.</p>
<b>D</b>	
Data	Facts and information. Qualitative data is descriptive and often describes attitudes, belief and feelings; quantitative data is measurable and is expressed in statistical form.
Day Case	Day case patients are admitted for care or treatment which can be completed in a few hours and does not require an overnight stay in hospital.
Delayed Discharge	The proportion of patients occupying a hospital bed whose discharge is delayed.
Demographic trends	Changes in age, sex and size of the population over a period of time.
Department of Health	Central Government department responsible to Parliament for the NHS, led by the Secretary of State for Health.
Diabetes	<p>A chronic disease caused by too much glucose in the blood. An individual's blood-sugar level can be too high if their body does not make enough of the hormone insulin. Insulin is produced by the pancreas (a gland behind the stomach) and moves glucose out of the blood and into cells, where it is broken down to produce energy. If diabetes is not treated it can cause long-term health problems because the high glucose levels in the blood damage the blood vessels.</p> <p>There are two types of diabetes.</p> <ul style="list-style-type: none"> <li>• Type 1 diabetes develops if the body is unable to produce any insulin. This type of diabetes usually appears before the age of 40. It is treated by insulin injections and diet and regular exercise is recommended.</li> </ul>

- Type 2 diabetes develops when the body can still make some insulin, but not enough, or when the insulin that is produced does not work properly (known as insulin resistance). In most cases this is linked with being overweight. This type of diabetes usually appears in people over the age of 40, though in South Asian and African-Caribbean people it often appears after the age of 25. However, recently, more children are being diagnosed with the condition, some as young as seven. Type 2 diabetes is treated with lifestyle changes such as a healthier diet, weight loss and increased physical activity. Tablets and/or insulin may also be required to achieve normal blood glucose levels.

The main aim of treatment of both types of diabetes is to achieve blood glucose, blood pressure and cholesterol levels as near to normal as possible. This, together with a healthy lifestyle, will help to improve well-being and protect against long-term damage to the eyes, kidneys, nerves, heart and major arteries.

**Diagnosis** The process of identifying a disease from an individual's signs and symptoms. In some cases a diagnosis may only involve being assessed by a doctor and having a physical examination. In other cases, special investigations may be necessary.

**Diagnostics** e.g., x-ray

**Diagnostic and Treatment Centres** A one stop all inclusive outpatient facility dealing with routine rather than surgical or emergency treatment.

**Direct Access** Admission directly onto a waiting list or theatre list without seeing a consultant or other healthcare professional.

**Discharge from Hospital** Being discharged from a hospital bed is a process, not an isolated event. It should involve developing and implementing a multi-disciplinary care plan to facilitate the transfer of an individual from hospital to an appropriate setting. The patient and their carer(s) should be involved at all stages and be kept informed by regular reviews and updates of the care plan.

Planning for hospital discharge is part of an ongoing process that should start prior to admission for planned admissions, and as soon as possible for emergency admissions. This involves building on, or adding to, any assessments undertaken prior to admission. Effective and timely discharge requires the availability of alternative, appropriate care options to ensure that any rehabilitation, recuperation and continuing health and social care needs are identified and met.

Discrimination	Unfair treatment based on prejudice. In health and social care, discrimination may relate to a conscious decision to treat a person or group differently and to deny them access to relevant treatment or care.
Disease	A state of ill health when a part (or parts) of the body does not function properly, e.g. because of accident or injury, infection or inflammation, inadequate diet, allergic reaction or congenital disorder.
<b>E</b>	
Education and Learning	Education is the activity of educating or instructing or teaching, an activity that imparts knowledge or skill. It is the gradual process of acquiring knowledge or the knowledge acquired by learning and instruction. Learning is the process of acquiring information and knowledge.
18 Weeks Delivery Programme	For the first time, Primary Care Trusts (PCTs) will be responsible for ensuring all of the local health providers move patients as quickly as possible through the different stages towards treatment.
Elective Care	Operations and treatments not done in an emergency and for which patients have a date to come into hospital.
Electronic Patient Records	An electronic form of the current paper records held on patients i.e. medical records.
Emergency admissions	A patient admitted to hospital at short notice because of clinical need.
End of Life Care Programme (EoLC)	National initiative with the key objective to offer all individuals nearing the end of life, regardless of their diagnosis, the choice and access to high quality end of life care. The initiative is a 'Nurse-led' project, based within Strategic Health Authorities, enabling the principles of end of life care for cancer individuals to be spread into other disease groups by widening the pool of staff trained in palliative care.
Episode	An incident or care event that is part of a progression or a larger sequence.
Equality	The quality of being the same in quantity or measure or value or status.
Ethnic Group	Everyone has an ethnic origin and identity: this is an important part of 'who we are'. The majority population in the UK is often simply described as 'White British', but this hides a lot of diversity of religious practice, and the national origins of ancestors. In the Census in 2001, Irish groups lobbied for addition of a 'White-British: Irish' category.

Most people are now familiar with these Census categories, which are used for 'ethnic monitoring' across the NHS and elsewhere: there are four major headings and 16 main groups.

- White - includes British, Irish, and 'Other' - such as Polish.
- Asian - Indian, Pakistani, Bangladeshi and 'Others' — such as Tamil, or sub-regions such as Kashmir and Mirpur. There are many minority ethnic groups on the sub-continent of India, so it is best to explore the specific needs of people by their religion (e.g. Sikh, Muslim) or their language (Urdu, Gujerati etc).
- Black - Caribbean, African and 'Other'. There are people of Indo-Caribbean origin and again it may be useful to look for specific national or language origins (Nigerian, Somali, Arab).
- Chinese and Other: groups (such as Vietnamese, Kurdish, Iraqi) should be searched for by name: some such as Turkish and Cypriot groups are of European origin but are not always seen as 'White'.

Increasingly, there are many people of 'Mixed' origins - and their needs should be considered in view of the multiple heritages they can belong to.

Ethnicity includes many aspects contributing to identity and to health care needs, including genetics, migration history and its effects on social activity. A group of diverse ethnic origins with specific needs which should also not be forgotten is people of Refugee or Asylum Seeker origin. The needs of people from other Migrant populations, such as the Gypsy or Traveller communities, also should be considered.

European Working Time Directive (EWTD)

The EWTD is European law seeking to protect the health and safety of workers. It was enacted into UK law in 1998 as the Working Time Regulations. The Working Time Directive limits the number of hours that doctors are allowed to work over an average week.

## F

Family History

A record of an individual's current and past illnesses, and those of their parents, brothers, sisters, children, and other family members. A family history shows the pattern of certain diseases in a family, and helps to determine risk factors for those and other diseases.

FAQs

Frequently Asked Questions

First Aid

Emergency care given immediately to an injured person before professional medical help can be provided. The aim is to prevent the condition worsening, protect from further harm, aid recovery and

preserve life.

Freedom of Information Act 2000 (FOIA) Each public authority must comply with requests for access to information that it holds, unless an exemption from disclosure applies. Public authorities will normally have a maximum of twenty working days to respond to a request. However there are circumstances when this time limit can be extended or the request refused.

## **G**

General Practitioners (GP) These are doctors who provide health care to a local community. They are usually based in a surgery or GP practice.

GPWSI General Practitioner with a specialist interest

## **H**

Health A state of complete physical, social and mental well-being and not merely the absence of disease or infirmity. Health is a resource for everyday life, not the object of living. It is a positive concept emphasising social and personal resources as well as physical capabilities.

Healthcare Commission The independent inspection agency for both the NHS and private and voluntary healthcare. They have a statutory duty to assess the performance of healthcare organisations, award annual performance ratings for the NHS and coordinate reviews of healthcare by others.

Health Inequalities People who are better off have better health and are less likely to die under the age of 75 from all the main diseases that kill.

## **I**

Independent Sector Non-statutory agencies (i.e. those agencies that have not been created by Government Acts with the specific purpose of providing services under that Act, and hence are not part of local or central government) that provide health and social care services. They may be privately run (i.e. on a commercial basis) or be run by a voluntary, charitable or not-for-profit organisation.

Information for Health A strategy for improving access to information by healthcare professionals to provide the best possible care and for influencing the shape of health services generally.

IM&T Information Management and Technology

Inpatient	A patient who is admitted to hospital as a day case or for a longer period of time.
Integrated Care Pathway	The patients route for treatment through different health and social care systems.
Intermediate Care	Care for patients who have recovered enough to leave the general or specialist hospital but who are not well enough to go home or do not have the support yet organised so they can go home.
IRP	Independent Review Panel
<b>J</b>	
Junior Doctors	Doctors undertake the final years of their training in hospital, either as house officer, senior house officers or specialist registrars. (Trainee GPs and public health doctors move from hospitals after their senior house officer posts).
<b>K</b>	
<b>L</b>	
Length of Stay	The time from admission to discharge from hospital.
Local Area Agreement (LAA)	A three-year agreement that sets out the priorities for a local area in certain policy fields as agreed between central government, represented by the Government Office, and a local area, represented by the local authority and Local Strategic Partnership (LSP) and other partners at local level. The agreement is made up of outcomes, indicators and targets aimed at delivering a better quality of life for people through improving performance on a range of national and local priorities.
Local Authorities	This term refers to county councils, borough, district, town and parish councils.
Local Strategic Partnership (LSP)	LSPs bring together, at a local level, different public sector organisations with private, business, community and voluntary organisations to address various strategic issues affecting local services and communities.
Long Term Conditions	Illnesses which lasts longer than a year, usually degenerative, causing limitations to one's physical, mental and/or social well-being. Long Term Conditions includes Diabetes, COPD, Asthma, Arthritis, Epilepsy

and Mental Health. Multiple long term conditions make care particularly complex, and a small number of individuals and conditions account for a disproportionate amount of health care use (especially hospital care).

## **M**

MRSA (Methicillin-Resistant Staphylococcus Aureus)

A type of bacteria that lives harmlessly on skin and in the lining of the mouth and nose (mucosa) of about one third of healthy people. It can, however, cause infection once it enters the body through a cut or abrasion. Staphylococcus Aureus is a very common cause of boils, impetigo and abscesses — even serious infections like septicaemia (blood poisoning) and heart-valve infection. MRSA includes several strains (types) of the Staphylococcus Aureus germ that are not killed by the usual antibiotics.

Multi Agency

Services or activities which involve staff from a range of organisations.

Multi Disciplinary Team

A group of clinicians, nursing and other staff who meet to discuss patients treatment and progress.

## **N**

National Institute for Clinical Excellence (NICE)

It sets clear national standards to improve the quality and consistency of NHS services throughout the country.

National Service Frameworks (NSFs)

Sets national standards and defines service models for different services or care groups.

Needs Assessment

A process by which health and social care professionals assess and then make conclusions on risks and needs. The assessment sets out what is necessary for an individual to maintain their life at a certain standard.

NHS

Comprehensive health system provided by the state and free at the point of delivery

NHS Direct

A 24 hour nurse led telephone help line.

NHS Foundation Trusts

A new type of NHS organisation. Independent public benefit corporations which are not-for-profit.

NHS Trusts

Public bodies providing either acute hospital care, community care or a combination.

NHS Plan	This is a plan for investment and reform in the NHS over the next 10 years published by the Secretary of State for Health in July 2000. It contains the basis of the targets to be used to measure the modernisation of the NHS.
Non Executive Directors	Members of the public appointed to the boards of NHS organisation.
<b>O</b>	
Occupational Therapy	Mental or physical activity to assist recovery from disease or injury.
OOH	Out of Hours service provided by GPs enabling patients / public to access clinical services outside of normal working hours.
Organisational boundaries	Working across organisational boundaries involves looking at the whole issues regardless of which organisation is responsible.
OSC	Overview & Scrutiny Committee
Outline Business Case	A detailed document providing the information needed to bid for capital investment. It includes detailed planning assumptions, revenue costs and an analysis of the options available to deliver the objectives of the investment.
<b>P</b>	
Paediatric Care	The clinical speciality dealing with children's illnesses.
PALS	Service supporting patients, carers and relatives, representing their views and resolving local health difficulties speedily.
Palliative Care	Care which gives relief from symptoms but does not cure diseases. It is often given to people who are terminally ill.
Partnership Working	Different organisations such as social services departments, the NHS, and the voluntary sector working together to achieve a common aim. The partnership ideal is one of independent and equal partners working together closely within a common framework.
Patient experience	How the patient feels about their care and treatment, what is important to the patient.
Patient Partnership	An initiative to encourage the greater involvement of patients and the wider public in the management and development of local services.

PFI or PPP	Private Finance Initiative or Public Private Partnership is a mandatory government programme enabling the public and private sector to co-operate in providing facilities that will be run by the NHS.
Planned Care	Where a patient agrees to undergo a procedure or treatment with an agreed date for admission.
PPI	Patient & Public Involvement
Practice Based Commissioning	Enables GP's to commission care and other services that are directly tailored to the needs of their patients. Practices can keep up to 100 percent of any savings made by agreement with the local Primary Care Trust (PCT).
Practice Nurse	A nurse employed by a general practice.
Primary Care	GP-led services provided by doctors and those who work with them including district nurses, therapists, local dentists, pharmacists, opticians and other community health professionals.
Primary Care Trust	A NHS Trust that provides all local GP, community and primary care services and commission hospital services from other NHS trusts. They are managed by a Board elected from local GPs, community nurses, lay members, the Health Authority and Social Services.
Private Sector	Organisations and individual proprietors that own and run services for a profit, including care homes for older people, clinics and hospitals, nursing agencies and domiciliary care services.
Providers	NHS Trusts, PCTs, GPs and other healthcare professionals, social services and voluntary agencies who provide services commissioned by the NHS.
<b>Q</b>	
<b>R</b>	
Referral	Request to a health or social care agency for assistance or specific action. Under the Single Assessment Process, a referral would usually be sent with basic personal information and assessment information already gathered to trigger a specialist assessment. Individuals may self refer or re-refer themselves as their care needs change.
Rehabilitation	A multidisciplinary process which supports the individual to achieve their maximum potential to function physically, socially and psychologically through support and intervention.

Risk Management	A systematic framework for assessing, managing and reducing the risks connected with providing healthcare
<b>S</b>	
Strategic Outline Case (SOC)	A document prepared by all the local NHS bodies that contains an initial assessment for a bid for capital investment.
Secondary Care	Care provided in local hospitals.
Service Level Agreement	These are contracts agreed between PCTs and service providers such as NHS Trust. They are agreed on an annual basis.
Stakeholder	An individual or organisation with an interest in health and health initiatives. Stakeholders can be organisations such as local authorities or individuals such as residents.
Statutory organisation	Organisations with powers to provide or fund services e.g., local authorities.
Screening Services	Services such as cervical screening or breast cancer screening
Service reconfiguration	The review of how health services are provided.
Social Services	<p>Personal social services is one of the major public services and describe a wide range of support that help people to carry on in their daily lives.</p> <p>It includes:</p> <ul style="list-style-type: none"> <li>• services for children such as adoption, fostering and protection</li> <li>• help for people with mental health needs</li> <li>• support and care services for older people</li> <li>• support for people with a disability and people with learning disabilities.</li> </ul> <p>They are provided by Local Authorities and by the independent sector and voluntary sector. Local Authorities with social services responsibilities have a statutory responsibility to ensure that the social care needs of people are met.</p> <p>The term social care is increasingly now being used instead of social services. This reflects the greater involvement of the independent sector and voluntary sector in the provision of social care services and the continuing role of the statutory sector as commissioners as well as providers of support and care. Social services functions in many authorities no longer stand alone, but are increasingly combined with housing, education and the NHS.</p> <p>Local Authorities are expected to provide accessible information about</p>

their services. Once an individual has been in contact with their Local Authorities social services they will be able to find out if they, or their carer, are eligible to receive social services help. An assessment may follow to determine the level of need and to identify services that can be provided. Where services are to be provided it is usual for someone from the social services to visit the individual at home (or wherever they are being supported) and to work out with them what is the best way to meet their needs.

Stakeholder	Person or organisation with a direct interest in a service or practice.
Strategic Health Authority	The NHS statutory body providing the bridge between the Department of Health and local NHS Trust and PCTs to provide strategic leadership and ensure the delivery of improvements in health, well being and health services locally.
<b>T</b>	
Telemedicine	The use of communication systems such as video and computers to provide remote diagnosis and healthcare.
Triage	This is a system of sorting patient according to their illness or injuries so that patients can be steered to the most appropriate health worker.
Tertiary care	Specialist health care typically provided in regional centres.
<b>U</b>	
Unplanned Care	Unplanned care is any type of care given to you if you have an emergency, urgent or unexpected health problem. This could be anything from emergency treatment if you've been injured in a road traffic accident, to pain relief for toothache.
User Involvement	Involving individuals in the planning and development of the services they use. There is a need for a range of models of involvement, depending on the level of activity that participants wish to commit. What is important is that the choice is there, and that the involvement - or partnership - is real. User involvement should relate clearly to a decision that the organisation plans to make, and is open to influence. It should be made clear what individuals may or may not be able to change.

## V

**Voluntary Sector** Organisations, often registered as charities, which operate on a non profit-making basis, to provide help and support. They may be local or national, and they may employ staff, or depend entirely on volunteers.

## W

**Whole System Approach** Services planned on a local basis by health and social services

**Waiting Time** The time a NHS patient waits (in days) between the date a consultant decides they need to be admitted to hospital and the date the patient actually goes to hospital.

**Walk In Centre** An initiative to modernise access to NHS services by providing quick and convenient access to basic primary care services without the need for an appointment.

**Well Being** The state of being healthy, happy and prospering. An individual's health and well-being is affected by a number of different factors that contribute positively to health and well-being such as:

- a balanced diet
- regular exercise
- supportive relationships
- adequate financial resources
- stimulating work, education and leisure activity
- use of health monitoring and illness prevention services (such as screening and vaccination)
- use of risk management to protect individuals and promote personal safety

## X

## Y

## Z