

Glossary

Any Willing Provider	Any healthcare provider, including those in the independent and voluntary sector, that is registered with the CQC (or other body where / if appropriate), that has agreed to the Terms and conditions within the NHS Standard Contract and can offer services at NHS prices.
Carer	A carer spends a significant proportion of their life providing unpaid support to family or friends. This could be caring for a relative, partner or friend who is ill, frail, disabled, or has mental health or substance misuse problems.
Commissioner	A person, group of people or organisation that buys healthcare services for the local population.
Community services	Services that are provided in people's homes, clinics and other community settings
Consultant	A specialist who has been appointed to a medical consultant post. Consultants often work in hospitals, but not always.
Consultant-led team	A team of healthcare professionals headed by a consultant.
Diagnosis	Identification of the cause of symptoms - for example an illness or other condition.
Diagnostic testing	Taking samples, recording measurements and carrying out testing, supported by clinical opinion.
End of life care	Care that helps people with advanced, progressive, incurable illness to live as well as possible before they die. It enables the needs of both patient and family to be identified and met throughout the last phase of life and into bereavement. It includes managing pain and other symptoms and providing psychological, social, spiritual and practical support.
GP consortia	Groups of GP practices and other partners responsible for buying healthcare services for their patients and local population.

Long term condition	A disease, illness or other condition that cannot currently be cured but can be controlled with the use of medication and/or other therapies. People live with the condition(s) for the rest of their lives.
NHS continuing healthcare	A package of care that is arranged and funded by the NHS to meet the physical or mental health needs of adults with a disability, injury or illness over an extended period of time.
Pathway	The path that a patient goes along from their first contact with a healthcare professional to talk about symptoms, through to diagnosis, treatment, aftercare and their final follow-up appointment with a healthcare professional.
Palliative care	Healthcare aimed at helping with the symptoms caused by an illness or other condition, rather than curing the underlying illness or other condition. An example would be managing pain.
Provider	A person or organisation that provides healthcare services, whether by running a hospital, or an independent treatment centre, by providing services in the community, or in any other way.
Referral	A healthcare professional transfers a patient's care to a different healthcare professional or provider organisation. For example, a GP refers a patient if he or she asks the patient to go to hospital to speak to a consultant.
Research study	<p>Scientists use medical research studies to build up knowledge about health and healthcare. Some research studies are to find out why people get ill. Others help to develop new treatments. Others test whether a treatment is safe, or whether it works better than other treatments.</p> <p>All medical research studies are reviewed by a research ethics committee before they start, to make sure that they will not harm anyone who joins them.</p>
Voluntary sector healthcare provider	Local and national charities and other not-for-profit organisations that provide healthcare services - for example some local hospice services.

Voluntary sector and patient-led support group	Peer support groups, advocacy organisations, community networks and other groups that are run by local and national charities and other not-for-profit organisations and/or by patients, service users, their families and carers.
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