1. **Appendix 5: Glossary of Terms and Definitions**

1. **Engagement:**
   Engagement is a term we use to describe two-way communication between the NHS and our stakeholders in order to keep them informed and develop an understanding of their opinions and needs. Engagement helps the PCT to put decision making powers in the hands of our patients and public.

2. **Stakeholder:**
   - A person or group with a direct interest, involvement, or investment in something.
   - Stakeholders are individuals or organisations that have a direct interest in a service being provided.

3. **Primary Care:**
   Primary Care is the care provided by people you normally see when you have a health problem. It might be a visit to a GP or dentist, an optician for an eye test, or a trip to a pharmacist to buy cold medicine.

4. **Secondary Care:**
   Secondary care is the case provided in or by hospitals by medical specialists who generally do not have first contact with patients.

5. **Commissioning:**
   The process by which the health and care needs of local people are identified, priorities determined and appropriate services purchased.

   Commissioning is the way of obtaining the best value and health outcomes for local citizens by understanding their needs, and then specifying and procuring services that deliver the best possible health and social care provision and outcomes within available resources.