Appendix 6: Glossary

- **Carer** - Someone of any age who looks after a relative, partner, friend or neighbour who has an illness, disability, frailty, or addiction. The help they provide is not paid for as part of their employment.

- **Commissioning** - The process of specifying, securing and monitoring services to meet people’s needs at a strategic level.

- **District and City Councils** - These cover a smaller area than county councils. They are responsible for services like: Rubbish collection; Recycling; Council Tax collections; Housing

- **Facebook** - Social networking website

- **Healthwatch Oxfordshire** - An independent organisation that listens to people’s views and experiences of health and social care in Oxfordshire. From April 2013 this organisation replaced the Local Involvement Network (LINK)

- **Intranet** - A private computer network open to users working within an organisation to share information, news and documents

- **Joint Strategic Needs Assessment (JSNA)** - tool to identify the health and wellbeing needs and inequalities of the local population to create a shared evidence base for planning.

- **OBC** - Outcomes Based Commissioning, which is an outcomes orientated approach to commissioning (buying) and contracting health services. It aims to shift the emphasis from what services a provider will offer, to what outcomes they will achieve for patients.

- **Public Involvement Network** - The PIN is the mechanism for ensuring that the Health and Wellbeing Board, the three partnership boards, the Health and Wellbeing Strategy and the Joint Strategic Needs Assessment are informed by the opinions and experiences of the people of Oxfordshire.

- **Stakeholders** - 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.

- **Twitter** - Twitter is a social networking tool aimed at enabling its users to exchange up-to-the-minute news and opinions on specific topics.

- **Talking Health** – Oxfordshire CCG’s consultation and engagement area on our public website (see [https://consult.oxfordshireccg.nhs.uk](https://consult.oxfordshireccg.nhs.uk))