Appendix 4: Glossary

- **Acute care** - Acute care is defined as the period of time or specialised health care when a patient is treated for a severe injury or illness, trauma or during recovery time from surgery.

- **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. This process is undertaken at a strategic level rather than at an operational level.

- **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).

- **INR results** – If you are on Warfarin, you will have regular blood tests where the result given is known as the International Normalised Ratio (INR results).

- **HOSC** – Health Overview and Scrutiny Committee, a joint committee of Oxfordshire County Council and Oxfordshire Clinical Commissioning Group.

- **Intranet** – An internal website for staff.

- **JR** – John Radcliffe hospital, an acute hospital with an A&E department that is part of the Oxford University Hospitals NHS Foundation Trust

- **MIU** – Minor injuries unit.

- **Outpatient appointment** – A hospital appointment where you don’t need to stay overnight

- **Secondary care** – The health care provided by hospital clinicians for a patient who has been diagnosed or referred by a primary care practitioner, either their GP or other health professional. Secondary care can not be directly access by patients.

- **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))

- **Venisection** – Phlebotomy, blood letting or blood removal.