

## Glossary

### Accident and Emergency (A&E)

A 24 hour, seven days a week service provided by an acute hospital for emergency, life-threatening and critical conditions that need immediate medical attention e.g. a serious accidental injury, a heart attack, difficulty in breathing. Also known as an Emergency Department (ED).

### Carer

A carer is anyone who cares, unpaid, for a friend or family member who, due to illness, disability, a mental health problem or an addiction, cannot cope without their support.

### Clinical Commissioning Group (CCG)

NHS organisations that plan, design and buy (commission) local health services.

### Clinician

A healthcare professional. Can be a GP, hospital doctor, nurse or pharmacist.



### Diagnostics

Procedures to identify a condition or disease, e.g. X-ray, blood tests, ECG, urine tests.

### Electrocardiogram (ECG)

A simple test that can be used to check your heart's rhythm and

electrical activity. Used alongside other tests to help diagnose and monitor conditions affecting the heart.

### Emergency care

Emergency care is provided in a medical emergency when life or long-term health is at risk. This could include serious injuries or blood loss, chest pains, choking or blacking out.

### General Practitioner (GP)

Your family doctor.

### Long-term conditions

Long-term conditions are conditions that cannot be cured but can be managed through medication and/or therapy. They include a broad range of medical issues, for example asthma, diabetes, cancer and arthritis.

### Minor illnesses or ailments

Common health problems like aches and pains, fevers, skin conditions and stomach upsets.

### Minor injuries

These could include:

- Bites, human and animal
- Cuts and lacerations
- Foreign bodies in the eyes, nose and ears
- Fractures that require plaster only
- Minor burns and scalds
- Minor head injuries (with no loss of consciousness)

- Soft tissue injuries, for example sprains and bruises
- Wound infections

### **NHS 111**

A free 24/7 telephone advice service for people who require urgent healthcare treatment and advice but who don't know where to go.

### **GP extended access**

Urgent, same day GP appointments that can be pre-booked by telephone. Appointments available from 6pm to 9pm on weekdays and 9am to midday at weekends. Five locations across North West Surrey offer appointments in Walton, Woking, Chertsey, Sunbury and Ashford.

### **GP out of hours service**

Medical care provided outside the normal working hours of GP practices. Available by calling NHS 111 from 6.30pm to 8am on weekdays and throughout weekends and bank holidays.

### **Primary care**

Services which are the main or first point of contact for the patient, usually GPs and pharmacies.

### **General Practitioner (GP)**

Your family doctor.

### **Urgent care**

Urgent care is care needed the same day. This could include anything from cuts, minor injuries, wound infections, tonsillitis, urinary infections, or mild fevers.

### **Urgent Care Centre or UCC**

These are centres, usually located on a hospital site next to an A&E, which offer urgent care. Led by GPs supported by nurses.

### **Urgent Treatment Centre or UTC**

Open at least 12 hours a day, 365 days a year, these centres will provide urgent care. Led by GPs supported by nurses and other health professionals. Access to better diagnostics and able to deal with a wide range of minor injuries and illnesses, including minor head injuries. In November 2018 the current Urgent Care Centre at St Peter's Hospital became a GP-led Urgent Treatment Centre (UTC).

### **Walk-in centre or WIC**

This service offers urgent care to people who walk in, without pre-booking an appointment.

