

Glossary

Accident and Emergency (A&E)

A 24 hour service provided by an acute hospital for conditions that need immediate medical attention for emergency or life-threatening health conditions, 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.

CCG Clinical Commissioning Group

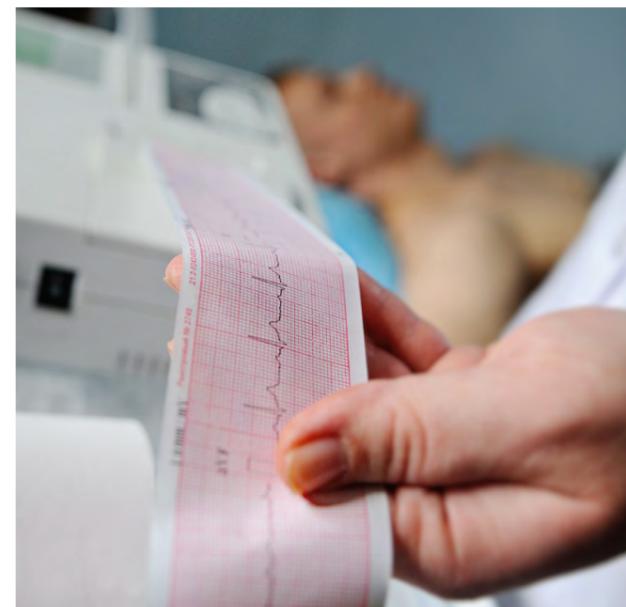
NHS organisations that plan, design and buy (commission) local health services.

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



ECG Electrocardiogram. 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.

GP General Practitioner

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 access hub

Urgent, same day GP appointments that can be pre-booked by telephone. Primarily for urgent care. Appointments available from 6.30pm to 10pm on weekdays and 8am to 8pm at weekends. Seven locations across Barking and Dagenham, Havering and Redbridge,

GP out of hours service

Medical care provided outside the normal working hours of GP practices. Available via NHS 111 from 6.30pm to 8am on weekdays and throughout weekends and bank holidays. Sees people at three locations – King George and Queen's Hospital and Grays Court, Dagenham

Primary care

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



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 etc.

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.

Walk-in centre or WIC

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

