

Term	Abbreviation	Explanation
A		
<a href="#">Achieving for Children</a>	AfC	A social enterprise company which provides children's social care and education support services in the borough.
Advocacy		Where a person acts as a champion for a patient or carer. An advocate could be one of a range of people including pharmacists, doctors, voluntary workers or the carer themselves.
C		
Children in need	CiN	A child in need is defined under the Children Act 1989 as a child who is unlikely to achieve or maintain a reasonable level of health or development, or whose health and development is likely to be significantly or further impaired, without the provision of services; or a child who is disabled.
Clinical quality review groups	CQRGs	Brings together clinical leads, commissioners and quality leads from CCGs and trusts to discuss and review and make decisions on aspects of quality and safety about local services commissioned by the CCG.
Commissioning		Commissioning in the NHS is the process of ensuring that health and care services are provided effectively to meet the needs of the population.
H		
Healthy Child Programme	HCP	A national Department of Health programme providing comprehensive

		advice on health and social care throughout a child's life
<a href="#">Healthwatch</a>		Established by the Health and Social Care Act 2012. The aim of Healthwatch is to give local people and communities a stronger voice to influence and challenge how health and social care services are provided. There is a Healthwatch in each borough.
<b>L</b>		
<a href="#">Local Safeguarding Children's Board</a>	LSCB	The Board ensures that the local community are working together for the safety and wellbeing of children and young people. the board brings together all agencies and organisation who work with children and their family in Richmond. Organisations represented on the board include the CCG, Council, Metropolitan Police, Achieving for Children and local schools
Looked after children	LAC	The definition of looked-after children (children in care) is found in the Children Act 1989. A child is looked after by a local authority if a court has granted a care order to place a child in care, or a council's children's services department has cared for the child for more than 24 hours.
<b>M</b>		
Most capable provider	MCP	A competitive process for selecting a provider(s) identified by the commissioner as being the most capable of providing a particular service(s)
<b>O</b>		

P		
Patient Advice Liaison Service	PALS	The service handles enquiries, concerns and formal complaints relating to local health services commissioned by the CCG.
Patient participation group	PPG	A patient participation group (PPG) is based in a GP practice and is made up of volunteers, who meet on a regular basis with practice staff to discuss their GP practice services and how improvements can be made to benefit patients.
Programme management office	PMO	The programme management office (PMO) is a group or department within an organisation that maintains the standards for project management.
R		
<a href="#">Richmond Council for Voluntary Services</a>	CVS	Richmond Council for Voluntary Services (RCVS) provides a volunteering service, training and support to help charities, community groups and social enterprises.
<a href="#">Richmond GP Alliance</a>	RGPA	Richmond GP Alliance (RGPA) is the federation of 28 general practices in Richmond.
<a href="#">Richmond Safeguarding Adults Board</a>	SAB	The Richmond Safeguarding Adults Board is a strategic lead body for safeguarding adults with care and support needs who may be suffering, or at risk of abuse or neglect. The Board's membership includes senior members of the Council, Metropolitan Police and the CCG.
Root cause analysis	RCA	A method used to identify the underlying issues and/or causes of an incident/event.
S		

Serious incident	SI	<p>Some examples of a serious incident include:</p> <ul style="list-style-type: none"> <li>• Unexpected or avoidable death of one or more patients, staff, visitors or members of the public</li> <li>• Serious harm to one or more patients, staff, visitors or members of the public</li> <li>• A scenario that prevents or threatens to prevent an organisation's ability to continue to deliver healthcare services</li> <li>• Allegations of abuse</li> <li>• Adverse media coverage or public concern about the organisation or the wider NHS</li> </ul>
Serious incident review group	SIRG	Is a group led by the CCG's quality team that meets regularly to review serious incidents reported by providers relating to services commissioned by the CCG and/or where a Richmond patient is involved.
<a href="#">South West London Alliance</a>	SWL	The Alliance brings together five CCGs in south west London, Kingston, Richmond, Wandsworth, Merton and Sutton who are working together to maximise health outcomes for local populations.
STOMP		STOMP stands for stopping over medication of people with a learning disability, autism or both with psychotropic medicines. It is a national project involving many different organisations which are helping to stop the over use of these medicines. STOMP is about helping people to stay well and have a good quality of life.
<a href="#">Sustainability and transformation plan</a>	STP	These are five year plans developed by local NHS organisations and local

		authorities for the future of health and care services in their area.
W		
<a href="#">Workforce Race Equality Standard</a>	WRES	The Workforce Race Equality Standard (WRES) is a requirement for NHS organisations to demonstrate equal access to career opportunities and that all staff receive fair treatment in the workplace.
Q		
Quality, innovation, productivity and prevention	QIPP	Quality, innovation, productivity and prevention (QIPP) is an NHS programme to improve the quality of care whilst making savings.