

**PMS Directorate**  
**Explanation of terms commonly used in reports**  
*(PMS, PDS, NHS 111 and Health & Justice)*

**Acceptance tests** - a report provided on installation that X-ray equipment stating that the equipment is safe to use and fit for purpose.

**Advocate** – an advocate is someone who supports people through their contact with health services.

**Anaphylaxis** – a sudden allergic reaction that can result in rapid collapse and death if not treated.

**Alternative Provider Medical Services (APMS) contract** – a locally negotiated contract open to both NHS practices and voluntary sector or private providers e.g. many walk-in centres.

**Antigen** - any substance that causes your immune system to produce antibodies against it. An antigen may be a foreign substance from the environment, such as chemicals, bacteria, viruses, or pollen.

**Autoclave** – a device for sterilising dental and medical instruments

**Automated External Defibrillator (AED)** – a portable electronic device that analyses life threatening irregularities of the heart including ventricular fibrillation and is able to deliver an electrical shock to attempt to restore a normal heart rhythm.

**Bitewing X-rays** – X-rays which show the upper and lower back teeth and how the teeth touch each other in a single view.

**British Dental Association (BDA)** - a national professional association for dentists.

**The British Dental Association (BDA) Good Practice Scheme** - a framework for continuous improvement run by the British Dental Association.

**British National Formulary (BNF)** – a pharmaceutical reference book that contains a wide spectrum of information and advice on prescribing and pharmacology of medicines.

**Basic periodontal examination (BPE)** – a simple and rapid screening tool used by dentists to indicate the level of treatment need in relation to a patient's gums.

**Caldicott Guardian** - a person responsible for ensuring the safe keeping and appropriate use of information.

**Care pathway** - the journey taken through a clinical service, to meet the particular needs of a patient with a given illness.

**Chaperone** - a person who acts as a safeguard and witness for a patient and health care professional during a medical examination or procedure.

**Choose and Book** - is a national electronic referral service which gives patients a choice of place, date and time for their first outpatient appointment in a hospital.

**Chronic condition** - a long lasting condition that can be controlled but not cured.

**Chronic Obstructive Pulmonary Disease (COPD)** - the name for a collection of lung diseases, including chronic bronchitis and emphysema. Typical symptoms are increasing shortness of breath, persistent cough and frequent chest infections.

**Clinical audit** – a quality improvement process that seeks to improve patient care and outcomes through systematic review of care and the implementation of change. It includes an assessment of clinical practice against best practice e.g. clinical guidance; to measure whether agreed standards are being achieved, and to make recommendations and take action where standards are not being met.

**Clinical Commissioning Group (CCG)** - groups of general practices that work together to plan and design local health services in England. They do this by 'commissioning' or buying health and care services.

**Clinical Dental Technician** – a member of the dental team who undertakes the clinical stages as well as the laboratory stages of the provision of dentures. They can supply certain items such as full dentures directly to the general public.

**Clinical governance** – how an organisation makes sure that it carries out care and treatment safely and effectively.

**Commissioning** - the process of assessing the health needs of a population, buying in the right care to meet those needs, and then checking that services are delivering what people need.

**Core hours** - the hours a GP practice is contracted to work. The minimum is between 08.00 and 18.30 Monday to Friday excluding Bank Holidays.

**Control of Substances Hazardous to Health (COSHH) 2002** – was implemented to protect workers against ill health and injury caused by exposure to hazardous substances - from mild eye irritation through to chronic lung disease. COSHH requires employers to eliminate or reduce exposure to known hazardous substances in a practical way.

**Critical Examination Pack** – a report showing that X-ray equipment is safe to use and fit for purpose.

**Delivering Better Oral Health (DBOH) tool kit** – an evidence based tool kit used by dental teams for the prevention of dental disease in a primary and secondary care setting.

**Dementia** - describes a set of symptoms that may include memory loss, difficulty with thinking, problem-solving or language.

**Denplan** – a UK insurance based dental plan specialist company.

**Denplan Excel** - a framework for continuous improvement for practices who are members of the Denplan Insurance scheme.

**Dental recall interval** – this is the interval between routine dental examinations. NICE have suggested the interval dependent on various patient risk factors can be between 3, 6, 9, 12, 18 and 24 months.

**Dental Hygienist** - a dental auxiliary who can provide simple and complex gum treatments along with preventive treatments and advice under the prescription of a dentist.

**Dental Technician** – a member of the dental team who makes dental appliances such as dentures, crowns and bridges under the prescription of a dentist.

**Dental Therapist** – a dental auxiliary who can provide simple dental restorations in children and adults, extract children's milk teeth, provide simple and complex gum treatments along with preventive treatments and advice under the prescription of a dentist.

**Dental water lines** – internal plastic (usually) pipes that connect the dentist's drills and other devices to the dental unit on a dental chair. Unless they are flushed and decontaminated regularly increased numbers of Legionella bacteria can build up inside the system and pose a threat to the health of the patient and dental personnel working in the dental treatment room.

**Detention Service Order**- rules, regulations and guidance by which detention centres are run.

**Directed enhanced services (DES)** - schemes that commissioners are required to establish or to offer contractors the opportunity to provide, linked to national priorities and agreements.

**Disclosure and Barring Service (DBS) checks** – checks to identify whether a person has a criminal record or is on an official list of people barred from working in roles where they may have contact with children or adults who may be vulnerable.

**Electrocardiogram (ECG)** – equipment to record electrical activity of the heart to detect abnormal rhythms and the cause of chest pain.

**Extended Duty Dental Nurse (EDDN)** – dental nurses who have received extra training and have the competency to take dental X-rays, provide fluoride varnish applications, provide oral health education and take dental impressions under the prescription of a dentist.

**Endodontics** – part of dental treatment involving root canal treatment.

**Experts by experience** - members of the inspection team who have received care and experienced treatments from a similar service.

**Faculty of General Dental Practice (FGDP)** – part of the Royal College of Surgeons that aims to promote excellent standards in primary dental care.

**General Dental Council (GDC)** – the statutory body responsible for regulating dentists, dental therapists, dental hygienists, dental nurses, clinical dental technicians and dental technicians.

**General Dental Practitioner (GDP)** - your local dentist/or family dentist, who will usually be the first person you see if you have a dental or mouth problem.

**General Medical Council (GMC)** - the statutory body responsible for licensing and regulating medical practitioners.

**General Medical Services (GMS) contract** – a contract between NHS England and general practices for delivering general medical services and is the commonest form of GP contract.

**General Practitioner (GP)** - your local doctor/or family doctor - who will usually be the first person you see if you have a physical illness or emotional problem.

**Gillick competency test**- used to help assess whether a child has the maturity to make their own decisions and to understand the implications of those decisions.

**Health Education England (HEE)** - the national body responsible for the education, training and personal development of NHS staff.

**Health promotion** - providing the resources and information people need to make choices about their health and to make their environment safer.

**Health and Safety Executive (HSE)** – is the national independent watchdog for work-related health, safety and illness.

**Health Technical Memorandum 01-05 (HTM 01-05)** – is the Department of Health's guidance on decontamination in primary care dental practices.

**Hepatitis B virus (Hep B)** – A type of virus that can infect the liver. This virus can be contracted by health care personnel and others as a result of a needle stick injury if they have not been immunised against the virus.

**Human papilloma virus (HPV)** - the name for a group of viruses that affect your skin and the moist membranes lining your body, for example, in your cervix, anus, mouth and throat.

**Hypoglycaemia** – low blood sugar.

**Immigration removal centres** - holding centres for detainees awaiting decisions on their residency status or deportation following an unsuccessful application

**Improving access to psychological therapies (IAPT)** - a programme to improve access to talking therapies in the NHS, by providing more local services and psychological therapists.

**Index of Orthodontic Treatment Needs (IOTN)** – is a clinical index to assess orthodontic treatment need. It comprises two parts, a dental health component between 1 and 5 and an aesthetic component between 1 and 10. In the NHS, a dental health component of 3 and an aesthetic component of 6 is used as the minimum threshold for treatment in primary dental care.

**Information Governance tool kit** – is an online system which allows NHS organizations and partners to assess themselves against Department of Health Information Governance policies and standards.

**Inhalation sedation** – this form of sedation is a mixture of anaesthetic and oxygen breathed through a nose piece which helps the patient to feel relaxed and accept treatment.

**Ionising Regulations (Medical Exposure) Regulations 2000 (IR(ME)R 2000)** – are the legislation intended to protect the patient from the hazards associated with ionising radiation for example dental X-rays.

**Ionising Radiations Regulations 1999 (IRR 99)** – are a statutory instrument which form the main legal requirements for the use and control of ionising radiation in the United Kingdom.

**Joint Strategic Needs Assessment (JSNA)** – an annually updated report that identifies the health and social care needs of population groups produced by the Director of Public Health of the Local Authority and members of the Clinical Commissioning Group.

**Learning disabilities** - if someone has a learning disability, it means that they may find it more difficult to learn, understand and communicate. Learning disabilities are not a "mental illness", but can be caused by many illness or problems before or during birth, or that develop during childhood or as the result of an illness.

**Legionella** - is a term for particular bacteria which can contaminate water systems in buildings.

**Legionella risk assessment** – a report by a competent person giving details as to how to reduce the risk of the legionella bacterium spreading through water and other systems in the work place.

**Local enhanced services (LES)** – schemes agreed by commissioners in response to local needs and priorities, sometimes adopting national service specifications.

**Local Rules for dental X-ray equipment** - local rules must contain at least the following information: Name of the appointed Radiation Protection Adviser The identification and description of each controlled area and a summary of the arrangements for restricting access An appropriate summary of the working

instructions – for example, the need to stand outside the controlled area or behind protective panels, identification or summary of any contingency arrangements. The dose investigation level to decide whether personal monitoring is needed.

**Long term conditions** – conditions which cannot be cured but whose progress can be managed and influenced by medication and other therapies e.g. diabetes, ischaemic heart disease, rheumatoid arthritis.

**‘Looked after’ children and young people** – those children and young people who are looked after by the state/local authority.

**Mental Capacity Act (MCA) 2005** – provides a legal framework for acting and making decisions on behalf of adults who lack the capacity to make particular decisions for themselves.

**Mental health** – an individual’s ability to manage and cope with the stresses and challenges of life.

**Multi-disciplinary team** - a team of health and social care staff. It includes professionals such as nurses, doctors, social workers, psychologists and benefits workers.

**National Institute for Health and Care Excellence (NICE)** – the organisation responsible for promoting clinical excellence and cost-effectiveness and producing and issuing clinical guidelines to ensure that every NHS patient gets fair access to quality treatment.

**Never events** - serious, largely preventable patient safety incidents that should not occur, if the available preventative measures have been implemented.

**NHS 111 service** - a telephone based service where patients are assessed, given advice and directed straightaway to a local service that can help them best. This could be an out-of-hours doctor, walk-in centre or urgent care centre, community nurse, emergency dentist or late opening chemist.

**NHS Health Checks** - are offered to all people between the ages of 40 and 75 who do not have long term medical conditions to identify the risk of developing cardiovascular disease.

**NHS Pathways** - is a suite of clinical content assessment for triaging telephone calls from the public, based on the symptoms they report when they call. It has an integrated directory of services, which identifies appropriate services for the patient’s care if an ambulance is not required.

**Non-steroidal anti-inflammatory drugs (NSAIDs)** – are medicines used to treat pain or inflammation.

**Nursing and Midwifery Council (NMC)** – the body holding the licenses for all nurses and midwives.

**Orthodontics** – dental treatment which involves the improvement of the appearance and position of mal-aligned teeth.

**Orthopantomogram (OPG)** – is a panoramic scanning dental X-ray of the upper and lower jaw.

**Oximeter (or Pulse Oximeter)** – equipment for measuring oxygen levels in the blood.

**Palliative care** – the specialised medical care of people with advanced progressive illness.

**Patient Group Directions** - written instructions for the supply or administration of medicines to groups of patients who may not be individually identified before presentation for treatment.

**Patient Specific Directions** - written instruction, from a qualified and registered prescriber for a medicine including the dose, route and frequency or appliance to be supplied or administered to a named patient after the prescriber has assessed the patient on an individual basis.

**Patient Participation Group (PPG)** – a group of patients registered with a practice who work with the practice to improve services and the quality of care.

**Personal Medical Services (PMS) contract** – a locally agreed alternative to the standard GMS contract used when services are agreed locally with a practice which may include additional services beyond the standard contract.

**Phlebotomy** – taking blood from a vein.

**Portable appliance testing (PAT)** – is the term used to describe the examination of electrical appliances and equipment to ensure they are safe to use.

**Prison Service Order**- rules, regulations and guidance by which prisons are run.

**Public Health England (PHE)** – a national body that issues both guidance for infection control and safety alerts. It also issues guidance for best practice on the safe usage of fridges.

**Quality and Outcomes Framework (QOF)** – is a voluntary incentive scheme for GP practices in the UK. The scheme financially rewards practices for managing some of the most common long-term conditions e.g. diabetes and implementing preventative measures. The results are published annually.

**Radiation Protection Adviser (RPA)** - must be appointed for a dental practice to provide advice on complying with legal obligations under IRR 99 and IRMER 2000 including the periodic examination and testing of all radiation equipment, the risk assessment, contingency plans, staff training and the quality assurance programme. These constitute the local rules

**Radiation Protection Supervisor (RPS)** - radiation protection supervisors in a dental practice whose function is to help in ensuring compliance with Ionising Radiation Regulations 99 and IRMER 2000 regulations and in particular to supervise the arrangements set out in the Local Rules.

**Registered manager** - is a person who is registered with the Care Quality Commission to manage the service. Like registered providers, they are 'registered persons'. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated Regulations about how the practice is run.

**Responsible Officer** - a licensed, senior doctor, who is appointed by the designated body (in the case of General Practice, NHS England) and is responsible to the GMC to ensure that all doctors in the organisation are up to date, fit to practise and without concerns. The responsible officer makes revalidation recommendations to the GMC and needs to ensure that all doctors have an annual appraisal in line with guidance from the GMC. In the case of GP trainees, their responsible officer is the Post Graduate Dean at Health Education England (HEE).

**Resuscitation Council UK** – the body responsible for setting standards for cardiopulmonary resuscitation in the United Kingdom.

**Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR)** – regulates the statutory obligation to report deaths, injuries, diseases and dangerous occurrences, including near misses that take place in the work place or in connection with work.

**Rubber dam** – is a thin, rectangular sheet, usually latex rubber, used in dentistry to isolate the operative site from the rest of the mouth.

**Rule 35 Report**- recommendations that a detainee be released from detention due to circumstances or conditions that make them vulnerable.

**Safeguarding Adults** – is a multi-agency framework or procedure for responding to suspected abuse of vulnerable adults.

**Safer Sharps** – all employers are required to ensure that risks from sharps injuries are adequately assessed and appropriate control measures are in place. Legislation came into force in 2013 under the European Council Directive 2010/32/EU addressing this issue.

**Secondary care** – health care provided in a hospital setting.

**Sedation/Conscious sedation** – a combination of medicines to help a patient to relax (a sedative) and to block pain (an anaesthetic) during a medical or dental procedure. The patient remains awake during the whole procedure.

**Spirometer** – a spirometer measures lung function including the volume and speed of air that can be exhaled and inhaled and is a method of assessing lung function.



**Talking therapy** - a general term for treatments which involve talking in individual or group sessions with a trained mental health professional.

**Ultrasonic cleaning bath** – a device used in the initial stages of the decontamination of dental instruments.

**Unit of dental activity (UDA)** – since 1 April 2006 NHS dentists in England and Wales have been paid according to how many units of dental activity they do in a year. Each dental procedure has been put into a band which determines what patients pay and the amount of UDAs a dentist gets. The main bands are: Band 1 (1 UDA) – diagnostic, treatment planning and maintenance; Band 2 (3 UDAs) – treatment and Band 3 (12 UDAs) – complex treatment.

**Warfarin** – a blood thinner used to prevent heart attacks, strokes and blood clots in veins and arteries.

**Washer Disinfector** - a device used in the initial stages of the decontamination of dental instruments.

**Young Offender Institution** - prison for young people aged 15-21.