

GLOSSARY

Term

Definition

Advocacy service

The communicating of expressed needs on behalf of a patient to service providers or other community agencies - statutory or non-statutory.

Agoraphobia

Fear of open spaces, closed or crowded spaces, shopping, crowds, travelling on public transport and social situations which may be associated with panic.

Annual skills audit

A process which attempts to define by questionnaire or interview or observation; specific skills possessed, skills deficits, priorities for training

Annual written business plan

A policy document compiled by all partners involved in the statement of the partnership which sets out a vision for the practice – to look at where the practice is now, where it wants to be in the short and long term and how it is going to get there. The business plan tends to focus on achievement, stating agreed aims and objectives and including measurable targets and standards.

By referral off site

Health professionals or services are not available at the patient's own practice but they are available at other sites (i.e. hospitals, other general practices)

Care programme approach

Health professionals must develop, along with local authority social services departments, individual packages of care (care programmes) for all inpatients about to be discharged from hospital and all new patients being treated by specialist psychiatric services. Care programmes may range from a single health professional undertaking assessment and monitoring for patients with less severe mental health and social needs, to complex assessments and treatment involving several staff.

Carer

A relative or friend of a patient with a mental health problem who is actively involved in their care

Clinical governance	A framework through which primary care groups will be accountable for continuously improving the quality of their services
Community mental health teams	Multidisciplinary team consisting of a range of professionals (drawn from the following: community psychiatric nurses, psychologist, social worker, occupation therapist, support workers, psychiatrist) who provide care for people with mental health problems in the community
Concordance	Agreement with a form of or plan for treatment
Core team	Permanent, essential members, e.g. general practitioners, practice managers, practice nurses and receptionists
Counselling	A form of psychological treatment generally used for less severe problems (e.g. mild to moderate depression) over the shorter term (6-12 sessions on average). It involves a professional, helping relationship whereby a trained counsellor aims to enable the patient to explore his or her concerns and problems of an emotional or interpersonal nature, and to find ways of resolving them. The counsellor actively listens and aims to (a) support the patient through crises and while they attempt to overcome their difficulties, (b) help the patient identify, explore, understand and clarify their feelings and experiences, as well as possible solutions, and (c) make meaningful choices and effect self-determined changes so as to resolve their problems, relieve their feelings of distress, and find more satisfactory and resourceful ways of living.
Counsellor	A person who enters into a therapeutic relationship using specific skills, including listening and responding, which enables the patient, through exploration, to gain understanding and thereby achieve resolution of problems. Counsellors have a wide variety of backgrounds and training
Duty professional	Mental health professional who is 'on duty' to deal with emergencies

Eating disorders	Includes anorexia nervosa, where severe weight loss occurs, and bulimia nervosa which both involve fear of fatness with under and over eating
Evidence based therapies	Trained in the range of therapeutic approaches which reflect best available evidence and are used in mental health care (excluding medication and other medical technologies)
Fast tracking service	Rapid access which bypasses routine system
Gender identity disorders	Transvestitism and transexualism
Genetic counselling	Counselling specifically relating to the hereditary implications of illness
Immediate access	Rapid access in crisis: 'immediate' will be defined by the nature of the crisis or emergency and may vary from being seen within the hour to the same day.
Initiated by the GP	Appointment arranged at the request of the general practitioner
Integrated care plan	A plan of care which fully integrates all aspects of care delivery which a clear delineation of which professional is to provide which specific aspect care. This should include reference to the role of primary care, and views of the user and carer
Keyworker	A named primary health care professional who has a defined responsibility for a patient, usually with some responsibility for service provision and monitoring of care
Link-worker	Named mental health professional from specialist mental health services who liaises with practice.

Local resource directory	Directory of resources available locally for people with mental health problems which will include statutory, non-statutory and voluntary sector services and self-help groups with contact information
1983 Mental Health Act	Current mental health legislation
Mental illness	A range of diagnosable mental disorders (that excludes learning disabilities and personality disorder)
Mental illness with genetic implications	Mental illness which may be hereditary
On site	Health professionals or services are available at the patient's own practice
PACT data	Prescribing And Cost data available from the Prescription Pricing Authority on the levels of prescribing per practice by therapeutic category.
Patient¹	All persons registered with the practice (practice population)
Patient²	A person who is experiencing a mental health problem and is receiving mental health care from their general practitioner or other mental health care services
Practice nurse	A registered general nurse who works in a general practice surgery and is normally employed by the GP. The role and duties can vary – in addition to delivering nursing care, practice nurses are likely to be involved in disease prevention (e.g. screening), health promotion and education, and health maintenance. They may also take responsibility for running clinics including those for chronic disease management, and assisting the GP with minor surgical procedures. (HAS)

Prescribing formulary	A restricted list of prescription drugs that health professionals voluntarily agree to use and are expected to select the drugs that they will use
Primary Care Group (PCG)	Organisations which bring together family doctors and community nurses
Primary Care Team	All persons who are attached to/ work within a single practice
Prompted templates	Electronic forms/checklist designed to ensure comprehensive recording of information by prompting health professionals to undertake specific procedures or ask specific questions for a patient with a given diagnosis in order to fulfil criteria set out in a clinical guideline.
Protected time	A temporary arrangement which is initiated by an organisation to cover the replacement costs for an employee to attend a training course. This may also include time engaged in informal study necessary for successful completion of the training course.
Register	An information system to identify and register all severely mentally ill people in a population
Screen	Utilisation of patient's self-report questionnaires to detect mental health problems
Secondary psychiatric services	Hospital or community based and staffed services i.e. not including primary care staff
Section 12 trained doctor	A doctor approved under section 12 of the mental health act who is recognised as having specific experience in assessing people with mental health problems. Can be either a GP or psychiatrist

Self-care plan	A plan, devised by the health professional(s) and patient, detailing action to be taken by the patient to care for their own condition. This may include medication, action to take in a crisis and when to consult a general practitioner or contact any health professional
Self-help groups	Mutual help groups, which enable members to help each other through support, problem-solving and advocacy. Self help groups aim to provide members with peer support as well as to gain strength from shared experiences.
Severe and enduring mental illness	Diagnosis of psychotic illness; inability to care for oneself independently, inability to sustain relationships; inability to sustain work; currently displaying florid symptoms or suffering an enduring condition; frequent crises leading to hospital admissions; significant risk to own safety or the safety of others; dementia; severe neurotic illness; personality disorder; development disorder; schizophrenia; bipolar disorder; paranoid disorder of at least one years duration.
Somatisation	The expression of psychological problems through physical symptoms
Specific training and support for depot injections	A (one day) training course which enables practice nurses to detect changes in mental state, problems with or caused by the medication, and other care needs, and bring them to the doctor's attention (Kendrick <i>et al</i> , 1998)
Specific training in mental health	Either 6 months training in psychiatry (not necessarily a hospital job in psychiatry) or attendance at a brief training course in mental health problems as they present in primary care. This may form part of a postgraduate personal learning plan.

Specific training in the recognition and management of post natal depression

A brief training course in the recognition and management of post-natal depression, which will include some training in appropriate counselling and when/if referral to the GP or discussion with a mental health worker such as a CPN is necessary.

Take the lead

Takes responsibility for co-ordinating care.

Trusts

Organisations which provide hospital or community care services

User groups

Support groups for persons who are/have experienced a mental health problem and have used mental health services. Persons belonging to a user group may have accessed such services independently or may have accessed them through their GP or other professionals from statutory organisations. Most groups are involved in consultation and monitoring processes around service provision and practice, and many groups are directly concerned in the creation of advocacy schemes.