

Acronyms

These are some of the acronyms you might come across during LINK work. If you find any more, let Lucy know and she will add them to the list!

- CQC** Care Quality Commission: the body that regulates, inspects and reviews all adult social care services in the public, private and voluntary sectors in England, including hospitals and care homes.
- GPCC** GP Commissioning Consortia/Consortium: The new bodies that will commission health services, starting up in Spring 2011 and formally taking on all commissioning from April 2013.
- ICAS** Independent Complaints Advisory Service: Provides information and advocacy for people wanting to make complaints about the NHS.
- LINK** Local Involvement Network (that's us!)
- PALS** Patient Advice and Liaison Service: Based in hospitals and in PCTs, PALS departments provide information and advice to patients, in particular, resolving problems informally so that patients do not need to take complaints through a formal complaints procedure.
- PCT** Primary Care Trust: the main local commissioner for health services. In Somerset, we have one PCT covering the whole of Somerset, called NHS Somerset. It is based in Yeovil and employs around 150 people. The PCTs are being phased out, to be replaced by GP Commissioning Consortia. They are likely to be abolished by April 2013.
- PP** Priorities Panel: The Somerset LINK's Project Management team.
- PPG** Patient Participation Group. Small groups of patients from individual surgeries, who are keen to feed back their experiences to GPs in order to improve their practice.
- SCC** Somerset County Council: the local authority that has responsibility for commissioning social care services (and the LINK).
- SG / SSG** (Somerset) Stewardship Group: The Stewardship Group/Governance Group for the Somerset LINK.
- SHA** Strategic Health Authority: Providing strategic leadership for PCTs. There are ten across England, and are being wound down in April 2012, to be replaced by sub-national (regional) Commissioning Boards.