# Digital First Primary Care glossary

|  |  |
| --- | --- |
| **Term** | **Definition** |
| Access demand | The number of patients attempting to use a service, ideally split down, and understood by channel (see below), time and date. |
| ARRS | Additional Roles Reimbursement Scheme |
| Toolkit | Outline operating solution which others can easily replicate or apply to their own delivery solution to gain similar benefits realisation |
| Channel | Generic term to cover the possible ways in which a patient can choose to communicate or which the NHS actively communicates with them – email, SMS, telephone, web chat, online consultation, website, mail, poster, notice |
| CQC | Care Quality Commission |
| DDI | Direct Dialling Inward – multiple telephone numbers into a single circuit |
| DFPC | Digital First Primary Care |
| EoL | End of Life |
| GM | Greater Manchester |
| GPAD | GP Appointment Data |
| HInM | Health Innovation Manchester |
| Hub | Operational concept bringing together resources and operational management into a centralised space – virtual, physical or a combination of the two |
| IIF | Investment and Impact Fund |
| IVR | Interactive Voice Response – system to allow callers to interact with options on the telephony system |
| KPI | Key Performance Indicator |
| Lighthouse Project | Small scale but big picture project, highly focussed and delivered over a short period of time |
| OC | Online Consultation – enabling patients to contact a GP or other health professional over the internet |
| Omni-channel | Multiple channels of communication (see above) brought together into a single and cohesively managed workflow (often also referred to as multi-channel) |
| PAS | Patient Access Strategy – Combined and cohesive approach to the management of communication channels |
| PCN | Primary Care Network |
| QMF | Quality Management Framework |
| QOF | Quality and Outcomes Framework |
| RAG status | Simple progress classification: Red (requires improvement); Amber (middle ground); Green (performing as expected) |
| Robotics | The use of technology enabled solutions, such as AI (see above) to automate repetitive tasks |
| Routed-back | When contacts, being handled by a centralised team on behalf of another organisation (in this case a local practice), are re-connected to the original source organisation (the local practice) to enable the customer to interact with the team there |
| SaaS | Software as a Service – allowing users to connect to and use cloud-based applications |
| Search, Call and Recall | Process for using demographic information held within clinical systems to identify and engage patients who are due or overdue key medical appointments, checks or immunisations |
| Virtual | Using technology to realise benefits which may otherwise have required traditional, physical investments. For example, a virtual team could be across multiple sites, using technology to connect them together into one team |