

HEALTH SERVICE

# JARGON GUIDE

FOR THE NORTH TYNESIDE  
VOLUNTARY AND  
COMMUNITY SECTOR



## INTRODUCTION

The NHS Long Term Plan highlights the importance of collaborative working between health services and voluntary and community sector organisations. Good health is not created in hospitals or GP surgeries. It is influenced by a wide range of factors such as our physical environment, our social and economic situation and our individual choices and behaviours. We all have a role to play in supporting more healthy communities.

In our experience working with other sectors can be a challenge. There are often cultural and language barriers to navigate. We've compiled this glossary to help our members keep up to speed with some of the terminology used by health services and contained within the NHS Long Term Plan.



## POPULATION HEALTH MANAGEMENT

A partnership approach aimed at improving the physical and mental health and wellbeing of people within a defined local, regional or national population. Population Health Management also aims to reduce health inequalities.

## SOCIAL PRESCRIBING

Social prescribing (the process) is a means of enabling health and social care professionals to refer people to a range of local, non-clinical services.

Social prescribing recognises that people's health is determined primarily by a range of social, economic and environmental factors, and seeks to address people's needs in a holistic way. It also aims to support individuals to take greater control of their own health.

Social prescribing schemes (the prescription) can involve a variety of activities which are typically provided by voluntary and community sector organisations. Examples include volunteering, arts activities, group learning, gardening, befriending, cookery, healthy eating advice and a range of sports. There are many different models for social prescribing, but most involve a link worker or navigator who works with people to access local sources of support.

In North Tyneside First Contact Clinical hold the Social Prescribing Contract with North Tyneside Council and the four Primary Care Networks.

## CLINICAL COMMISSIONING GROUP

Clinical Commissioning Groups (CCGs) were created following the Health and Social Care Act in 2012, and replaced Primary Care Trusts on 1 April 2013.

They are clinically-led statutory NHS bodies responsible for the planning and commissioning of health care services for their local area. Commissioning is about getting the best possible health outcomes for the local population.

This involves assessing local needs, deciding priorities and strategies, and then buying services on behalf of the population from providers such as hospitals, clinics, and community health bodies.

North Tyneside CCG has recently launched a VCS Grants programme committing £500,000 per year for the next three years.

## PUBLIC HEALTH

North Tyneside's public health team is made up of professionals, led by the Director of Public Health, whose role it is to improve and protect the health of local residents. They focus on preventing ill health and early deaths, as well as protecting people's health in major emergencies.

The team works closely with other colleagues in the Council and key partners across the Borough - NHS, businesses, pharmacies, hospitals, schools, the community and voluntary sector and local people to make sure that health is made a priority in every area of life, and that everyone has access to the support and services they need to be healthy.

## PRIMARY CARE NETWORK

Primary Care Networks (PCNs) are a key part of the NHS Long Term Plan, providing an opportunity for GP Practices to come together and shape their services in response to the needs of their local population.

There are four Primary Care Networks in North Tyneside covering Wallsend, Whitley Bay, North Shields and the North West. Primary Care Networks are keen to engage with voluntary and community organisations as part of their expanding neighbourhood teams comprising a range of staff such as GPs, clinical pharmacists and district nurses.

## PRIMARY CARE NAVIGATOR

The Primary Care Navigator is a non-clinical staff member in a frontline patient facing role. In North Tyneside these are mainly administration and reception staff in the GP Practice.

Primary Care Navigators support patients by signposting them to local initiatives, support services and opportunities which can benefit their health and wellbeing.

There are Primary Care Navigators in every GP surgery in North Tyneside.

## UNIVERSAL PERSONALISED CARE

Universal Personalised Care is where people have more choice and control over how their health and care needs are met.

It recognises that people can be an expert in their own needs and care. This also supports people to be as independent as possible.

With personalised care, people are more involved in the decision making around their care. They can set out goals and outcomes, and work with a professional to decide the best course of action to achieve these.

Because the person is at the centre of their care, their health and wellbeing will improve, and services will be more joined-up.

## VOLUNTARY & COMMUNITY SECTOR (VCS)

Voluntary and Community Sector organisations work with some of our most marginalised communities, providing services that are responsive, innovative and user-led.

The work of VCS organisations makes a significant contribution to key priorities such as health and wellbeing, democracy, the environment, employability and tackling loneliness.

The VCS in North Tyneside covers everything from volunteer-led groups such as Collingwood Bowling Club to large international charities such as Depaul Trust. The sector consists of more than 550 groups, clubs, charities and other organisations, with a combined income of over £57m per year. 2165 people are employed by the sector, representing 2.2% of the local workforce.

## **LINK WORKER (COMMUNITY TEAM: NORTH TYNESIDE)**

Link Workers support people to reduce social isolation and improve their physical and mental well-being through connecting them with their community and sources of support. Working with them to identify solutions to practical problems and using behaviour change techniques to empower them to take responsibility for their own health. Link workers draw on knowledge of the local area to signpost people to services and activities.

## **LINK WORKER COACH COMMUNITY TEAM: NORTH TYNESIDE)**

Link Worker (coaches) support people to improve their self-management of their health and wellbeing by listening to what matters to them. They support individuals to address non-medical factors which may impact on their health and wellbeing, empowering people to manage their health and wellbeing by increasing knowledge, skills and confidence to maintain healthy behaviour changes in response to life's stressors.

## **BIOPSYCHOSOCIAL MODEL**

The biopsychosocial approach considers biological, psychological and social factors and their complex interactions in understanding health, illness, and health care delivery.

## **COMMUNITY ASSETS**

A community asset (or community resource, a very similar term) is anything that can be used to improve the quality of community life.

Assets are defined as places and spaces in your community that are important to local people. They are of interest socially (such as for sport, culture or recreational uses) or increase the wellbeing of the community now and into the future.

They could include libraries, community centres, places to socialise, shops or green spaces that are of value to your community.

## **PSYCHOSOCIAL LINK WORKER (PRIMARY CARE: NORTH TYNESIDE)**

Psychosocial Link Workers support individuals to address social factors which may have an impact on persons' health and wellbeing. They work with people to develop skills and coping strategies to empower them to improve their wellbeing and effectively manage their health.

Practitioners use behaviour change techniques to increase confidence and motivation allowing people to become more independent and confident in maintain healthy behaviour changes.

## USEFUL LINKS

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[www.northtynesideccg.nhs.uk](http://www.northtynesideccg.nhs.uk)

[www.nhsc.org/ccgs](http://www.nhsc.org/ccgs)

[www.kingsfund.org.uk](http://www.kingsfund.org.uk)

[www.england.nhs.uk/primary-care/primary-care-networks](http://www.england.nhs.uk/primary-care/primary-care-networks)

[www.england.nhs.uk/personalisedcare/upc/](http://www.england.nhs.uk/personalisedcare/upc/)

[www.firstcontactclinical.co.uk](http://www.firstcontactclinical.co.uk)

[www.voda.org.uk](http://www.voda.org.uk)

[www.my.northtyneside.gov.uk/category/603/introduction-public-health](http://www.my.northtyneside.gov.uk/category/603/introduction-public-health)

[www.services.northtyneside.gov.uk/sign](http://www.services.northtyneside.gov.uk/sign)

**Contact Claire Howard on 0191 6432625 or email [claire.howard@voda.org.uk](mailto:claire.howard@voda.org.uk)**

**[www.voda.org.uk](http://www.voda.org.uk)**