

## **MSRA 2023 Glossary Terms**

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Addiction services	Local arrangements to help manage patients with drug and / or alcohol problems.
Alcoholics Anonymous group	Group who share their experience, strength and hope with each other that they may solve their common problem and help others to recover from alcoholism.
Advance directive	A written document that allows a patient to give explicit instructions about medical treatment to be administered when the patient is unable to express their wishes.
Alcohol service	A community based service offering treatment and support for patients with alcohol problems.
Anatomical snuff box	The anatomical snuff box is a triangular deepening on the radial, dorsal aspect of the hand—at the level of the carpal bones, specifically, the scaphoid and trapezium bones forming the floor.
Audit	A method of continuous quality improvement.
Bed manager	A hospital employee who manages the allocation and provision of beds within the hospital.
Best interest meeting	A meeting with variety of medical specialists and allied medical staff that is arranged for a specific decision around a patient’s care / treatment, when a person is deemed to lack the mental capacity to make that decision for themselves.
Bleep/bleeped/bleeping	A pager device carried by a hospital worker that is used to contact the worker from elsewhere within the hospital.
British National Formulary	Most commonly used drug reference manual in the UK. It also includes non-prescribing management guidelines.
British Medical Association (BMA)	The professional body which represents doctors in the UK.
Bullying / Bullied /Bully	Offensive, intimidating, malicious or insulting behaviour, an abuse or misuse of power through means intended to undermine, humiliate, denigrate or injure the recipient.
Care co-ordinator	A member of the community mental health team* who provides support personally and facilitates contacts with other health professionals.

Care package	A combination of services put together to meet a patient's assessed needs. Defines exactly what the person needs in the way of care, services or equipment.
Care Quality Commission (CQC)	A Government organisation that monitors whether health care providers are meeting national standards.
Caucasian	A person with white skin.
Chaperone	A person who accompanies and looks after a patient undergoing an examination.
Childminder	A person who is paid to look after other people's children.
Child and Adolescent Mental Health Service (CAMHS)	Services that work with children and young people who have difficulties with their emotional or behavioural wellbeing.
Child protection plan	Plan implemented by a range of professionals from the child's school, health services, police and social workers with the aim to keep the child safe from ongoing risk of harm.
Citizens Advice Bureau	A charitable organisation which provides advice to the public on financial and welfare issues
Clerk in / clerking /Clerked	The act of taking a patient's complete history, performing an examination, recording this in the patient's notes, and writing a problem list and care plan. A charitable organisation which provides advice to the public on financial and welfare issues
Clinical Director	The lead clinician for a particular department in the hospital.
Clinical supervisor	The senior doctor responsible for teaching and supervising doctors in training.
Cohort	A group of people or patients.
Communicable disease	An infectious disease.
Community drug (and alcohol) team	Service for drug or alcohol users offering advice, information and support about drugs or alcohol, their effects and other related issues.
Community mental health team	A community-based team of doctors and other health and social care professionals providing mental health care.
Contact tracing	The identification of people who may have come into contact with an infected person.
Coroner	A public official whose job is to find out the cause of death when people die unexpectedly or in ways that may not be due to natural causes.

Counter fraud service	The Counter Fraud and Security Management Division of the NHS Business Services Authority protects the staff, assets and resources of the National Health Service in England and Wales.
Court order	A legal direction made by a judge or court.
Cricket ball	A hard, solid ball used to play cricket. Men's cricket balls weigh 5.5 to 5.75 ounces (156-163 grams) and Women's cricket balls weigh 4.94 to 5.31 ounces (140-151 grams).
Critical incident	Significant event, critical event.
Date	A social encounter at the start of a potential relationship.
De-escalation	Using techniques, both verbal and non-verbal, to reduce agitation and avoid violent and aggressive behaviour.
Discharge summary	A document for the patient that summarises the admitting diagnosis, diagnostic procedures performed, therapy received while hospitalised, clinical course during hospitalisation, prognosis, and plan of action upon discharge.
DNACPR	Refers to a 'do not attempt cardiopulmonary resuscitation' form, which provides guidance on the best action to take (or not take) should the patient suffer cardiac arrest or die suddenly.
Domestic violence officer	Police officer trained to deal with domestic violence.
DOPS	An assessment of directly observed procedural skills.
DVLA	Driving and Vehicle Licensing Agency; issues driving licences in the UK.
e-portfolio	Personal record of professional achievement and self-reflection completed by doctors during their training.
Early warning score	Scoring system for assessing the severity of illness.
Educational review	A structured meeting with an educational supervisor* (see below).
Educational supervisor	The senior doctor responsible for making sure doctors in training receive appropriate training and experience. The educational supervisor is involved in teaching and training, and should assist in professional and personal development.
Elective	<ol style="list-style-type: none"> <li>1) A planned surgical procedure</li> <li>2) Part of the medical undergraduate training programme where the student is allowed to arrange a teaching placement of their choice</li> </ol>
Elocution	The art of speaking clearly aloud in public.

Environmental health	A branch of public health concerned with all aspects of the natural and built environment that may affect human health.
Escalate	To take further action, usually involving contacting more senior staff.
Family planning clinic	A community based service offering contraception.
Flatmate	A person with whom one shares a flat/apartment.
Flush/ flushing	A flush is the method of clearing intravenous lines (IVs), central lines or arterial lines of any medicine or other perishable liquids to keep the lines (tubes) and entry area clean and sterile.
Foundation portfolio / e-portfolio	Personal record of professional achievement and self-reflection completed by Foundation doctors during their training.
Foundation Programme Director	Lead of training programme for foundation doctors within a given geographical area.
Fraser guidelines	The Fraser (and Gillick) Guidelines are used to assess capacity of a person under the age of 16 to determine their treatment, and for such treatment to remain confidential. It is generally used in decision making regarding contraception.
Fitness to work certificate	A legal document which declares that your doctor deems you fit or maybe fit for work with work place adjustments, after the first seven days of your illness.
General Medical Council (GMC)	The GMC is the body with a statutory requirement to maintain a register, which is the definitive list of doctors "registered medical practitioners", within the public sector in Britain. The main objective of the General Council is to protect, promote and maintain the health and safety of the public.
Guardian of safe working	A role to protect patients and doctors by ensuring that doctors are not working unsafe hours.
Health Board	An organisation responsible for coordinating public health activities.
Health Care assistant (HCA)	Non-qualified nursing staff who assist in patient care and practice-related duties as directed by and under the supervision of a registered healthcare professional (including senior practice nurse, practice manager and the GPs).
Health Protection Agency (HPA)	The Health Protection Agency (HPA) is part of the English public health system.
Health visitor	A qualified nurse or midwife who has undertaken further training and education in child health, health promotion, public health and education.

Helpline	A telephone service providing help with problems.
Her Majesty's Revenue and Customs (HMRC)	A body that ensures the correct tax is paid at the right time, whether this relates to payment of taxes received or entitlement to benefits paid.
HGV	A Heavy Goods Vehicle (HGV) is either a motor vehicle that has a gross weight over 3500 kg or a goods trailer with an unladen weight greater than 1020 kg.
Hockey	A game played on a field by two opposing teams, who try to hit a ball into their opponents' goal using long sticks curved at the end.
Hospice	A facility that provides a type of health care that focuses on the palliation of symptoms of terminally ill patients.
Hospital information governance team	Those responsible for the safe and legal management of hospital data.
Housing authority	Governmental body that governs some aspects of housing, often providing low rent or free accommodation to those in need.
Human Resources	The department within a hospital that is responsible for the administration and management of personnel, including some recruitment.
Independent Medical Capacity Advocate	A legal safeguard for people who lack the capacity to make important decisions, including about where they live and serious medical treatment options.
Infection control (team)	Prevention of healthcare-associated infection, sometimes managed by a dedicated team.
Inter-deanery transfer	An arrangement which allows trainees to move between different UK training regions.
Lasting Power of Attorney	A legal agreement that would give a patient's representative the legal authority to make decisions on behalf of the patient in matters related to health and welfare.
LETB	Local Education and Training Board – a local body responsible for overseeing training.
Local Safeguarding Adults Board	Statutory bodies with the function of providing and co-ordinating services to protect vulnerable adults and promote health in this group. Similar to child safeguarding bodies.
Local Safeguarding Children Board	Key system in every locality of the country for organisations to come together to agree on how they will cooperate with one another to safeguard and promote the welfare of children.
Locum	A stand-in doctor who is not on a permanent contract.

Macmillan nurse	A nurse with special expertise in providing information, psychological support and symptom control advice to cancer patients and those with life-limiting illness.
Marathon	A long-distance running race that is 26.2 miles long.
Matron	Most senior nurse in a hospital or ward.
Medical defence organisation	Professional organisation which undertakes to protect, support and safeguard the character and interests of registered medical and dental practitioners in the United Kingdom, and elsewhere.
Medical director	The lead clinician of a healthcare organisation i.e., hospital or trust who provides guidance and leadership.
Medical outliers	A hospital inpatient who is classified as a medical patient for an episode within a spell of care and has at least one non-medical ward placement within that spell.
Medical staffing	The department within a hospital that is responsible for the administration and management of personnel, including some recruitment.
Medical take	Admission of patients to hospital either through A&E or by GP referral.
Memory clinic	A dedicated medical clinic specialising in the assessment and diagnosis of memory disorders.
Mental Health Act	The law under which a person can be admitted, detained and treated in hospital against their wishes. The Act covers the rights of people while they are detained, how they can be discharged from hospital and what aftercare they can expect to receive.
Middle grade doctor	SpR, Specialist Registrar, Registrar or equivalent.
Monitored dosage system	A compartmentalised tablet box used to store and organise a patient's regular medication.
Multidisciplinary team (MDT)	Team structures which consist of a variety of medical specialists and allied medical staff. MDT meetings are often arranged to discuss and plan complex aspects of patient treatment and to formulate safe management plans.
Multisource feedback (MSF)	A tool used to collect colleagues' opinions on an individual's clinical performance and professional behavior. Also known as 360 feedback, 360 degree feedback, or Team Assessments of Behaviour.
Next of kin	An individual identified by the patient who can assist in making medical decisions if the patient is not able to. In the UK, next of kin does not have to be a blood relative.
NICE guidelines	Evidence based recommendations on the appropriate treatment and care of people with specific diseases and conditions within the NHS.

Nurses station	An area of a hospital ward or nursing home, which nurses and other health care staff work behind when not working directly with patients and where they can perform some of their duties.
Nursing and Midwifery Council (NMC)	The statutory body that regulates nurses and midwives in the UK.
Occupational Health	An area concerned with protecting the safety, health and welfare of people engaged in work or employment.
Out-of-hours (service)	Provides urgent primary medical care outside of regular surgery hours.
Over-the-counter (medication)	A medical drug or device that can be purchased by a consumer without a doctor's prescription.
Pack year	A way to measure the amount a person has smoked over a long period of time. It is calculated by multiplying the number of packs of cigarettes smoked per day by the number of years the person has smoked.
Patient Advice and Liaison Service (PALS)	Offers confidential advice, support and information on health related matters to patients and their families.
Patient advocate	A person who helps guide a patient through the healthcare system. Duties include explaining financial information, taking patient complaints and helping patients understand their medical rights.
Patient health questionnaire (PHQ9)	A UK Depression Inventory.
Patient Safety Incident (PSI) report	Significant event or critical incident report.
Plasterer	A person who applies plaster to walls or ceilings.
Porter	A hospital employee who moves equipment or patients.
Primary care	Local healthcare taking place outside acute trusts and mental health trusts.
Private clinic	A referral for care that is outside of the NHS.
Private script/prescription	A medical prescription not covered under the NHS regulations, hence paid for by the patient. Examples include travel medicines or drugs for cosmetic use.
Probity	The quality of having strong moral principles; honesty and decency.
Protected group educational time	Time allocated for educational or professional activity e.g., learning, teaching, administration, etc. Cannot, by contract, be used for clinical duties.
Protocol	Accepted or established code of procedure.

Public Health Service	Public health services exist to improve and protect community health, especially sanitation, immunisation, communicable diseases and preventive medicine.
Recreational drugs	Non-prescribed substances taken for their pleasing psychoactive effects.
Red alert	(As in the unit has been placed on red alert) Accompanied by a student or other observer.
Reflective learning log	A journal or log which evidences your own learning and skills development. It is not just a diary or record of "What you have done" but a record of what you have learnt, tried and critically reflected upon.
Registrar	Middle grade doctor.
Regulator	A statutory body that oversees professional conduct.
Relationship counselling	This type of counselling helps couples of all types to explore, recognise, and resolve conflicts in an effort to improve their relationships and interactions.
Research Ethics Committee	A committee that reviews and approves health and social care research.
Residential home	These homes provide accommodation meals and personal care, generally for the elderly, for long-term or short-term use.
Resilience training	A training programme to provide coping strategies and techniques to manage challenging situations at work
Rota	A schedule of working hours.
Rota co-ordinator	An individual who is responsible for managing the rota and ensuring that all day to day operations are run effectively and efficiently.
Rugby	A type of football game.
Safeguarding	The practice of protecting vulnerable adults and children using specific processes to provide safe and effective care.
Scrubs	The clothing worn in operating theatres.
Secondary care	Healthcare provided by an acute trust or mental health trust.
Self-certificate	A statutory sickness certificate completed by the patient, which covers the first week's absence from work and doesn't require a doctor's signature.
Shadowed or Shadow or Shadowing	(As in being observed by a medical student) Accompanied by a student or other observer.
Shared Care Protocol	A protocol of shared clinical care between primary and secondary care doctors.



Sherry	A fortified wine made from white grapes.
Significant event	Critical incident, critical event.
Social Services	Social work and other support services.
Solicitor	A lawyer.
Specialty support manager	A manager responsible for a particular hospital clinical specialty.
Stalking	Unwanted or repeated contact by an individual towards another person. This may include following or monitoring the person.
ST (1, 2, 3, 4, 5, 6)	A doctor in their 1 <sup>st</sup> / 2 <sup>nd</sup> / 3 <sup>rd</sup> / 4 <sup>th</sup> / 5 <sup>th</sup> / 6 <sup>th</sup> year of their specialty training.
Stigma	The characteristic of an individual that may develop a socially negative attitude towards the individual. This may be due to social, physical or mental deficiency.
Strawberry tongue	A strawberry tongue presents as dark red papillae projecting through a yellowish white coating on the tongue.
Sweepstakes	A type of contest or method of gambling in which each person pays a small amount of money to participate, and the winner wins the entire amount of money collected.
Switchboard	A piece of equipment that is used to direct all telephone calls.
Triage/Triaged	The process of deciding the order of prioritisation of patients for treatment based on how sick or seriously injured they are.
Trunk	Thorax and abdomen.
Trust	Organisation with responsibility for managing a hospital or other services within the NHS.
Undermined	To have your authority weakened by the actions of another person.
Video consultation	A consultation with a patient held remotely using video conferencing software
Waiting time target	A target defining the maximum length of time a patient should wait before starting the next step in their treatment
Walk-in centre	Walk-in centres are nurse-managed centres open for longer hours where patients can attend without an appointment. They can be used for treating health problems that are not long-term conditions or life-threatening emergencies.
Ward Manager	The senior nurse for the ward (previously known as the Nursing Sister).

Warden-controlled flat	A collection of flats that is supervised by a warden who is usually on-site for several hours each day and makes contact with residents each day.
Webcam	A video camera that feeds or streams an image or video in real time to or through a computer network, such as the Internet.
Will	Last Will and Testament. A legal document outlining a person's wishes after death.
Workplace-based assessment (WPBA)	Evidence related to different aspects of competence, including specific clinical skills, which is recorded in a Foundation portfolio.