

Digital Reference Guide V1.2



Why have we created this document?

The purpose of this document is to serve as a comprehensive reference guide to digital concepts. It aims to define and explain common terms frequently encountered in digital programs, thereby fostering a shared understanding, and increasing awareness of digital terminology and practices.

In the rapidly evolving digital landscape, it is helpful to have a unified understanding of key concepts. This guide aims to bridge any gaps in knowledge, ensuring that all colleagues, regardless of their department or role, can confidently engage with digital programmes and initiatives. By defining and explaining frequently encountered terms, the guide seeks to foster a shared understanding of digital terminology and practices.

Furthermore, as digital technologies and methodologies advance, staying informed about the latest terminology and practices becomes essential. We know that technology moves at pace and so we aim to keep this a dynamic document, and welcome suggestions for additional terms as they come into use. Please feel free to email any suggested additions to Ben.Jackson@healthinnovationeast.co.uk.

Who is it for?

This reference guide is for anyone who might find it useful to gain a better understanding of digital or technological terminology in relation to health and care. However, it may be particularly useful to colleagues in the East of England, as we have also included organisations and partnerships specific to the East of England region.

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I	Infodemic
	Information
	Information and communications technology
	Information governance
	Integration
	Intended purpose

	Internet of Things
	Interoperability
	Interoperability toolkit
L	Laboratory Information Management Systems
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	Transparency

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U	UK Responsible Person
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W	What Good Looks Like Framework
	Widget
	Workforce Deployment Systems

Terms and Definitions

	Term	Definition
A	Above the fold ⁵	Above the fold refers to the content that displays when a user first visits a website and includes everything they see on the screen before they have to scroll down. It is considered the most important part of a web page as should immediately grab the interest of the reader.
	Access Control ¹⁰	Configuring systems in order that individuals and other systems accessing them are able to carry out only the functions they should be allowed to, and no more.
	Access mode ⁸	For an API , its access modes explain which security patterns you must use to call it. Different API endpoints might use different access modes. For example, a read-only endpoint might have application-restricted access, while a read-write endpoint might have user-restricted access such as only by a healthcare worker.
	Access to stack (A2S) ¹¹	'Access to the (999) stack' is a partnership between East of England Ambulance Service NHS Trust, NHS East of England and Urgent & Community Response provider teams across the region, which involves specially trained rapid response teams accessing the 999 call stack and responding to less urgent 999 calls.
	Active patient ⁸	An Active patient as defined by GP Connect is any patient on a provider's system that has Not Left and is Not Deceased. The concept of Active is related to the patient's registration status rather than to the patient's registration type. A provider's system may have a number of different statuses which should be considered Active. Many of those statuses may apply to a number of different registration type.
	Adopter ¹	A person or organisation buying, implementing or using a technology to provide health or social care services. The technology will typically have been developed by a different person or organisation (the developer). Some technologies are developed by the same people who use them (that is, they are both the developer and the adopter). But for the purposes of this website, developers and adopters are considered separate groups. An adopter can be any commissioner or provider of health or social care including primary care, mental health or community services, social care in the community or care homes, and secondary and tertiary hospitals. Adopter roles include clinicians, administrators, managers, commissioners, roles responsible for integrating and governing technologies such as IT, information governance , and clinical safety. Adopters can also be the people using the technology. This includes health and social care workers. It also includes patients, service users or members of the public using a technology themselves or with help from a health or social care professional.
	Aggregate(d) data/information ⁷	Statistical data about several individuals that has been combined to show general trends or values without identifying individuals within the data.

	Term	Definition
	Anonymisation ¹	<p>Data that is no longer personally identifiable. Anonymised data is not considered as personal data under the UK General Data Protection Regulation. This means it is not subject to the same restrictions as personal data. Anonymous data may be presented as general trends or statistics; for example, by removing direct identifiers such as NHS number and name, putting age into an age range (such as 25 to 40) and grouping postcodes together.</p> <p>Information about small groups or people with rare conditions could potentially allow someone to be identified and would not be considered anonymous. But the risk of reidentification does not have to be completely removed for data to be considered anonymous, provided the risk is mitigated sufficiently to meet anonymisation requirements for the intended recipient. Any onward transfer of (or remote access to) the data may change its status back to personal data, depending on any additional information and means available to the onward recipient.</p>
	Application ¹⁰	A program that runs on a computer.
	Application acknowledgement ⁸	A response from one application to another indicating that a message has been received and is valid.
	Application role ⁸	The role played by the application in a particular interaction.
	Application programming interface (API) ⁶	<p>An Application Programming Interface is a software intermediary that allows two applications to talk to each other. Each time you use an app like Facebook, send an instant message or check the weather on your phone, you're using an application programming interface (API). APIs are an accessible way to extract and share data within and across organizations. The NHS England API platform is a 'front door' for health and care APIs, primarily for the NHS in England.</p> <p>APIs are used by point-of-care applications and patient-facing applications to talk to back-end applications. Most of the back-end applications are owned by NHS England, but some are owned by third parties.</p> <p>The platform provides a consistent experience for API consumers and API producers that makes integration easier and supports NHS England's Data saves lives and Open API policies. More info can be found here.</p>

	Term	Definition
	Artificial intelligence (AI) ¹	<p>Artificial Intelligence (AI) has been defined as “The use of digital technology to create systems capable of performing tasks commonly thought to require human intelligence.” For example, an AI system may analyse radiography images and detect tumours in cancer patients. Note: Not to be confused with Robotic Process Automation^[O&B].</p> <p>Artificial Intelligence (AI) has numerous definitions which can cause confusion. Our understanding of AI is constantly evolving, but generally it includes:</p> <ul style="list-style-type: none"> - Computer systems using statistical techniques to find patterns in large amounts of data - Ability to perform repetitive tasks with data without the need for constant human guidance <p>AI is currently being used or experimented with in the health and care system for Natural Language Processing (to help read unstructured doctors’ notes), Computer Vision (to support diagnosis of diseases and conditions using X-rays or CT Scans), Classification (to identify patients most at risk from specific conditions) and Forecasting (to make best use of capacity and resources).</p>
	Authenticated User Session (AUS) ⁸	An Authenticated User Session is defined as when a real person is physically logged in to a system after being authenticated via their smart card or by another authentication method.
B	Back-end ⁵	The backend refers to the back of a website – it’s where the magic happens! Everything you can see on a website is controlled by the backend. This is where the server, application and database are found. Together, these components will create the look and functionality of your website.
	Best-practice guidance ¹	It is not a legal requirement to follow best-practice guidance when developing or adopting digital healthcare technologies . But following the guidance makes it more likely the technology will be successfully adopted for use in health or social care. This is because the guidance sets out the minimum requirements expected by funders, commissioners and national organisations such as NICE.
	Big data ²	Rapidly collected, complex data in such quantities that terabytes (10 ¹² bytes), petabytes (10 ¹⁵ bytes) or even zettabytes (10 ²¹ bytes) of storage may be required. The unique properties of big data are defined by four dimensions: volume, velocity, variety and veracity. As more information accrues at an accelerating pace, both volume and velocity increase.
	Biometric ¹⁰	A characteristic of your body which, in the context of cybersecurity, can be used to identify you; examples are your irises and your fingerprints.
	Block chain ²	A digital database containing information (such as records of financial transactions) that can be simultaneously used and shared within a large decentralized, publicly accessible network.

	Term	Definition
	Booking and Referral Standard (BaRS) ²⁷	The Booking and Referral Standard (BaRS) is an interoperability standard that enables digital patient journeys or operational processes for patients, healthcare workers and carers. It allows relevant information to be shared quickly, safely and in a format that is useful. It will eventually be available in all care settings.
	Browser ⁵	A browser is an application that allows you to surf the web. Common browsers are Chrome, Safari, Firefox and Internet Explorer.
C	Caldicott Guardian ⁷	A senior person responsible for protecting the confidentiality of patient and service user information and enabling appropriate information sharing
	Care Coordination Solution ¹²	<p>The Care Coordination Solution, offered by NHS England, is a UK cloud platform solution designed to help treat patients faster through supporting more co-ordinated decision making at all levels. The solution offers the following benefits:</p> <ul style="list-style-type: none"> - Better, faster, information-based decisions through the deployment of operational tools for waiting list management, patient prioritisation, and theatre scheduling. - Better care co-ordination at all levels through secure sharing of pseudonymised data within one platform. - Leaders at System, Regional, and National levels can make better-informed operational decisions. - Scaling of solution through collaboration leading to optimised elective pathways and better patient outcomes. <p>This solution was formerly part of the Improving Elective Care Coordination for Patients (IECCP)</p>
	Care records ⁷	<p>Care records are personal records. They comprise documentary and other records concerning an individual (whether living or dead) who can be identified from them and relating to the individual's physical or mental health to spiritual counselling or assistance given or to be given to the individual; or to counselling or assistance given or to be given to the individual, for the purposes of their personal welfare, by any voluntary organisation or by any individual who by reason of the individual's office or occupation has responsibilities for their personal welfare; or by an order of a court has responsibilities for the individual's supervision</p> <p>This record may be held electronically or in a paper file or a combination of both.</p>
	Chief Information Officer (CIO) ¹⁰	The head of information services within an organisation; the individual responsible for information processing and IT systems from a business-oriented point of view. Sometimes the CIO is also responsible for the underlying infrastructure in a raw technical sense, but often the latter is the remit of the Chief Technology Officer .

	Term	Definition
	Chief Information Security Officer (CISO) ¹⁰	The head of information security and cyber security in the organisation.
	Chief Midwifery Information Officer (CMidIO)	Senior leadership role responsible for driving the digital transformation of midwifery and maternity services.
	Chief Technology Officer (CTO) ¹⁰	A senior executive who oversees the technology and engineering aspects of the organisation.
	Clinical performance ¹	The output of a technology resulting from the analysis and evaluation of clinical data to assess the technology is performing as intended to the benefit of patients or service users . This would be assessed both before a technology is granted market access and after it is deployed in a health or social care service.
	Clinical Safety Officer (CSO) ⁸	A CSO is the person responsible for making sure a software supplier addresses the requirements of DCB0129 .
	Cloud Based Telephony (CBT) ¹³	Cloud Based Telephony is a programme to help GP practices adopt a model that uses internet supported devices rather than telephone hardware, thus removing the need for analogue phone services. This also provides additional functionality to support practices to manage calls more effectively. The enhanced reporting capability these systems provide gives better data about how patients are contacting the practice and so helps practices understand and manage demand.
	Community Diagnostics Centres (CDC) ²⁶	<p>The creation of Community Diagnostics Centres (CDCs) was recommended following Professor Sir Mike Richards' Review of NHS diagnostics capacity. The recommendation was that NHS organisations across England move to providing diagnostic services in Community Diagnostic Centres (CDCs) and all health systems are expected to include a network of CDCs as part of their health services offer.</p> <p>The CDCs will allow patients to access planned diagnostic care nearer to home without the need to attend acute hospital sites. These services would be separate to urgent diagnostic scan facilities, which means shorter waiting times and a reduced risk of cancellation which can happen when more urgent cases take priority. Therefore, this would lead to improved patient experience and outcomes.</p>
	Confidential Patient Information (or confidential patient and service user information) ¹	A legal term defined in section 251 (11) of the National Health Service Act 2006. Confidential patient information both identifies the patient and includes some information about their medical condition or treatment. For purposes such as developing a technology (that is, not providing direct care) there are legal requirements for accessing and using health and care data . For a full definition of confidential patient information see Health Research Authority (HRA) definitions .

	Term	Definition
	Conflict of Interest ¹⁰	A set of circumstances that create a risk that professional judgement or actions regarding a primary interest will or could be unduly influenced by a secondary interest.
	Connection Agreement (CA) ⁸	A legal document that must be signed by the software supplier to confirm they understand and will adhere to their obligations when using an API .
	Controller ¹	A legal data -protection term. A controller is a 'natural' or 'legal' person, public authority, agency, or other body which, alone or jointly with others, determines the purposes and means of the processing of personal data . In health and care research, the controller is expected to be the research sponsor . Note: a natural person is a living, breathing human being. A legal person is not a natural person but has some of their legal rights (for example, a corporation or partnership).
	Cyber security ⁵	Cyber security is the practice of protecting digital systems, networks, and data from unauthorised access, cyberattacks, and data breaches. In the modern digital sphere, it's essential to protect personal data from ransomware and cybercriminals.
D	Data ⁷	Qualitative or quantitative statements or numbers that are (or are assumed to be) factual. Data may be raw or primary data (for example) direct from measurement), or derivative of primary data, but are not yet the product of analysis or interpretation other than calculation.
	Data Access Environment (DAE) ⁹	DAE is the secure way users can remotely access better linked information and ensures the right person, with the right permissions, gets the right data , in accordance with their Data Sharing Agreement .
	Data Access Request Service (DARS) ⁹	DARS is an NHS Digital service which offers clinicians, researchers and commissioners the data required to help improve NHS services. Organisations and individuals wanting to use certain kinds of data need to show they meet strict data governance standards by completing our DARS application process. The DARS team makes sure we only supply sensitive patient level data to organisations that look after it according to information governance requirements and use it to improve health and care services.
	Data breach ⁷	Any failure to meet the requirements of the Data Protection Act, unlawful disclosure or misuse of personal confidential data and an inappropriate invasion of people's privacy.
	Data controller ⁷	A person (individual or organisation) who determines the purposes for which and the manner in which any personal confidential data are or will be processed. Data controllers must ensure that any processing of personal data for which they are responsible complies with the Data Protection Act .
	Data-driven technologies ¹	Technologies that work by collecting, using and analysing patient and service-user data to support the care of individuals, NHS services, public health, or medical research and innovation. Artificial intelligence and machine-learning technologies are types of data-driven technologies.

	Term	Definition
	Data privacy ⁵	Data privacy ensures the protection of customer and user data , including personal information, from unauthorised access. An example of data privacy is ensuring sensitive data, such as financial information, is only accessed by those authorised to do so. Using strong passwords or biometric authentication helps to ensure data is protected. Under GDPR , businesses must take the necessary steps to protect their user data. They must ensure that user data is accurate and up-to-date, and GDPR requires businesses to provide users with a right to information.
	Data processor ⁷	In relation to personal data , means any person (other than an employee of the data controller) who processes the data on behalf of the data controller. Data processors are not directly subject to the Data Protection Act. But the Information Commissioner recommends that organisations should choose data processors carefully and have in place effective means of monitoring, reviewing and auditing their processing and a written contract (detailing the information governance requirements) must be in place to ensure compliance with principle 7 of the Data Protection Act.
	Data Protection Act 2018 (DPA)	The Data Protection Act of 2018 (DPA) controls how individuals' personal information is used by organisations, businesses or the government. This act sets out the rules, known as data protection principles, that must be adhered to.
	Data and security protection toolkit (DSPT) ²⁵	The Data Security and Protection Toolkit is an online self-assessment tool that allows organisations to measure their performance against the National Data Guardian's 10 data security standards. All organisations that have access to NHS patient data and systems must use this toolkit to provide assurance that they are practising good data security and that personal information is handled correctly.
	Data sharing agreement ⁹	A data sharing agreement between the parties sharing and receiving data is a document which sets out the purpose of the data sharing, covers what is to happen to the data at each stage, sets standards and helps all the parties to be clear about their respective roles.
	DCB0129 ⁸	The standard that sets clinical risk management requirements for manufacturers or developers of health IT systems.
	DCB0160 ⁸	The standard that requires a health organisation (EUO) to establish a framework within which the clinical risks associated with the deployment and implementation of a new or modified health IT system are properly managed.
	Deployment ¹	A term that has more than 1 meaning but for the purposes of this document is defined as: The overall act of placing a technology into a health or care service for use within its intended purpose; that is, providing health or social care. Includes risk stratification and therapeutic, diagnostic, monitoring or screening purposes.

	Term	Definition
	Developer ¹	A person or organisation responsible for a digital healthcare technology , typically because they developed the technology. For medical devices , this document uses the term 'developer' to mean the 'legal manufacturer'. The developer is legally responsible for any device it places on the UK market. But a developer based outside the UK has to appoint a UK Responsible Person to place the device on the market on its behalf. In this case, the UK responsible Person is legally responsible and accountable for the device (not the developer).
	Diagnostics Digital Capability ¹⁴	A portfolio of initiatives to improve and transform diagnostic services including the formation of community diagnostic hubs; pathology, diagnostic service networks; imaging equipment capacity and replacement, diagnostic workforce expansion; and increasing capacity through independent healthcare providers.
	Digital Capabilities Framework (DCF) ¹²	The Frontline Digitisation Digital Capabilities Framework (DCF) for Acute, Ambulance, Community & Mental and Maternity health settings is a set of core capabilities that constitute a minimum level of digital maturity for the levelling up agenda.
	Digital, Data and Technology (DDaT) ¹⁵	The acronym DDaT – stands for Digital, Data and Technology.
	Digital health ²	The field of knowledge and practice associated with the development and use of digital technologies to improve health. Digital health expands the concept of e-health to include digital consumers, with a wider range of smart devices and connected equipment. It also encompasses other uses of digital technologies for health, such as the Internet of Things , artificial intelligence , big data and robotics
	Digital Health Leadership Programme ⁴⁶	The Digital Health Leadership Programme is a 12-month fully accredited Postgraduate Diploma (PGDip) in Digital Health Leadership for digital leaders working in the NHS or social care in England.

	Term	Definition
	Digital healthcare technologies ¹	<p>Software and apps used to improve health outcomes or to improve the health and social care system. These include:</p> <ul style="list-style-type: none"> - regulated medical devices that are software as a medical device (SaMD), AI as a medical device (AIaMD) or part of a medical device - software including apps designed to help people manage their own health and wellbeing - software designed to help the health and care system run more efficiently or help staff manage their time, staffing or resources <p>Does not usually include software used in operational or administrative tasks such as electronic patient records or used for automating processes. But such software can be a digital healthcare technology if it impacts how care is provided or used by patients or service users. Examples include triaging patients to determine the urgency of their need for treatment, or deciding which type of professional delivers their care.</p>
	Digital Maturity Assessment (DMA) ¹⁶	<p>The Digital Maturity Assessment (DMA) evaluates the digital capabilities of healthcare providers and integrated care systems in England, utilising the 'What Good Looks Like' (WGLL framework's) seven dimensions. This assessment helps identify strengths and areas for digital service improvement, aligning with the NHS Long-Term Plan for digital transformation.</p>
	Digital Services Support (DSS) ⁴³	<p>Digital Services Support (DSS) - DSS offers NHS trusts access to lessons learned from other deployments to help them in deploying solutions. When planning a digital activity, or if a trust is experiencing challenges during a digital deployment, a trust can ask for advice and guidance from Subject Matter Experts (SMEs) covering a number of subjects including infrastructure, testing, business change, service management and clinical engagement.</p> <p>Trusts receiving support still remain accountable for delivery. However, having access to national NHS SME capabilities, experience and learning will increase the chances of successful deployment. DSS works closely with trusts and their clinical and technical teams to provide specialist advice and guidance in areas that can be difficult for trusts to find themselves. Previously called Trust System Support Model.</p>
	Digital Social Care Record (DSCR) Programme ³	<p>A Digital Social Care Record (DSCR) allows the digital recording of care information and care received by an individual, within a social care setting, replacing traditional paper records. DSCRs are person-centred and enable information to be shared securely and in real-time with authorised individuals across the health and care sector.</p> <p>The Digitising Social Care Records Programme is aiming for all CQC-registered adult social care providers to have access to a digital social care record that can interoperate with a local Shared Care Record by 2024.</p>

	Term	Definition
	Digital technology assessment criteria (DTAC) for health and social care ³	<p>The Digital Technology Assessment Criteria for health and social care (DTAC) gives staff, patients and the public confidence that the digital health tools they use meet clinical safety, data protection, technical security, interoperability and usability and accessibility standards.</p> <p>The DTAC brings together legislation and good practice in these areas. It is the national baseline criteria for digital health technologies entering and already used in the NHS and social care.</p> <p>The DTAC is designed to be used by healthcare organisations to assess suppliers at the point of procurement or as part of a due diligence process, to make sure digital technologies meet our minimum baseline standards. For developers, it sets out what is expected for entry into the NHS and social care.</p>
	Direct care (or individual care) ¹	<p>A clinical, social or public health activity for preventing, investigating or treating a person’s illness or alleviating their suffering.</p> <p>Includes some wider activities such as local clinical audit to check that care is being provided in line with standards. But only when these activities are done by health or social care professionals who have a legitimate relationship with the person for providing their care.</p> <p>For a full definition of direct care see Information: To share or not to share? The Information Governance Review from the National Data Guardian.</p>
	Drift ¹	<p>Change of performance in a machine learning model over time because the distribution of data it is applied to alters. Drift can cause a model's accuracy and reliability to decrease or increase, which may impact effectiveness.</p> <p>Includes changes that occur to a technology, its environment or target variable that result in performance changes and the technology not meeting its intended purpose.</p> <p>An example is data drift, when the ‘real-world’ data changes over time compared with the training data. Continuous monitoring and retraining of models is necessary to track and manage drift.</p>
E	e-Health ²	<p>The cost-effective and secure use of information and communications technologies in support of health and health-related fields, including health care services, health surveillance, health literature, and health education, knowledge and research.</p>
	Electronic bed and capacity management system (eBCMS) ¹²	<p>Electronic bed and capacity management systems (eBCMS) can help to improve patient flow. These systems are either stand-alone digital solutions or part of existing system implementations (such as EPRs). They provide real-time data on bed state and allocation and automate other parts of the bed management process. These systems aim to provide a more patient centred and data driven approach to managing bed demand and capacity.</p>

	Term	Definition
	Electronic Health Record (EHR) ³	An Electronic Health Record (EHR) is a longitudinal record of a patient’s health and healthcare from cradle to grave.
	Electronic medical record (EMR) ³	The terms electronic medical record (EMR) and Electronic Health Record (EHR) are often used interchangeably.
	Electronic Medical Record Adoption Model (EMRAM) ³	The Healthcare Information and Management Systems Society (HIMSS) Electronic Medical Record Adoption Model (EMRAM) measures clinical outcomes, patient engagement and clinician use of EMR technology to strengthen organizational performance and health outcomes across patient populations.
	Electronic Patient Record (EPR) ¹⁷	<p>An Electronic Patient Record (EPR), or Electronic Health Record (EHR) is a digital version of a patient's medical history, which includes information about their medical conditions, diagnoses, treatments, medications, allergies, and other relevant healthcare data. EPR systems are designed to be comprehensive, accessible, and secure, allowing healthcare providers to access and share patient information across different healthcare systems and settings.</p> <p>EPR systems play a crucial role in improving healthcare quality, patient safety, and efficiency by providing healthcare professionals with quick access to comprehensive and up-to-date patient information. They can contribute to better clinical decision-making, reduce medical errors, and streamline the coordination of care across healthcare settings.</p>

	Term	Definition
	Electronic prescribing and medicines administration (EPMA) ³	<p>An electronic system that allows doctors to prescribe, nurses to administer medications, pharmacists to clinically review and reconcile medications and pharmacy technicians to input drug histories and order medications.</p> <p>NHS Connecting for Health, 2007 (cited Tolley, 2012) defined EPMA as: “The utilisation of electronic systems to facilitate and enhance the communication of a prescription or medicine order, aiding the choice, administration, and supply of a medicine through knowledge and decision support and provide a robust audit trail for the entire medicines use process”.</p> <p>In its simplest form EPMA systems allow doctors to prescribe, nurses to administer medications, pharmacists to clinically review and reconcile medications and pharmacy technicians to input drug histories and order medications. Other members of the multi-disciplinary team (MDT) may also have access to carry out duties within their professional competency.</p>
	Electronic prescription service (EPS) ³	Part of the NHS National Programme for IT of the National Health Service in England. It enables the electronic transfer of medical prescriptions from doctors (or other prescribers) to pharmacies and other dispensers and electronic notification to the reimbursement agency, NHS prescription services .
	Electronic Referral Service (e-RS) ³	The NHS e-Referral Service (e-RS) is a national digital platform used to refer patients from primary care to elective care services. e-RS allows patients to choose their first outpatient hospital or clinic appointment and book it in the GP surgery, online or on the phone.
	Emergency care data set (ECDS) ²⁸	The Emergency Care Data Set (ECDS) collects information about why people attend emergency departments and the treatment they receive to: improve patient care through better and more consistent information; allow better planning of healthcare services; and improve communication between health professionals.
	End user ¹	The person for whom the use of a technology is designed, as outlined in its intended purpose by the developer . This is different from a service user .
	End User Organisation (EUO) ⁸	The End User Organisation is the organisation that will deploy the Supplier System/Product for use by healthcare professionals in delivering patient or client care.
	e-Rostering ²⁹	The use of electronic rostering or scheduling software to automatically create employee schedules, commonly used in the NHS.

	Term	Definition
	Expert Reference Group (ERG) ⁹	The NHS Digital data set expert reference groups are set up for each specific data set and are made up of care provider, system supplier and NHS Digital representatives. One of their main focuses is on contributing to the understanding of requirements and the development of viable solutions.
	Explainability ¹	A measure of how understandable, or explainable, the decisions of an AI system are to humans. For example: an AI that predicts which patients are most in need of surgery should be able to explain why it has prioritised patients in a certain way. XAI (explainable Artificial Intelligence) means humans can understand how the results of an AI model were obtained.
	Explainable Artificial Intelligence (XAI)	Explainable Artificial Intelligence (XAI) is a set of processes and methods that allow users to understand and trust the results and outputs derived from machine learning algorithms. XAI ensures that decisions made during the machine learning process are auditable and can be traced and explained.
	eXtensible markup language (XML) ⁸	eXtensible markup language is a protocol designed to store and transport data . XML was designed to be both human and machine readable.
F	Fast Healthcare Interoperability Resources (FHIR) ⁸	A standard for exchanging healthcare information electronically. FHIR (pronounced 'fire') defines a set of resources that represent granular clinical concepts. The resources can be managed in isolation or aggregated into complex documents. Technically, FHIR is designed for the web. The resources are based on simple XML or JSON structures, with an http-based RESTful protocol where each resource has predictable URL . Where possible, open internet standards are used for data representation.
	Faster Data Flows (FDF) ⁴⁴	To accelerate the recovery of elective waiting lists and waiting times, and to deliver the best quality care and outcomes for patients, there is a need in the NHS for timely, highly quality data that can be accessed and owned throughout the whole national-to-local delivery chain and across the whole patient pathway (Primary Care through to Discharge). There is a need to support elective recovery and individual care coordination which the ICBs are accountable for, whilst reducing the data collection burden on providers; this will be achieved through the implementation of daily data flows (the movement of data) into a product that supports the ability to link data sets and provide tools back to providers and accountable organisations.

	Term	Definition
	Federated Data Platform (FDP) ¹⁸	<p>The NHS Federated Data Platform (FDP) is software that will sit across NHS trusts and integrated care systems enabling NHS organisations to bring together operational data – currently stored in separate systems – to support staff to access the information they need in one safe and secure environment. This could be the number of beds in a hospital, the size of waiting lists for elective care services, or the availability of medical supplies.</p> <p>The NHS FDP is a series of separate data platforms, that we call ‘instances’. Every hospital trust and integrated care board (ICB), on behalf of their integrated care system (ICS), will have their own instance of the NHS FDP, these are called local instances. This makes it easier for health and care organisations to work together, compare data, analyse it at different geographic, demographic and organisational levels and share and spread new effective digital solutions.</p> <p>NHS England is responsible for a national instance of the NHS FDP.</p> <p>Each NHS organisation with an instance of the NHS FDP will have the ability to connect and share information between them when it’s helpful and where legal data sharing agreements are in place. For example, to discharge a patient from hospital into a care setting.</p> <p>The NHS FDP is not a data collection; it is software that will help to connect disparate sets of data and allow them to be used more effectively for care.</p>
	Frontend ⁵	As the name suggests, the frontend of a website is the term used to describe the part of the website the end user will see.
	Frontline Digitisation ¹⁹	The Frontline Digitisation programme aims to standardise digital capabilities in NHS trusts and support ICS integration. To maximise the benefits of digital transformation for patients and clinicians, and to harness the power of data , the NHS is investing in the roll-out of Electronic Patient Records to drive care quality and efficiency which, in turn, will release billions of pounds back to the NHS.
	Full stack ⁵	A full stack is the frontend AND backend of your website.
	Future Connectivity ¹⁹	The Future Connectivity programme provides tailored support and funding to enable NHS organisations to acquire gigabit capability where and when it is needed. This is key to improving and transforming services to meet growing demands on connectivity. The right connectivity can also improve the experience of patients, by freeing up time and resources to focus on clinical care.

	Term	Definition
G	General Data Protection Regulation (GDPR) ⁹	The GDPR 2016/679 is a regulation in EU law on data protection and privacy for all individuals within the European Union and the European Economic Area. It also addresses the export of personal data outside the EU and EEA areas. The Data Protection Act 2018 is the UK's implementation of the GDPR.
	Generative artificial intelligence (AI) ³	Generative AI refers to deep-learning models that can generate high-quality text, images and other content based on the data they were trained on.
	Good Things Foundation	Digital inclusion charity with a mission to help everyone become digitally equal, able and safe, so that they can be happier, healthier and better off
	GP Connect	GP Connect is an intermediary service that allows authorised health and social care workers in a variety of care setting to access their patients' GP records. The service does not store and GP, patient or care provider data, but instead enables interconnectivity between authorised and approved systems
H	Hardware	Hardware has multiple definitions, in the contexts of this guide it refers to the physical parts of a computer or device, such as the monitors, mouse, keyboards, graphics cards etc. Hardware stores and runs the instructions from Software
	Health ²	A state of complete physical, mental and social well-being, not merely the absence of disease or infirmity.
	Health and Care Digital Architecture (HCDA) ³⁰	A single data source for system-wide analysis across our population, with advanced system intelligence.
	Health data ²	The systematic application of information and communications technologies, computer science, and data to support informed decision-making by individuals, the health workforce and health systems with the aim of strengthening resilience to disease and improving health and wellness. The term includes all data that reveal information relating to the past, current or future physical or mental health status of a data subject. This includes information about the natural person collected in the course of registration for, or provision of, health care services to that person; a number, symbol or particular assigned to a natural person to uniquely identify them for health purposes.
	Health Information and Management Systems Society (HIMSS)	The Health Information and Management Systems Society is an American not-for-profit organisation. Their aim is to improve health care in quality, safety, cost-effectiveness and access through the best use of Information Technology and management systems.
	Health information system ²	a system that integrates data collection, processing, reporting and use to improve health service effectiveness and efficiency through better management at all levels.
	Hyper Text Mark-up Language (HTML) ⁸	HTML is not a programming language, it is a markup language. A mark-up language is a set of markup tags . HTML uses mark-up tags to describe web pages.

	Term	Definition
	Hyper Text Transfer Protocol (HTTP) ⁸	It is the primary data transfer protocol used for web content and REST APIs (REST, or Representational State Transfer API is a mechanism that allows different software applications to communicate with each other over the internet or local network).
I	Infodemic ²	An infodemic is an acute outpouring of information, including potentially misleading or inaccurate information, that in a digital, hyperconnected society such as the present one, is likely to accompany every epidemic or acute health crisis.
	Information ⁷	Information is the “output of some process that summarises, interprets or otherwise represents data to convey meaning.” Data becomes information when it is combined in ways that have the potential to reveal patterns in the phenomenon.
	Information and communications technology (ICT) ³	Technologies that provide access to information through telecommunications. The primary focus is on communication technologies, including the Internet, wireless networks, cell phones, and other communication mediums.
	Information governance ⁷	How organisations manage the way information and data are handled within the health and social care system in England. It covers the collection, use, access and decommissioning as well as requirements and standards organisations and their suppliers need to achieve to fulfil the obligations that information is handled legally, securely, efficiently, effectively and in a manner which maintains public trust.
	Integration ¹	A term that has more than 1 meaning but for the purposes of this website is defined as: The process that has to be followed before a technology is used to provide care to patients or users (deployed) in a health or care service. Includes the work needed to place the technology into an established system such as a care pathway or a suite of software. It can mean the entire process of moving the digital technology from the developer’s ownership into an existing service, so that it can be used for health or social care after deployment. Integration could include data sharing agreements, commercial agreements, software or data engineering to make the technology compatible with existing systems, local validation, training staff to implement and monitor the technology, and planning for monitoring processes.
	Intended purpose ¹	The objective intent of the manufacturer [developer] regarding the use of a technology, process or service as reflected in the specifications, instructions and information provided by the developer.
	Internet of Things ²	A system of interrelated computing devices, mechanical and digital machines, objects, animals or people that are provided with unique identifiers and the ability to transfer data over a network without requiring human-to-human or human-to-computer interaction.
	Interoperability ²	The ability of different applications to access, exchange, integrate and cooperatively use data in a coordinated manner through shared application interfaces and standards, and within and across organizational, regional and national boundaries, to provide seamless portability of information and optimize health outcomes.

	Term	Definition
	Interoperability toolkit (ITK/ITK3) ³	The Interoperability toolkit (ITK) is a set of common specifications, frameworks and implementation guides. It supports interoperability within local organisations and across local health and social care communities.
L	Laboratory Information Management Systems (LIMS) ³¹	LIMS (Laboratory Information Management Systems) were originally designed to remove points where human error can contaminate test data or affect the results of experimental data. In the NHS, LIMS is used extensively to automate time-consuming processes and ensure that data is replicated accurately from system to system within the hospital.
	Legacy system ¹	A technology that is still in use but is outdated or no longer supported by its developer . Relates to a digital healthcare technology that is one or more of the following: <ul style="list-style-type: none"> - considered an end-of-life technology - out of support from the developer - impossible to update - no longer cost effective
	Light-weight Directory Access Protocol (LDAP) ⁸	It is an open, vendor-neutral, industry-standard application protocol for accessing and maintaining distributed directory information services over an Internet Protocol (IP) network.
	Linkage ⁷	The merging of information or data from two or more sources with the object of consolidating facts concerning an individual or an event that are not available in any separate record.
	Local Health and Care Record (LHCR) ³	NHS England is investing in a number of Local Health and Care Record (LHCR) Exemplars that will enable the safe and secure sharing of an individual's health and care information as they move between different parts of the NHS and social care. The local health and care record exemplar programme is designed to support local areas that are already adopting best practices in the collection, protection and ethical use of health and care data to go further, faster and encourage others to follow swiftly in their footsteps. This term and programme has now been superseded by Shared Care Records
	Local validation ¹	The activities done before full deployment to check a digital healthcare technology will achieve its required performance levels and intended purpose when deployed in a specific health or social care service. May include activities such as local calibration, pilot studies or silent-mode testing alongside existing processes to evaluate the efficacy of the technology.
M	Malware ⁵	Malware, short for malicious software , is designed to harm or gain unauthorised access to a computer system. Examples of malware include viruses, ransomware, and spyware.
	Markup Tags	Markup tags are used in HTML. These are snippets of code that are used to instruct a web browser or other device on how to understand and display a document. These tags are usually placed between double, curly braces ({}).

	Term	Definition
	Maternity services dataset (MSDS) ⁴⁵	Patient-level data set that captures information about activity carried out by Maternity Services relating to a mother and baby(s), from the point of the first booking appointment until mother and baby(s) are discharged from maternity services.
	Medical device ¹	Any instrument, apparatus, appliance, software , material or other article, whether used alone or in combination, together with any accessories, including the software intended by its manufacturer to be used specifically for diagnosis or therapeutic purposes or both and necessary for its proper application, which is intended by the manufacturer to be used for human beings for the purpose of: diagnosis, prevention, monitoring, treatment or alleviation of disease diagnosis, monitoring, treatment, alleviation of or compensation for an injury or handicap investigation, replacement or modification of the anatomy or of a physiological process, or control of conception A medical device does not achieve its main intended action by pharmacological, immunological or metabolic means although it can be assisted by these. Includes devices intended to administer a medicinal product or which incorporate as an integral part a substance which, if used separately, would be a medicinal product and which is liable to act upon the body with action ancillary to that of the device.
	Medical Device Data Systems (MDDS) ⁴	Medical Device Data Systems (MDDS) are hardware or software products intended to transfer, store, convert formats, and display medical device data . A MDDS does not modify the data or modify the display of the data, and it does not by itself control the functions or parameters of any other medical device. MDDS may or may not be intended for active patient monitoring. Software functions that are solely intended to transfer, store, convert formats, and display medical device data or medical imaging data, are not devices and are not subject to FDA regulatory requirements applicable to devices. The FDA describes these software functions as "Non-Device-MDDS." Hardware functions that are solely intended to transfer, store, convert formats, and display medical device data or results are "Device-MDDS."
	Mental Health Services Data Sets (MHSDS) ⁹	The MHSDS contains record-level data about the care of children, young people and adults who are in contact with mental health, learning disabilities or autism spectrum disorder services.
	Medical Interoperability Gateway (MIG) ⁸	The Medical Interoperability Gateway is a supplier lead interoperability solution provided by EMIS + Vision which allows third parties access to GP data.

	Term	Definition
	Micro data ⁵	Microdata is the additional information included within the code of a website. It's a specific set of HTML code used to nest structured data within HTML content and can help search engine algorithms to better understand the content on a webpage.
	Microsoft Defender Endpoint (MDE) ³²	A security platform designed to prevent, detect, investigate, and respond to advanced cyber threats. It gives local NHS organisations improved cyber security capabilities.
	Minimum Viable Solution (MVS) ³³	The simplest solution (and least expensive) that nevertheless contains all the core components that have been identified as necessary and can therefore be piloted effectively.
	Model ⁴²	A model is a simplified representation of something in the real world. In AI , models are the result of an algorithm and data. Models are attempts to define real world phenomena and can be very helpful when trying to assist in decision making. For example, an AI model of bed management may use data on past admissions to predict how many patients will arrive at a point in time, and therefore what the best beds are for these patients while taking into account future arrivals.
	Model training ¹	A process, needed by most types of AI , which uses data to build a model or algorithm able to predict future cases. For example: researchers have trained models to predict Covid-19 from patients' X-rays using the National Covid-19 Chest Image Database.
	Multi Factor Authentication (MFA) ¹⁰	When Multi Factor Authentication is enabled, users access systems by presenting proof of at least two factors from something they know (such as a password), something they have (such as a device), or something they are (biometrics, like a fingerprint or iris scan). This extra layer of security means our systems are far less likely to be attacked, and our data and ability to continue to provide patient care is much more secure.
N	National Programme for IT (NPfIT) ⁸	A key aim of the National Programme is to give healthcare professionals access to patient information safely, securely and easily, whenever and wherever it is needed. Dismantled in 2011, its core aim was to bring the NHS' use of information technology into the 21st century, through the introduction of an integrated electronic patient record systems, and reforming the way that the NHS uses information, and hence to improve services and the quality of patient care.
	National Record Locator Service (NRLS) ⁸	National Record Locator Service is a technical proof of concept acting as a national index to identify available records for patients and locate them across local and national care record solutions (such as SCR).

	Term	Definition
	NHS Care Records Service (NHS CRS) ⁸	The NHS Care Records Service (NHS CRS) is a secure service to improve the way health information is stored and shared in the NHS in England. It is linking health information from different parts of the NHS to support the NHS in delivering better, safer care.
	NHS Digital (NHSD) ⁸	NHS Digital (now part of NHS England), formerly known as the Health and Social Care Information Centre (HSCIC).
O	Online Consultation (OC) ²⁰	A quick, convenient and secure way to digitally contact your GP surgery and get advice, without having to wait on the phone or take time out to come into the surgery. These may also happen with some hospital clinics.
	On the wire (instance format) ⁸	The format of the xml instance that actually flows over the network between systems.
P	Patient administration system (PAS) ³	Developed out of the automation of administrative paperwork in healthcare organisations, particularly hospitals, and are one of the core components of a hospital's IT infrastructure. The patient administration system (PAS) records the patient's demographics (e.g. name, home address, date of birth) and details all patient contact with the hospital, both outpatient and inpatient.
	Patient Engagement Portal (PEPs) ²¹	Patient Engagement Portals (PEPs) are the portal through which Trusts connect their systems to the NHS App. These give people greater control of their hospital care experience, allowing them to access relevant information when they need it, schedule care at their convenience and communicate securely with their clinical team. PEPs not only empower people but also free up clinical and administrative time and offer key functionality that is essential to the delivery plan for tackling the backlog of elective care and the longer-term transformation and personalisation of services.
	Patient or service user information ¹	Any information (however recorded) that relates to the physical or mental health or condition of an individual, to the diagnosis of a condition, or to their care or treatment. Applies to any information (however recorded) which is to any extent derived, directly or indirectly, from such information, whether or not the identity of the individual in question is ascertainable from the information. Note: this is different from information for users such as a product's instructions for use.
	Penetration Testing ¹⁰	Testing the security of a system - generally an internet-facing system - by using tools and manual effort to attempt to find vulnerabilities.
	Personal confidential data ⁷	This term describes personal information about identified or identifiable individuals, which should be kept private or secret. For the purposes of this guide 'personal' includes the DPA definition of personal data , but it is adapted to include dead as well as living people. 'Confidential' includes both information 'given in confidence' and 'that which is owed a duty of confidence' and is adapted to include 'sensitive' as defined in the Data Protection Act. Used interchangeably with 'confidential' in this document.

	Term	Definition
	Personal data ⁷	Data which relate to a living individual who can be identified from those data, or from those data and other information which is in the possession of, or is likely to come into the possession of, the data controller , and includes any expression of opinion about the individual and any indication of the intentions of the data controller or any other person in respect of the individual.
	Personal Demographics Service (PDS) ⁸	The Personal Demographics Service (PDS) is the national electronic database of NHS patient details such as name, address, date of birth and NHS number (known as demographic information) and medical information.
	Personalised care and support plan (PCSP) standard ³	The personalised care and support plan (PCSP) standard was produced by the Professional Record Standards Body (PRSB) in partnership with the Royal College of Physicians and the North West London Collaboration of Clinical Commissioning Groups (CCGs) to develop a digital care and support planning standard, so care plans can be effectively shared between patients, carers and all the healthcare professionals involved in that person's care.
	Picture archive and communication system (PACS) ³	Medical imaging technology used primarily in healthcare organizations to securely store and digitally transmit electronic images and clinically-relevant reports. The use of PACS eliminates the need to manually file and store, retrieve and send sensitive information, films and reports. Instead, medical documentation and images can be securely housed in off-site servers and safely accessed essentially from anywhere in the world using PACS software , workstations and mobile devices.
	Pilot ⁴²	A small-scale experiment or set of observations undertaken to decide how and whether to launch a full-scale project.
	Population Health Management (PHM) ³⁴	Population health management (PHM) helps the NHS to improve the health and wellbeing of people living in particular areas, using information about individual people and communities at large to understand local health and care needs – as well as how these vary for different populations. We can also use it to make sure the right services are in place to meet people's needs now and what these might be in the future.
	Portable Network Graphics (PNG) ⁸	Portable Network Graphics is a bit-mapped image format and video codec that employs lossless data compression. PNG was created to improve upon and replace GIF (Graphics Interchange Format) as an image-file format not requiring a patent license.
	Post-market surveillance ¹	Activities done by the manufacturer [developer] of a medical device after it is placed on the market to make sure it meets appropriate standards of safety and performance for as long as it is in use.
	Predictive Analytics ⁴²	The analysis of data where the goal is to create predictions of the future based on the past that can help answer "What will happen?" For example, using historical admissions data, a Trust may be able to predict or forecast the number of admissions in the next 24 hours.

	Term	Definition
	Privacy Enhancing Technologies (PETs)	Privacy Enhancing Technologies (PETs) are software and/or hardware solutions that can minimise risks of using data to increase privacy, provide data protection functions, and to minimise risks of privacy of an individual or group.
	Privacy impact assessment ⁷	A systematic and comprehensive process for determining the privacy, confidentiality and security risks associated with the collection, use and disclosure for personal data prior to the introduction of or a change to a policy, process or procedure.
	Processor ¹	A legal data-protection term. A person or organisation who has permission to use (process) personal data that belongs to a data controller . Permission to process this data will for specific purposes, such as providing a healthcare service or assisting with diagnosis. For full legal definitions see: Article 4(8) Regulation The Information Commissioner's Office guidance on controllers and processors
	Product-specific user training ¹	The training needed to use a specific digital healthcare technology safely and effectively in health or social care. There is not a direct legal requirement for training under UK Medical Device Regulations (2002) but it is good practice. And if the developer determines that training of intended users is required for the device to meet safety requirements, the adopter is legally required to do this.
	Proof of Concept (PoC) ⁴²	A demonstration of the feasibility, or possibility, of a technology to be able to perform a task or solve a specific problem. A PoC is an early-stage exploration – and would be followed by additional testing and engineering to ensure its viability in a real-world setting.
	Proxy server ⁸	A server that acts as an intermediary for requests from clients seeking resources from other servers.
	Pseudonym ⁷	Individuals are distinguished in a data set by using a unique identifier, which does not reveal their 'real world' identity.
	Pseudonymisation ¹	A technique that replaces or removes information from personal data so that a specific individual cannot be identified without additional information. Such additional information has to be kept separately from the personal data. Encoding of personal data is an example of pseudonymisation. A specific individual cannot be identified from encoded data without a code key. For full legal definitions see: Health Research Authority definitions The Information Commissioner's Office guidance on anonymisation and pseudonymisation

	Term	Definition
R	Remote Monitoring (RM) ³⁵	the process of using technology to monitor patients outside of a traditional care setting, such as in their own home, or care home. Using symptom trackers, monitoring devices, portals or patient dashboards, together with remote consultations, enables patients to maintain a holistic view of their wellbeing through the tracking of disease progress, whilst alerting clinicians to any deterioration in their condition.
	Robotic Process Automation (RPA) ³	<p>Robotic Process Automation (RPA) is a form of business process automation that allows you to define a set of instructions for a robot or 'bot' to perform. RPA bots are capable of mimicking most human-computer interactions to carry out a large number of error-free tasks, at high volume and speed. RPA is ultimately about automating some of the most mundane and repetitive computer-based tasks and processes in the workplace. It is typically applicable to stable, rule-based, repetitive processes that require standard input, such as processes that involve:</p> <ul style="list-style-type: none"> - Data movement from one spreadsheet/system to another - A lot of data manipulation, sorting and formatting to create an output - Completing one part of a bigger process + passing it over to someone else to do the next bit <p>By allowing tasks like these to be completed by automation, you will be able to repurpose the time otherwise spent. Employees are freed up to fully focus on high-value or high-priority activities, such as complex strategising, patient care or face-to-face interactions, which require cognitive input.</p> <p>Note – this is different from Artificial Intelligence</p>
S	Safeguarding ⁷	The process of protecting children and vulnerable adults from abuse or neglect, preventing impairment of their health and development, and ensuring they live in circumstances consistent with the provision of safe and effective care. It enables children to have optimum life chances and enter adulthood successfully and adults to retain independence, wellbeing and choice and to access their human right to live a life that is free from abuse and neglect.
	Secure Data Environment (SDE) ²²	<p>A secure data environment is an environment in which users can conduct approved research on de-identified, linked, longitudinal, multi-modal data from locally held primary, secondary, tertiary NHS care, plus social care providers and citizen-generated data, where appropriate.</p> <p>Sub-national SDEs for Research & Development form part of an interoperable network, adhering to common core technology, governance, and operational process standards. This is to ensure users can conduct analysis within and across SDEs.</p>

	Term	Definition
	Security Assertion Markup Language (SAML) ⁸	Security Assertion Markup Language is an open standard for exchanging authentication and authorisation data between parties.
	Service evaluation ¹	Evaluation designed and conducted solely to define or judge current care in a specific service. It should answer the question 'what standard does this service achieve?' for that service only. It should measure current service without reference to a standard and involve an intervention in-use only. The choice of treatment is that of the clinician and patient or social care professional and service user according to guidance, professional standards or patient or service-user preference, and this should happen before service evaluation. Usually involves analysis of existing data but may include collection of data using an interview or questionnaire. There should be no randomisation.
	Service user ¹	Any person whose health or care is affected by use of a digital healthcare technology . This is different from an end user .
	Sensitive personal data/information ⁷	Data that identifies a living individual consisting of information as to his or her: racial or ethnic origin, political opinions, religious beliefs or other beliefs of a similar nature, membership of a trade union, physical or mental health or condition, sexual life, convictions, legal proceedings against the individual or allegations of offences committed by the individual.
	Sensitivity ⁴²	The ability of a classification model to correctly identify individuals with a condition. This is also known as the true positive rate and recall. It is defined as the "number of true positives" over "true positives and false negatives." For example, an AI tool that has been developed to detect lung cancer from medical images is said to be sensitive if it correctly identifies those people who have lung cancer.
	Sensor Based Falls Prevention and Detection Tech (SBFPDT) ³⁶	The use of Sensor Based Falls Prevention and Detection technologies allows staff to quickly respond to a patient when they need help before they have a fall, without the need for staff members to disturb the resident's sleep by going to check up on them. This involves using medical devices with sensors that detect changes in a patient's condition, including agitation, that increase their risk of a fall.
	Shared Care Record ²³	A Shared Care Record (ShCR) digitally consolidates individual health and social care records from various organisations into one secure and accessible location. This approach centralises information around the individual, not the organisation. Access to these records is strictly controlled, ensuring only authorised personnel can use them for direct care . A ShCR typically includes personal contact information, prescribed medications, allergies, test results, care plans, appointment details, and clinical contacts. Any use beyond direct care requires a clear and lawful basis. May also be referred to as Connecting Care Records, or ConCR.

	Term	Definition
	Silent-mode testing ¹	The process in which the technology is run in parallel to the existing processes and clinical workflow to assess its real-world performance. Done during the deployment and integration phases of the technology's lifecycle. The purpose is to spot any risks or safety concerns that require mitigations and to calibrate to local requirements, and to do so before the technology is used to provide care.
	Single Sign On (SSO) ³	Single sign on (SSO), sometimes hyphenated as single sign-on, is an authentication scheme that allows a user to log in with a single ID and password to any of several related, yet independent, software systems.
	Simple Object Access Protocol (SOAP) ⁸	A protocol specification for exchanging structured information in the implementation of web services. Simple Object Access Protocol (SOAP) allows processes running on disparate operating systems (such as Windows and Linux) to communicate using Extensible Markup Language (XML). Since web protocols like HTTP are installed and running on all operating systems, SOAP allows clients to invoke web services and receive responses independent of language and platforms.
	Software ²⁴	The instructions that control what a computer does; computer programs that can be designed for specific functions.
	Special categories of personal data ¹	Personal data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade union membership, and the processing of genetic data , biometric data for the purpose of uniquely identifying a 'natural' person, data concerning health or data concerning a natural person's sex life or sexual orientation. Note: a natural person is a living, breathing human being.
	Specificity ⁴²	The ability of a classification model to correctly identify individuals without a condition. This is also known as the true negative rate. For example, an AI tool that has been developed to detect lung cancer from medical images is said to be specific if it correctly identifies those people who do not have lung cancer.
	Spine ⁸	Spine is a collection of national applications, services and directories which support the health and social care sector in the exchange of information in national and local IT systems. A national, central service that underpins the NHS Care Records Service. It manages the patient's national Summary Care Records. Clinical information is held in the Personal Spine Information Service (PSIS) and demographic information is held in the Personal Demographics Service (PDS). The Spine also supports other systems and services such as the e-Referral Service and the Electronic Prescription Service.

	Term	Definition
	Sponsor ¹	<p>The organisation or partnership that takes overall responsibility for proportionate, effective arrangements being in place to set up, run and report a research project.</p> <p>All health and social care research should have a sponsor. This includes all research involving NHS patients, their tissue or information.</p> <p>Two or more organisations may agree to act as co-sponsors or joint sponsors. Co-sponsors allocate specific sponsor responsibilities between them. Joint sponsors each accept liability for all the sponsor responsibilities. A sponsor can delegate specific tasks to another individual or organisation that is willing and able to accept them. Any co-sponsorship, joint sponsorship or delegation of tasks to another party should be formally agreed and documented by the sponsors.</p>
	Summary care record (SCR) ³	<p>A summary care record (SCR) is an electronic record of important patient information, created from GP medical records. They can be seen and used by authorised staff in other areas of the health and care system involved in the patient's direct care.</p>
	Synthetic data ¹	<p>Information that is artificially (algorithmically) created rather than generated by real-world events. Can simulate synthetic populations that resemble the characteristics and diversity of actual people. Can be generated to be statistically consistent with a real data set, which it may then replace or augment.</p>
	System command centre (SCC) ³	<p>NHS England is urging regions to set up data-driven "war rooms". These new system command centres (SCCs) are expected to be created in every local area and operated on a 24/7 basis. Their purpose is to ensure visibility of, and a collective approach to managing system demand and capacity across the country.</p>
	System Digital Investment Assurance Board (SDIAB) ⁴¹	<p>The Strategic Digital Investment and Assurance Board is established by the Integrated Care Board (the Board or ICB) as a Committee of the Board. It is formed from Board Members, including local government, NHS England regional leads, and more.</p> <p>The Committee's main objectives include:</p> <ul style="list-style-type: none"> - Further develop the Digital, Data and Technology (DDaT) vision that enables the outcomes of the ICB, including defining the direction of the Digital, Data & Technology Strategy and supporting Programmes, and providing approval for further investment opportunities. - Provide assurance and accountability for the ICB DDaT investments and delivery that enable priority outcomes. - Further develop the approach to leadership and governance at place, system and regional levels. - Empower the Programme Director to resolve strategic issues related to workstream delivery to ensure that progress remains aligned to ICB needs.

	Term	Definition
T	Target Operating Model (TOM) ⁸	The Target Operating Model (TOM) process for onboarding third party software is simpler than the traditional Common Assurance Process. Its replacement is the Supplier Conformance Assessment List process, and more recently the Digital Onboarding Service
	Technical design Authority (TDA) ³⁷	The objective of the TDA is to ensure that IT projects create value, reduce development and operational costs, and where prudent, conform to published standards.
	Technology-Enabled Care ³	Refers to the use of telehealth, telecare and telemedicine in providing care for people that is convenient, accessible and cost-effective. These services use technology to support people to live safely and independently in their own homes and can be helpful to people at risk of falls.
	Telemedicine ²	The delivery of health care services where distance is a critical factor by health care professionals using information and communications technologies for the exchange of valid information for diagnosis, treatment and prevention of disease and injuries, research and evaluation, and the continuing education of health care workers, with the aim of advancing the health of individuals and communities.
	Terminology Reference Update Distribution Service (TRUD) ⁸	The Terminology Reference Update Distribution Service (TRUD) provides a mechanism for the UK Terminology Centre to license and distribute reference-data to interested parties.
	Thin Integration Layer (TIL) ³⁸	The thin integration layer serves as a dedicated portion of an IT architecture that aids the seamless flow of data between different systems, applications, or databases. It acts as a subtle bridge to allow all parts of a business to access and use its data, even if some parts rely on different tools or software .
	Token ⁸	For software developers, tokens are an important aspect of security. Tokens are used instead of passwords and other secrets to massively reduce exposure of sensitive values. They can, additionally, convey data , known as claims, between different parts of the solution.
	Transaction Messaging Service (TMS) ⁸	The Transaction Messaging Service (TMS) is a message transfer service that allows clinical messages from NHS Care Records Service (NHS CRS) users to be securely routed to the service they are requesting and to manage the response to that request. Depending on the type of message (such as relating to the e-Referral Service or the Personal Demographics Service), the Transaction Messaging Service identifies where the message needs to be sent.

	Term	Definition
	Transparency ¹	<p>Properties and information associated with a technology that allow the user to understand how and why it was developed and how it produces its predictions (outputs). May include information about the datasets used to train and test the model and the performance metrics (such as accuracy) for the outputs, including key subgroups. These features or categories of transparency are normally publicly available.</p> <p>A feature of transparency is model explainability; that is, using specific tools to provide insights into the inner processes of how a machine learning model produces recommendations, decisions or outputs. Details about explainability and the tools used may be part of transparency.</p> <p>Transparency is sometimes used more broadly than this, such as an organisation being transparent about its use of AI. This might involve sharing information with the public and key stakeholders on why it chose to use AI, what goals it seeks to achieve and who will be affected by its use.</p>
	Training data ⁴²	<p>The data required to train, or “teach” a machine learning algorithm when developing a model (i.e., model training). Good quality training data is reflective of the population, unbiased and large enough to ensure a robust model.). Good quality training data is reflective of the population, unbiased and large enough to ensure a robust model.</p>
	True Negative ⁴²	<p>The correct prediction of a data point or individual not having a specific outcome or class. For example, if an AI tool correctly predicts you do not have diabetes.</p>
	True Positive ⁴²	<p>The correct prediction of a data point or individual having a specific outcome or class. For example, if an AI tool correctly predicts you have diabetes.</p>
	Trusted research environment (TRE) ³	<p>NHS Digital’s (now a part of NHS England) trusted research environment (TRE) service for England provides approved researchers with access to essential linked, de-identified health data to quickly answer COVID-19-related research questions.</p>
	Two factor authentication (2FA) ⁵	<p>Two-factor authentication (2FA) is an extra layer of security, requiring users to provide two different authentication factors, typically a password and then a code sent to their mobile phone. This two-factor authentication is a cyber security measure to prove your identity when you log into an account. Once you enter your username or password, you’ll then prove your identity with a fingerprint or respond to a text. Therefore, even if hackers know your password, it should be hard for them to access your online accounts.</p>

	Term	Definition
U	UK Responsible Person ¹	A legal term relating to placing medical devices on the UK market. A developer (legal manufacturer) based outside the UK is required to appoint a UK responsible Person to act on its behalf. The UK Responsible Person must provide written evidence of this. When a UK Responsible Person places a device on the UK market on behalf of a developer, the UK responsible Person has legal responsibility and accountability for that device. For a full definition, see the Medicines and Healthcare products Regulatory Agency's guidance on the UK responsible Person.
	Unattended Messaging Session (UMS) ⁸	Unattended Messaging Session is when a system sends a message with no user intervention, and with no authenticated user session. Examples of this might be a Patient Administration System (PAS) requesting PDS retrievals as part of populating the day's patient list.
	Unified Modelling Language (UML) ⁸	The Unified Modelling Language is a family of graphical notations baked by a single meta- model , that help in designing and describing software systems.
	Unified tech fund (UTF) ³	A key part of NHSX's recently published proposals to tackle issues plaguing tech funding. It is intended to make access to short-term funding easier, by consolidating national 2021/22 funding pots for tech projects into a single Unified Tech Fund.
	Uniform Resource Locator (URL) ⁸	Uniform Resource Locator is a reference (an address) to a resource on the internet. For example, a URL could be the name of a file because most URLs refer to a file on some machine on the network. However, URLs also can point to other resources on the network, such as database queries and command output.
	Universal health coverage ²	A system under which all individuals and communities receive the health services they need without suffering financial hardship. It includes the full spectrum of essential, quality health services, from health promotion to prevention, treatment, rehabilitation and palliative care across the life course. The concept emphasizes not only what services are covered but also how they are funded, managed and delivered.
	Universally Unique Identifier (UUID) ⁸	A Universally Unique Identifier is a 128-bit number used to identify information in computer systems.
	Use case ⁸	A usage scenario for a software application, often used to explain the user's possible interactions with it. It might be shown by a swim lane diagram showing the interactions, for instance, between end users , the application and the endpoints of an API . For example, as part of a healthcare worker providing direct healthcare to a patient, they use an application to access the Personal Demographics Service (via an API) to get the patient's details based on their NHS number.
	Use case diagram ⁸	A graphical depiction of a user's possible interactions with a system, perhaps presented as a swim lane diagram, or in Universal Modelling Language (UML).

	Term	Definition
	User experience (UX) ⁵	UX, also known as user experience, is the experience of a visitor to your website. It often entails the ways in which they will interact with your site as well as navigate and engage with the different web pages.
	User Interface ⁵	User interface is the point at which human and computer interaction occurs. Also known as UI design, it's the process used to build interfaces in software or on digital devices. A UI designer will focus on creating an easy user interface that is both appealing and simple to use. UI design can include screens, buttons, toggles, icons and any other visual elements of a website, app or programme.
	User Intent ⁵	As the name suggests, user intent is a goal or intention held by a user when using a search engine.
	User Journey ⁵	A user journey is the way in which someone navigates a website.
	User Role Profile (URP) ⁸	A User Role Profile is the information about the clinical role an authenticated user is authorised to perform.
V	Vendor ¹	Any individual or organisation that is promoting, supplying, selling or planning to sell a digital healthcare technology to a health or social care provider. The vendor may be the developer of the technology or a third-party agent that has not been involved in developing the technology, such as a sales organisation. If the vendor is a third-party agent, they should clarify who is accountable for the performance and safety of the technology. For medical devices, the party that placed the device on the UK market is legally responsible and accountable for it. The vendor should also provide information about the developer. This is needed for post-market surveillance.
	Vendor Neutral Archive (VNA) ⁸	A Vendor Neutral Archive is medical imaging technology in which images and documents (and potentially any file of clinical relevance) are stored (archived) in a standard format with a standard interface, such that they can be accessed in a vendor-neutral manner by other systems.
	Video Consultation (VC) ³⁹	This is where you speak to a doctor or healthcare professional using the video camera in your smartphone, tablet or computer. This can save you time as you will not need to travel for a face-to-face appointment.
	Virtual ward ³	Virtual wards allow patients to get the care they need at home safely and conveniently, rather than being in hospital. Virtual wards are in place in many parts of the country, such as COVID virtual wards . People with other conditions can also be treated in a virtual ward, for example people living with frailty and people with acute respiratory infection.
	Voice search ⁵	Voice Search utilises speech recognition to search the internet – and it's becoming an increasingly popular way of utilising search engines. Rather than typing their query into the search bar, users will speak into their device and use speech to find an answer rather than relying on keywords.
W	What good looks like (WGLL) framework ³	Seven success measures for successful digital transformation. These measures are well-led, ensure smart foundations and safe practice, support people, empower the public, improve care and build healthy populations.

	Term	Definition
	Widget ⁵	A widget is an application that allows a user to perform a specific function on your website for the purpose of improving functionality. The term widget can also refer to an app icon on a smartphone or other device such as a tablet.
	Workforce Deployment Systems/Software (WDS) ⁴⁰	The NHS clinical workforce has the necessary skill, capability and compassion to deliver world-class patient care. The meaningful use of workforce deployment software can ensure these qualities are deployed to best effect, across all clinical professions, in all healthcare settings.

Digital Acronyms

A		
A & G	Advice and Guidance (non-face-to-face activity delivered by consultant-led services)	
A2S	Access to Stack	
AO	Accountable Officers	
API	Application Programme Interface	
ASL	Assured Supplier List	
B		
BAF	Board Assurance Framework (MSE)	
BAU	Business as Usual	
BARS	Booking And Referrals Standard	
BCRS	Business Case Review Service	
BLMK	Bedfordshire, Luton and Milton Keynes	
BRAM	Bookings, Referrals and Appointment Management	
BSBC	Better Security, Better Care	
C		
C&P	Cambridge and Peterborough	
CIA	Comprehensive Investment Appraisal	
CCIO	Chief Clinical Information Officer	
CCN	Change Control Note	
CCT	Clinical Communications Tools	
CDC	Child Development Centre	
CDC	Community Diagnostics Centres	
CDEL	Capital departmental expenditure limit	
CDH	Community Diagnostic Hubs (previously Centre not Hubs)	
CH	Care Homes	

CHS	Community Health Services
CIC	Community Integrated Care
CIO	Chief Information Officer
CIOG	Capital Investment Oversight Group
CAG	Clinical Advisory Group
CMidIO	Chief Midwifery Information Officer
COPD	Chronic Obstructive Pulmonary Disease
CQC	Care Quality Commission
CRM	Customer Relationship Management
CROG	Cyber Risk and Operations Group
CSOC	Centralised Security Operations Centre
CSU	Commissioning Support Units
CST	Chief Secretary to Treasury
CVW	Covid Virtual Ward
CYPMH	Children and Young People Mental Health
D	
DCF	Digital Capabilities Framework
DCHS	Department of Health & Social Care
DDaT	Digital, Data and Technology
DDC	Digital Diagnostics Capability
DFPC	Digital First Primary Care
DHLP	Digital Health Leadership Programme
DPIA	Data Protection Impact Assessment
DSCR	Digital Social Care Records
DSPT	Data and Security Protection Toolkit
DTF	Digital Transformation Fund

	DUEC	Digital Urgent and Emergency Care
E		
	EA	East Accord
	EAJUCP	East Accord Joined Up Care Programme
	EBMS	Electronic Bed Management System
	ECDS	Emergency Care Data Set
	ECF	Elective Care Funding
	ED	Emergency Department
	EDDI	Emergency Department Digital Integration
	EIA	Equality Impact Assessment
	EHIA	Equality & Health Inequalities Impact Assessment
	EPMA	Electronic Prescribing and Medicines Administration
	EPRIB	Electronic Patient Record Investment Board
	EPUT	Essex Partnership University NHS Foundation Trust
	EPR	Electronic Patient Record
	ERF	Elective Recovery Fund
	ERG	Expert Reference Group
	eRS	electronic Referral Service
	EST	Early Supported Transfer
	ETL	Extract, Transform, Load
	ETTF	Estates Technology Transformation Fund
	EeRS	Eye Care Referral
F		
	FBC	Final Business Case
	FD	Frontline Digitisation
	FDP	Federated Data Platform

	FER	Funding Evidence Report
	FHIR	Fast Health Interoperability Resources
	FOT	Forecast Out-turn Position (finance)
G		
	GDE	Global Digital Exemplars
	GPTSF	GP Transformational Support Fund
H		
	HCDA	Health and Care Data Architecture
	HSCN	Health and Social Care Network
	HSLI	Health System Led Investment
	HEE	Health Education England
	HIE	Health Information Exchange
	HIMSS	The Health Care Information Management Systems Society
	HIP	Hospital Improvement Plan
	HMT	His Majesty's Treasury
	HVLC	High Volume Low Complexity
	HWE	Hertfordshire and West Essex
I		
	IA	Investment Agreement
	IAPT	Improving Access to Psychological Therapies
	IBC	Implementation and Business Change
	ICB	Integrated Care Board
	ICO	Information Commissioner's Office
	ICS	Integrated Care System
	ICT	Information and Communications Technology
	IDL	ICS Digital Leaders

IG	Information Governance
IJ	Investment Justification
ILF	Independent Living Fund
ISA	Information Sharing Agreement
J	
JIC	Joint investment Committee
L	
LD	Learning Disability
LICRE	Local Integrated Care Record Exemplars (also LHCR)
LIMS	Laboratory Information Management Systems
LLP	London Procurement Partnership
LMC	Local Medical Council
LoA	Letter of Agreement
LOS	length of stay
LSO	Local Support Organisation
LTC	long term condition
LTP	Long Term Plan
M	
MDE	Microsoft Defender Endpoint
MDF	Minimum Digital Foundation
MDT	Multidisciplinary Team
MH	Mental Health
MHSDS	Mental Health Services Data Sets
MKUH	Milton Keynes University Hospital
MoU	Memorandum of Understanding
MSDS	Maternity services dataset

MSE	Mid and South Essex
MSK	Musculoskeletal
MVS	Minimum Viable Solution
N	
N&W	Norfolk and Waveney
NECS	North of England Commissioning Support Unit
NIVMS	National Immunisation / Vaccination Management Solution
NNUH	Norfolk & Norwich University Hospital
O	
OBC	Outline Business Case
OBS	Output Based Specification
OC	Online Consultation
ODS	Open Data Strategy
ODS	Organisational Data Service
P	
PAH	Princess Alexandra Hospital
PCPHOG	Primary Care & Public Health Oversight Group
PDC	Public Dividend Capital
PDG	Portfolio Development Group
PDR	Performance and Development Review
PHR	Patient Health Record
PHM	Population Health Management
PHN	Primary Health Network
PID	Project Initiation Document
PIFU	Patient Initiated Follow Up
PKB	Patient Knows Best

PMO	Portfolio Management Office
PO	Portfolio Office
PO	Purchase Order
PoaP	Programme on a Page
POCT	Point of Care Testing
PODAC	Digital Pharmacy, Optometry, Dentistry, Ambulance and Community Services
PRISM	Primary Integrated Service for Mental Health
PRSB	Professional Record Standards Body
R	
RAAC	Reinforced Autoclaved Aerated Concrete
RACI	Responsible, Accountable, Consulted, Informed
RDT	Regional Digital Transformation
RDDT	Regional Directors of Digital Transformation
RDTB	Regional Digital Transformation Board
RDTT	Regional Digital Transformation Team
RECITE	Regional Emergency Clinical Information Transfer in Evacuations
RM	Remote Monitoring
RSR	Readiness Support Review (Ethical)
RLT	Regional Leadership Team
RPA	Robotic Process Automation
RPMO	Regional Portfolio Management Office
RRR	Risk Readiness Review
ROSI	Record Once, Share Insight
S	
SBFP	Sensor Based Falls Prevention
SBFPDT	Sensor Based Falls Prevention and Detection Tech

SBS	Shared Business Services
SCRai	Summary Care Record with additional information
SDEC	Same Day Emergency Care
SDF	System Development Funding
SDIAB	System Digital Investment Assurance Board
ShCR	Shared Care Record
SHREWD	Strategic Health Resilience Early Warning Dashboard
SITT	Support Independence Through Tech
SMI	Severe Mental Illness
SME	Subject Matter Expert
SNEE	Suffolk and North East Essex
SOC	Strategic Outline Case
SOP	Standard Operating Procedure
SRO	Senior Responsible Officer
SSO	Single Sign On
SUS	Secondary Uses Service
T	
T & O	Trauma and Orthopaedic
TD	Transformation Directorate
TDA	Technical design Authority
TDIB	Technology and Data Investment Board
TDOG	Trust Development Oversight Group
TIL	Thin Integration Layer
ToC	Transfers of Care
ToR	Terms of Reference
TSSM	Trust System Support Model

	TOTO	top of the office
U		
	UCR	Urgent Community Response
	UTF	Unified Tech Fund
V		
	VC	Video Consultation
	VfMA	Value for Money Assessment
	VW	Virtual Wards
W		
	WDS	e-Rostering/Workforce Deployment Systems

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