

Appendix 4: Glossary

- **Non-Emergency Patient Transport services (NEPTS)** are provided to enable patients to get to NHS appointments in out-patient departments or for minor treatments or investigations. It is available for patients that are registered with a doctor's surgery in Oxfordshire.
- **Walker** – requires no assistance - can manage steps, mobility needs will normally be met by a car with a Voluntary Car Driver (VCD) but may be a minibus or ambulance.
- **Single Crew Vehicle** – requires minimal assistance, no attendant in back with them during journey – may require use of wheelchair to or from vehicle and the patient will need to easily transfer with one person out of the wheelchair and onto a seat in the ambulance for the journey.
- **Carer** - Someone of any age who looks after a relative, partner, friend or neighbour who has an illness, disability, frailty, or addiction. The help they provide is not paid for as part of their employment.
- **Commissioning** - The process of specifying, securing and monitoring services to meet people's needs at a strategic level.
- **District and City Councils** - These cover a smaller area than county councils. They are responsible for services like: Rubbish collection; Recycling; Council tax collections; Housing.
- **Facebook** - Social networking website where people can share views, information, comments and pictures.
- **Healthwatch Oxfordshire** - An independent organisation that listens to people's views and experiences of health and social care in Oxfordshire. From April 2013 this organisation replaced the Local Involvement Network (LINK).
- **HOSC** – Health Overview and Scrutiny Committee.
- **Oxfordshire Travel Advice Line (OXTAIL)** - offers free impartial advice on a range of transport options for older people or those with a high level of support needs. Please call us to see where we can help in planning your journey
- **Stakeholders** - A person or group with a direct interest, involvement, or investment in something. Stakeholders are individuals or organisations that have a direct interest in a service being provided.
- **Twitter** - Twitter is a social networking tool aimed at enabling its users to exchange up-to-the-minute news and opinions on specific topics in just a few words.
- **Talking Health** – Oxfordshire CCG's consultation and engagement area on our public website (see <https://consult.oxfordshireccg.nhs.uk>).