

Word/Phrase	Definition	Links/References
1		
1001 days	The term refers to the first 1001 days of a person's life from conception up to the end of their second year. The term was created to stress the importance that children (and parents) are cared for from Day One, which will place them in a stronger position in the future health-wise.	http://www.wavetrust.org/sites/default/files/reports/1001%20Critical%20Days%20-%20The%20Importance%20of%20the%20Conception%20to%20Age%20Two%20Period%20Refreshed_0.pdf
5 Ways to Wellbeing	Conceptualised by the New Economics Foundation (NEF) and based on existing evidence, the term refers to the 5 "actions" of Connect, Be Active, Take Notice, Keep Learning and Give. According to NEF, these 5 actions are simple ways to improve overall everyday wellbeing. Museums have increasingly used 5 Ways to Wellbeing to structure their projects and programmes, particularly in relation to the wellbeing of the general public, mindfulness sessions, but also to change the core structure of the service.	http://www.fivewaystowellbeing.org/
A		
Addiction	Addiction or substance-related (or substance-use) disorders refer to addiction to a variety of substances. The DSM-5 uses the term substance-related disorder to highlight the range of these disorders and avoids the word addiction, which bears a negative connotation. Characteristics of substance-related disorders include: consumption of large amounts of substance, cravings, persistent use of the substance despite this causing behavioural, personal and social problems, spending a great amount of time in obtaining the substance, but also repeated failed attempts to stop using the substance.	http://www.samhsa.gov/disorders/substance-use
Adherence	Adherence refers to the ways in which treatment works and the level of engagement of the patient with the treatment. It is a term used in relation to prescribed medication and other therapy, in other words, the degree to which patients "stick to" or "keep up with" treatment.	http://www.who.int/chp/knowledge/publications/adherence_report/en/
Advance Care Planning	Advance Care Planning is health care that is agreed and planned between patient and health care professional. The point of Advance Care Planning is to empower the patient to participate and contribute to the decisions made for their health.	https://www.mariecurie.org.uk/help/terminal-illness/planning-ahead/care-planning
Advisory Committee of Resource Allocation (ACRA)	ACRA is an independent committee that oversees the way the NHS uses resources, comprised of academics, clinicians, NHS managerial staff, local authority officers and people with public health expertise.	
Age UK	Age UK is a nationwide charity caring for people over 60 years old. The network covers 170 local Age UK branches, as well as Age Cymru, Age NI, Age Scotland and Age International. Age UK delivers information, training and support, and conducts research on matters to do with older age. Age UK has collaborated with a large number of museums on creative projects.	http://www.ageuk.org.uk/
Age of Creativity	Age of Creativity is an online platform engaging with work around arts and older people. Age of Creativity examines the impact of the arts on wellbeing and inclusion in older age.	http://ageofcreativity.co.uk/about/index.php
Alzheimer's Disease	Alzheimer's disease (see Dementia) is a neurocognitive disorder that is primarily expressed through various levels of memory impairment. Its causes are still unknown but may be linked to age, brain injury and family history.	http://www.nhs.uk/conditions/Alzheimers-disease/Pages/Introduction.aspx

Alzheimer's Disease-Early Stage (mild)	Alzheimer's disease usually begins with small behavioural changes, which can be misattributed as plain stress or responding to ageing. Loss of memory in relation to recent events is common. The person will have difficulty with learning new information.	Source: Alzheimer's Society factsheet "The progression of Alzheimer's Disease and other dementias" https://www.alzheimers.org.uk/site/scripts/download_info.php?fileID=1772
Alzheimer's Disease-Middle Stage (moderate)	With the progression of Alzheimer's, shifts in behaviour are clearer and the need for support will occur in daily responsibilities and functions as well as reminders to eat, wash and dress. People in this stage will likely forget names, repeat questions and they may not recognise people or will confuse them with others. Some people become angry, or aggressive, or upset possibly due to their frustration about misunderstanding a situation and may require extra support and reassurance.	
Alzheimer's Disease-Late Stage (severe)	At this stage people require a lot more help and become increasingly weak and dependent on others in terms of their care. Loss of memory is clearer at this stage and the person is unable to recognise familiar faces, places or objects, although they may exhibit a sudden moment of recognition. People may start walking unsteadily and restrict themselves to a wheelchair or bed.	
Alzheimer's Society	Alzheimer's Society is a national charity that focuses on people at all stages of dementia. Alzheimer's Society provides information and support and collaborates with various organisations (including museums) to ensure the best services are delivered to people diagnosed with dementia.	https://www.alzheimers.org.uk/
Anxiety	Anxiety refers to a general state of mind where the person exhibits fear and avoidant behaviour over a specific or non-specific event. Anxiety is manifested both in psychological and physical ways. Anxiety disorders arise from a combination of symptoms and behaviours for a prolonged period of time. Anxiety differs from stress, in that it is a more persistent and holistic state, while stress is normally experienced as a momentary sensation.	https://www.anxietyuk.org.uk/
Arts-in-health	Arts-in-health refers to the point where art and health meet, usually for the health benefit of the people involved. Arts-in-health can take a variety of forms: arts projects, research, and training. There are arts-in-health teams embedded in the NHS as a way to follow up on recovery, and several charities outside the NHS specialise in arts-in-health work.	http://www.artshealthandwellbeing.org.uk/what-is-arts-in-health
Asset-based Method (or Asset-based Approach)	This is a business-related term and refers to the investigation of the cost of re-building a business. It is increasingly used in commissioning structures and may be relevant to museums as it encourages looking at the existing pool of resources and asks the question of how they can be utilised to a maximum in order to benefit the future of an organisation. In other words, this is a tool for making the most of what we already have.	http://www.scdc.org.uk/what/assets-scotland/ AND http://www.gcph.co.uk/assets/0000/2627/GCPH_Briefing_Paper_CS9web.pdf
Attention Deficit Hyperactivity Disorder (ADHD)	ADHD belongs to the Neurodevelopmental Disorders group in DSM-5 and is characterised by inattention, hyperactivity and impulsivity. Inattention is expressed through persistent lack of attention to detail or delivery of inaccurate information in schoolwork or at work, inability to maintain attention on one task throughout its duration, difficulty in organising and completing tasks. Hyperactivity and impulsivity has a more physical expression as it is expressed through nervous tapping of hand and feet, inability to sit for a long time in one place, excessive speech, interrupting others and a general sense of being "on the go".	http://www.psychiatry.org/patients-families/adhd/what-is-adhd
Autistic Spectrum Disorder (ASD)	According to DSM-5, people on the Autistic Spectrum exhibit the following characteristics and behaviours: difficulties in emotional-social reciprocity, difficulty in understanding and developing social relationships and difficulty in understanding and engaging with non-verbal communication. Behaviours include fixation on specific interests, repetition of movements and ritualised patterns, as well as occasional hyper-activity. Autism appears in early age.	http://www.autism.org.uk/

B

British Sign Language (BSL)	This term mostly appears as an acronym and in relation to widening access for Deaf people in the museum context. Many museums now offer BSL tours and events.	http://www.british-sign.co.uk/
Bridge Organisations	Bridge organisations refer to 10 Arts Council England-funded organisations that create connections between culture and education. ACE invests £10m in these organisations every year. These cultural organisations work with other cultural organisations such as museums and libraries and the education sector (including schools) in order to create a network of cultural provision.	http://www.artscouncil.org.uk/what-we-do/cyp/bridge-organisations/

C

Child and Adolescent Mental Health Services (CAMHS)	This terms captures all NHS services targeting the mental health support of children and adolescents experiencing emotional and behavioural problems. Examples of these problems can be conduct-related problems, anorexia and experience of low mood or anxiety. These services usually have multidisciplinary teams of clinicians ensuring that the child receives holistic support.	http://www.nhs.uk/NHSEngland/AboutNHSservices/mental-health-services-explained/Pages/about-childrens-mental-health-services.aspx
The Care Act	The Care Act (2014) refers to recent parliamentary legislation regarding health care. The aim of the Act was to examine and update the existing 60-year old act regarding health and social care in England. Amongst other things the Act gave more power to councils over health care. The Care Act has reviewed and reformed a number of laws relating to adult social care, and has now put emphasis or fairer care for people, prevention, overall wellbeing and putting people in control of their care.	http://www.legislation.gov.uk/ukpga/2014/23/contents/enacted
Care Navigators	Care Navigators are primarily volunteers who help people over the age of 50 who experience social isolation and offer support with financial, housing, health and social care matters.	https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/186858/lancashire-care-navigator.pdf
Care Plan	A Care Plan is an agreement a patient makes with a health care professional, that involves day-to-day health management. Care Plans are particularly relevant to people with long-term/chronic conditions and include a list of health needs as defined during the clinical assessment, the ways in which these needs will be met, the outcomes and information about personal budgets. (see also Personal Budgets)	http://www.nhs.uk/Planners/Yourhealth/Pages/Careplan.aspx
The Care Quality Commission (CQC)	The Care Quality Commission exists to ensure hospitals, care homes, dental and GP surgeries, and all other care services in England provide quality care, and supports services to make improvements.	http://www.cqc.org.uk/ AND http://www.nhs.uk/NHSEngland/thenhs/healthregulators/Pages/carequalitycommission.aspx
Clinical Commissioning Group (CCG)	Clinical Commissioning Groups (CCGs) were created by the Health and Social Care Act in 2012. They are NHS-based bodies led by clinicians and are responsible for the planning and commissioning of health care services for their local area, replacing Primary Care Trusts. There are now 211 CCGs in England.	http://www.nhs.uk/Service-Search/Clinical%20Commissioning%20Group/LocationSearch/1 To find your CCG go to: http://www.nhs.uk/Service-Search/Clinical%20Commissioning%20Group/LocationSearch/1
Cognitive Behavioural Therapy (CBT)	Cognitive Behavioural Therapy is a therapeutic model developed by Aaron T. Beck. CBT tackles negative thoughts and takes action against problematic behaviours. Amongst other methods, CBT involves giving the patient "homework", in the sense that it asks of the patient to actively engage with what they want to change in their life, by acting on it, outside the therapy room.	http://www.beckinstitute.org/ AND https://www.mindquiere.com/about/cognitive-behavioral-therapy.php AND http://www.nhs.uk/Conditions/Cognitive-behavioural-therapy/Pages/Introduction.aspx
Cognitive Stimulation Therapy (CST)	Cognitive Stimulation Therapy is a short-term therapy developed particularly for patients with early-stage dementia. It involves activities aimed at creating new knowledge, learning, and providing an environment where social interaction in itself plays a major role in the participants' experience. Many museums base their activities on these principles. (see also New Learning)	http://www.cstdementia.com/ AND https://www.ucl.ac.uk/international-cognitive-stimulation-therapy

Commissioning	Commissioning is the process of ordering health services. It is a complex process, involving understanding local health needs, planning of services to meet those needs and securing services, then monitoring the services that have been selected. This is also what is known as the commissioning cycle.	http://www.kingsfund.org.uk/topics/commissioning
Commissioning Support Unit (CSU)	CSUs provide support on multiple levels so that commissioners can deal with the clinical aspect of commissioning and leadership in a more focused manner. CSUs provide support with contract, market and financial management, procurement, HR-related matters, contract negotiations and provide business advice.	https://www.england.nhs.uk/commissioning/comm-supp/csu/
Community Interest Company (CIC)	The Community Interest Company (or CIC) model was established by the Companies Act in 2004 . CICs provide a legal form for businesses aiming to benefit the community or services that have a “social purpose”. These services are not primarily for-profit businesses. This business model is particularly useful if these companies cannot or do not wish to become charities. The CIC model ensures that the intention of the service/ business/ company is to provide community services and at the same time has the advantages of a private business.	http://www.cicassociation.org.uk/about/what-is-a-cic AND http://www.communitycompanies.co.uk/community-interest-companies
Community Intermediate Care Service (CICS)	Intermediate care services are part of the NHS and support patients in becoming independent during long-term care, by offering short term care and rehabilitation. They work with family, carers, and health professionals.	http://www.sth.nhs.uk/services/a-z-of-community-services?id=15
Complex Care	Complex Care refers to the support and treatment offered to people with complex needs usually by a range of medical staff.	http://www.helpinghandshomecare.co.uk/complex-care/
Complex Needs	Complex Needs is a term that describes the health care needs of people whose conditions require complex continuous care and frequently require services from different practitioners in various settings. This is often a result of the individual being diagnosed with more than one health problem.	http://www.gov.scot/Publications/2007/01/18133419/4
Cost-Benefit Analysis (CBA)	Cost-Benefit Analysis or Benefit-Cost Analysis, is an approach whereby the benefits and weaknesses of an activity (or transaction) in a business, are measured against each other to ensure the best outcome.	https://www.mindtools.com/pages/article/newTED_08.htm
Cultural Commissioning	Cultural Commissioning refers to the process of allocating funding to and evaluating of services in the cultural sector. For more information on the commissioning process please see also the Commissioning entry.	http://www.artscommissioningtoolkit.com/ AND https://knowhownonprofit.org/funding/cultural-commissioning/understanding-cultural-commissioning

D

Dementia	Dementia defines a number of symptoms related to memory loss and difficulties with thinking, problem-solving or language. Dementia is primarily a result of Alzheimer's Disease or brain-related illness such as stroke. There are currently 850,000 people living with dementia in the UK. Dementia is one of the largest areas of work for museums in the health and wellbeing field.	https://www.alzheimers.org.uk/site/scripts/documents.php?categoryID=200360
Dementia Friendly Communities	Dementia Friendly Communities is an Alzheimer's Society initiative that aims to sensitise communities to become more dementia-friendly. This entails re-thinking access and actively creating an inclusive environment that will take into account the needs of people living with dementia. Everyone can take part in creating Dementia Friendly Communities, from local businesses to NHS services.	https://www.alzheimers.org.uk/dementiafriendlycommunities
Dementia Friends	Being a Dementia Friend means taking action on a personal level in matters to do with dementia, whether that means supporting a friend with dementia, volunteering for dementia, or finding out more about dementia. The Dementia Friends organisation currently has about a million and a half members.	https://www.dementiafriends.org.uk/
Dementia Action Alliance (DAA)	DAA aims to motivate society to actively engage with dementia. DAA supports communities and services based in England to create action plans that will support people to live better while the cost of the intervention is reduced. A number of museums and galleries have joined the Alliance with action plans.	http://www.dementiaaction.org.uk/

Depression	According DSM-5, Depression or Major Depressive Disorder is characterised by low mood for most of the day for a significant period of time (at least two weeks), anhedonia (disinterest or lack of pleasure in activities), weight loss or unusual increase in appetite, insomnia, fatigue, feelings of guilt, rumination, lack of concentration and recurrent thoughts of death. It is important to note that for a diagnosis to be conclusive several factors need to be assessed in conjunction with the exhibited symptoms such various types of loss (loved ones, job, material losses, medical illness). One in four people is affected by depression.	http://www.nhs.uk/conditions/depression/Pages/Introduction.aspx AND http://www.oneinfourmag.org/
Diagnostic and Statistical Manual of Mental Disorders (DSM-5)	DSM-5 is the latest edition of the manual for the classification of all mental disorders. The manual is used by mental health professionals across the world. The DSM is used in clinical and community settings and it is also used as a tool to collect public health statistics about the diagnosis of psychiatric disorders.	http://www.dsm5.org/Pages/Default.aspx
Devolved Health	In health care terms, devolution refers to the change in management of health care financial resources from central (government) to local level. A recent example of devolved healthcare is Greater Manchester, legally coming into force on 1 April 2016.	http://www.kingsfund.org.uk/sites/files/kf/field/field_publication_file/devolution-briefing-nov15.pdf
E		
Equality Act 2010	The Equality Act (2010) contains a number of regulations about equal pay, and regulations against sex, race and disability discrimination. The Equality Act exists to ensure that people are protected irrespective of age, race, gender or ability.	http://www.legislation.gov.uk/ukpga/2010/15/contents
The Equality Delivery System	The Equality Delivery System was created in 2011 to support the NHS with better and fairer delivery. It works with the NHS to ensure that services are delivered in accordance with the Equality Act (2010), that professionals work in up-to-standard environments and it supports the NHS in improving service provision.	https://www.england.nhs.uk/about/gov/equality-hub/eds/
Evaluation	Evaluation is a general term describing the ways in which the outcomes of a project, activity, or performance are assessed. Evaluation is an integral part of research, and an instrumental component in demonstrating the benefits of work in health and wellbeing and delivering outcomes to existing funders . Evaluation can be conducted by collecting qualitative or quantitative data.	http://www.evaluation.org.uk/
Evidence-based Practice	Evidence base is a pool of proven/existing resources that one uses to inform further research and practice. Evidence-based Practice refers to using a combination of resources to inform a profession. For example, in health care, it is instrumental that the clinician is informed with up-to-date quality research on their field, combined with the needs of the patient and previous clinical experience.	http://www.asha.org/Research/EBP/Introduction-to-Evidence-Based-Practice/
F		
Funding Allocation Formula	Particularly linked with Clinical Commissioning Groups, a Funding Allocation Formula is a method with which funding is allocated in health care, based on the existing data for local population needs. Formulas are informed by previous experience and changes in local health needs.	https://www.gov.uk/government/news/ccg-funding-allocations-published-by-nhs-england-following-adoption-of-new-formula
G		
General Practitioner (GP)	A general practitioner or a family doctor refers to a specialty in medicine that oversees a range of problems. A GP is the first point of contact for a patient with non-urgent health issues. (see also Primary Care) The GP will assess the patient and decide whether further specialised care is needed or not. In many cases non-urgent problems are dealt with by the GP through medical and/or non-medical prescriptions. (see Social Prescribing)	http://www.rcgp.org.uk/

General Practice Surgery (GP Surgery)	GP Surgeries serve as the first point of contact for non-urgent health issues (see also Primary Care) and are staffed by GPs and nurses. A GP surgery also offers general information (leaflets) for chronic health problems, delivers vaccines and regular tests like blood or smear tests.	http://www.nhs.uk/NHSEngland/AboutNHSservices/doctors/Pages/NHSGPs.aspx
Gross National Happiness (GNH)	Gross National Happiness is a term dating from the 1970s and has its roots in Buddhist culture. It refers to building economies through sustainability, the promotion of cultural values, conservation of the environment and good governance. GNH is still used as a socioeconomic development model.	http://www.grossnationalhappiness.com/
H		
Health and Wellbeing Board	Health and Wellbeing Boards were established as part of the Health & Social Care scheme of Local Authorities across the UK under the Health & Social Care Act (2012). The goal of these boards is to enhance integration across health services for a more unified patient experience and to work closely with Clinical Commissioning Groups (CCGs) to ensure the delivery of the best possible service for the local community. Some board members of CCGs are also members of Health and Wellbeing Boards.	http://webarchive.nationalarchives.gov.uk/20130805112926/http://healthandcare.dh.gov.uk/hwb-guide/
Healthwatch England	Established under the Health & Social Care Act (2012), Healthwatch England is a statutory body, supporting and promoting good practice in health, based on the needs of service users. Healthwatch acts on a local and national level. Clinicians and professionals in management work for Healthwatch England. Healthwatch England and the Care Quality Commission work together to ensure quality in care is up to standard.	http://www.healthwatch.co.uk/ AND http://www.cqc.org.uk/content/healthwatch
The Health Foundation	The Health Foundation is a charity that supports the health care system in the UK to become stronger and better at providing services. It provides knowledge on health care, useful tools to improve services, conducts research and policy analysis on health care and outsources funding for projects relating to health.	http://www.health.org.uk/theme?gclid=C1BJrPS8o8cFUPLtAodIGsBRw
I		
International Classification of Diseases (ICD-10)	ICD-10 is a diagnostic tool and encompasses all illness, physical and mental. The World Health Organisation is responsible for compiling this tool. It is a popular diagnostic tool amongst clinicians and a useful means to establish a common language on illness amongst policy makers. ICD-10 is currently under review and an updated version is due to be published in 2018.	http://www.who.int/classifications/icd/en/
Integrated Community Team (ICT)	Community teams are NHS health care services embedded in the community in order to help patients with cognitive, mental and physical rehabilitation. ICTs are made up of interdisciplinary clinicians, specialising in rehabilitation and re-integration to society and accept clients at their facilities or make house visits.	http://www.whittington.nhs.uk/default.asp?c=10851
Integrated Practice Unit (IPU)	Integrated Practice Unit is a term that is used to describe how services are combined to meet the patient's needs. This may be referring to organising services on a referral, assessment or treatment level to ensure the most efficient and effective delivery that benefits the patient.	http://www.covwarkpt.nhs.uk/services/mentalhealth/integrated-practice-units/Pages/default.aspx
Improving Access to Psychological Therapies (IAPT)	The IAPT programme was established in 2008 to improve access to Psychological Therapies for people with Depression and Anxiety Disorders. IAPT delivers short-term therapy sessions on low and high intensity levels, i.e. to people with mild and more severe depression and anxiety-related disorders.	http://www.iapt.nhs.uk/
J		
Joint commissioning	Joint Commissioning is a way of different services combining resources to plan and deliver services in health and social care to ensure the best possible outcomes.	

Joint Strategic Needs Assessment (JSNA)	According to the Local Government and Public Involvement in Health Act (2007), Local Authorities and Primary Care Trusts (the latter are now abolished) were obliged to submit a Joint Strategic Needs Assessment to assess local population needs to ensure a coordinated approach to health care between NHS and local authorities. Health and Wellbeing boards are currently responsible for producing JSNAs and these can be found on local authority websites, regularly updated with changes in local health needs.	http://www.hscic.gov.uk/jsna
L		
Learning Difficulties (LD)	This is a term commonly used to describe dyslexia and other conditions that people experience, without having an impairment or intellectual disability. The term differs from Intellectual Disability or what is commonly known in museums as SEN (Special Educational Needs), which refers to specific cognitive issues.	http://www.bild.org.uk/information/faqs/#What-is-the-difference-between-the-terms-learning-disabilities-learning-difficulties-and-intellectual-disabilities
Link Worker	In the context of health care, a link worker liaises with GP surgeries and supports their overall patient management by signposting patients to relevant community services. Link workers are in a position to promote social prescribing by signposting patients to community services that are relevant to culture and sports. Link workers are integral to the establishment of productive relationships between GP surgeries, patients and community services.	http://www.revolving-doors.org.uk/partnerships--development/projects/link-worker/
Local Government Association (LGA)	LGA is a government membership organisation. It represents local authorities and works across all political parties to ensure that local government has an active role in the national agenda. LGA supports councils "to deliver local solutions to national problems" (LGA, 2016)	Source of Quote: http://www.local.gov.uk/about
Looked After Children	Looked After Children or Children in Care, are children in the care of a local authority. These can be children in foster care, children in secure settings, children residing in children's homes, and children living with their parents but under supervision by social services.	https://www.nspcc.org.uk/preventing-abuse/child-protection-system/children-in-care/
Loneliness	Loneliness is a state stemming from social isolation or lack of companionship and happens for a variety of reasons depending on the person's social and financial status and health state. The effects of loneliness can be detrimental to physical and mental health. Loneliness and isolation are two major areas that museums are tackling with wellbeing activities, particularly in relation to older people.	http://www.campaigntoendloneliness.org/
M		
The Marmot Review	<i>Fair Society Healthy Lives</i> , commonly known as <i>The Marmot Review</i> , is a comprehensive report commissioned by the Secretary of State in 2008. Professor Michael Marmot conducted an independent review to propose the most effective evidence-based strategies for reducing health inequalities in England from 2010. The report made the following recommendations: "1. Give every child the best start in life 2. Enable all children, young people and adults to maximise their capabilities and have control over their lives 3. Create fair employment and good work for all 4. Ensure healthy standard of living for all 5. Create and develop healthy and sustainable places and communities 6. Strengthen the role and impact of ill-health prevention." (Institute of Health Equity, 2016)	Source of Quote: http://www.instituteofhealthequity.org/projects/fair-society-healthy-lives-the-marmot-review
Memory Services	Memory Services are part of the NHS and they aim to support people of all ages with memory difficulties. This includes early stage dementia. Memory services are offered by a variety of clinicians, who provide assessment, diagnosis and support in coming to terms with the diagnosis.	http://www.cnwl.nhs.uk/services/mental-health-services/older-people-and-healthy-ageing/memory-services/

Mental Capacity Act	The Mental Capacity Act (2005) ensures that people who do not have the mental capacity to make decisions of their own about their health treatment are still protected and empowered to receive support and treatment that is in their best interest.	http://www.legislation.gov.uk/ukpga/2005/9/contents AND http://www.nhs.uk/conditions/social-care-and-support-guide/pages/mental-capacity.aspx
Mental Health	According to the World Health Organisation, mental health is "a state of well-being in which every individual realises his or her own potential, can cope with the normal stresses of life, can work productively and fruitfully, and is able to make a contribution to her or his community." (WHO, 2016) It is important to keep in mind that good mental health does simply not mean the absence of mental illness.	Source of Quote: http://www.who.int/features/factfiles/mental_health/en/
Mental Health Act	The Mental Health Act (1983) is concerned with the care of people diagnosed with mental illness, and the management of matters to do with their property and other belongings. The Act provides the legal framework for people diagnosed with mental illness to be detained in hospital or by the police and receive psychiatric assessment. This treatment against the patient's wish is commonly known as "sectioning". Its use is monitored by the Care Quality Commission and it has been significantly amended by the Mental Health Act of 2007.	http://www.legislation.gov.uk/ukpga/2007/12/contents
MIND	MIND is a mental health charity providing advice and support to people experiencing mental health problems. The charity works in multiple ways. It has a campaigning function, an infoline and legal advice section, publications on mental health, and has over 140 branches in England and Wales, which cover a number of community mental health services.	http://www.mind.org.uk/
Mindfulness	Mindfulness refers to the state of paying attention to the present and ourselves in it, which can have a positive effect on our mental health. While mindfulness is a term that can be used and applied in every day life, the term also refers to a structured therapy model which can be realised through Mindfulness Meditation, and exercise that involves meditation to a degree, such as Tai Chi and Yoga.	http://www.nhs.uk/conditions/stress-anxiety-depression/pages/mindfulness.aspx
Minding the Gap 16-25s	This is a general term that refers to health and social care concerned with the improvement of the mental health of young people between 16 and 25. There are also specific projects such as in the London Borough of Camden, where the expertise of service providers and an advisory panel of young people is combined to ensure better services for this particular age group.	http://www.camdenccg.nhs.uk/Downloads/ccg-public/your-say/12th%20Jan/Item%203.4%20Minding%20the%20Gap%20Update.pdf
Mixed Methods research (or multimethodology)	The complexity of certain projects requires that a combination of methods is used, both qualitative and quantitative, to support the purpose of the project and ensure that justice has been done to the outcomes.	http://dwww.dedoose.com/blog/2012/10/what-is-mixed-methods-research/
N		
National Dementia Declaration	The National Dementia Declaration is a statement signed by over 100 organisations, each of which has produced an action plan on how they would support people diagnosed with dementia and their carers.	http://www.dementiaaction.org.uk/resources/1841_national_dementia_declaration
National Health Service (NHS)	Publicly funded health care service in the UK. The majority of the population in the UK receives health care from the NHS.	http://www.nhs.uk/Pages/HomePage.aspx
NHS Trust	An NHS Trust is a service within NHS England and provides services for a particular catchment area and/or in a particular health care area such as mental health. Part of the Trust landscape has changed since 2012, for instance Primary Care trusts have been abolished.	http://www.nhs.uk/NHSEngland/thenhs/about/Pages/authoritiesandtrusts.aspx
NHS Foundation Trust	An NHS Foundation Trust is one of the types of trusts in the NHS and is a legally independent section of the NHS with their own governance and freedom to handle public and private resources. A board of governors is consulted on decisions relating to the organisation of the trust. This board consists of patients, staff and members of the public.	http://www.nhs.uk/NHSEngland/thenhs/about/Pages/authoritiesandtrusts.aspx

The National Institute for Health and Care Excellence (NICE)	NICE is an independent organisation, set up by the Government in 1999 and makes decisions on the availability of drugs and treatments for NHS England and Wales. Additionally, NICE works on producing guidelines for health and social care.	https://www.nice.org.uk/
New Learning	New Learning is a term used to describe the experience of patients with dementia during creative sessions, which aim to create new knowledge. This approach differs from reminiscence, which targets recollecting memories.	https://www.canterbury.ac.uk/news-centre/press-releases/2015/research-project-is-nominated-for-dementia-friendly-award.aspx
Not in Education, Employment, or Training (NEET)	This term refers particularly to young people (16-24) and describes a state in which the young person is not in a position to engage with education or join the workforce.	https://www.gov.uk/government/news/next-figures-continue-to-beat-records-as-more-young-people-enter-education-employment-and-training

O

Occupational Therapist (OT)	At the centre of the work that an occupational therapist undertakes is the word occupation. The OT uses occupation, tasks and activity to support people's health and wellbeing, such as physical exercise for an injury or supporting people with mental illness through crafts activities. OTs work in a variety of clinical and community settings, and their profession has applications both in physical and mental health. NB: OTs differ from occupational or organisational psychologists, who are primarily linked to workplace settings, support and management.	https://www.cot.co.uk/
Outcome	Outcome refers to the result(s) of a project or programme. Outcomes can be collected over time or once at the end of the project/programme. Outcomes are one of the ways that the impact of an activity can be measured. Delivering outcomes in health are important for patients and services as they may secure further commissioning for a particular service.	http://www.uwex.edu/ces/lmcourse/Module_1_pages/M1_Section2/HTML/m1s2p3a.htm
Output	An output is the result of measuring activity. It will appear in numbers, demonstrating the quantity of activity undertaken during a project. An output differs from an outcomes as it does not detail the effect of the activity, rather it exhibits frequency, length in time etc.	http://www.uwex.edu/ces/lmcourse/Module_1_pages/M1_Section2/HTML/m1s2p3a.htm

P

Palliative Care	Palliative Care or end of life care refers to the services provided to people who are at the end of their life, due to a terminal illness. Care is also available for the family of the patient. Palliative Care cuts across all health care services and the patient can make a decision on the type of support they receive.	http://www.ncpc.org.uk/palliative-care-explained
Patient and Public Reference Group (PPI)	PPIs are groups of the public who use or have used health care services, and act as advisory panels in relation to a number of matters regarding changes in health care. PPIs are also linked to health research. In this sense, the public is represented in major decisions on services that are directly relevant to them.	http://www.croydonccg.nhs.uk/get-involved/Pages/Patient-and-Public-Involvement-%28PPI%29-reference-group.aspx
Patient-centred Care	Patient-centred care refers to actively listening as a clinician to the needs of the patient and setting assumptions aside, in order to deliver customised health care that is in the best interest of the patient.	http://www.institute.nhs.uk/qipp/joined_up_care/patient_centred_care.html
Patient Participation Group (PPG)	Patient involvement is now a high priority in the NHS. Patient Participation Groups (PPGs) are used to establish a means for both the Clinical Commissioning Group and the medical practice to communicate with patients. PPGs are made up of service users and PPGs are attached to GP surgeries.	http://www.napp.org.uk/
Payment by Results (PbR)	Payment by Results means that instead of applying for funding and receiving it in advance, funding comes in after results are delivered. This is a relatively new model of collaboration between funders service providers.	http://www.compactvoice.org.uk/blogs/guest/2012/09/05/getting-grips-payment-results

Personal Health Budgets	Piloted in 2014 across England, personal health budgets are amounts of money planned and agreed between the patient and their NHS-based support team and given to the patient to use as they see fit to support their health. Personal health budgets are applicable to people with chronic illness or disability and are intended to give freedom of choice to people when it comes to their health. Personal Budgets may have an important role to play for museums in the future.	http://www.nhs.uk/choiceintheNHS/Yourchoices/personal-health-budgets/Pages/about-personal-health-budgets.aspx
Personalised Shared Decision Making	Linked with the idea of person-centred care, personalised shared decision making is an NHS scheme that will enable patients to have more choice in their health care and a voice in the clinical decisions made for them.	http://sdm.rightcare.nhs.uk/about/about-the-nhs-shared-decision-making-programme/
Personality Disorders (PDs)	According to DSM-5 "a personality disorder is an enduring pattern of inner experience and behaviour that deviates markedly from the expectations of the individual's culture, is pervasive and inflexible, has an onset in adolescence or early adulthood, is stable over time, and leads to distress or impairment." (DSM-5, 2013, p. 645). Personality disorders are one of the most contested and debated groups of psychiatric disorders, as they aim to define a disorder cutting across an individual's personality and bound to that personality. There are 10 specific types of PDs, grouped in three clusters based on the nature of the disorder. Borderline Personality Disorder and Anti-social Personality Disorder (the latter often linked with offences) are particularly highlighted in literature and clinical practice.	http://www.nhs.uk/Conditions/personality-disorder/Pages/Definition.aspx
Post Traumatic Stress Disorder (PTSD)	PTSD is a result of exposure (or repeated exposure) to traumatic events and can happen at any age. The disorder is expressed through the presence of intrusive memories related to the traumatic events, stressful dreams about the events, intense distress at triggers that the individual has linked to the traumatic events and specific physical reactions to these triggers. Over time the person experiencing PTSD may exhibit angry outbursts or experience withdrawal and become avoidant. PTSD is particularly linked with war veterans and people caught up in or fleeing armed conflicts, but has also been observed in other traumatic events such as the sudden loss of a loved one, rape, and repeated bullying.	http://www.combatstress.org.uk/medical-professionals/what-is-ptsd/
Pre-Qualification Questionnaire for proposals (PQQ)	Pre-Qualification Questionnaires are a way for a service to assess candidates/potential suppliers that have applied for a project and include a number of questions, from basic details to various competency questions. Candidates shortlisted through this process may move to the next application stage.	http://www.constructionline.co.uk/static/landing/pre-qualification.html
Prevention	Illness Prevention refers to focusing on wellness and maintaining health to ensure that illness occurrence is minimised. Prevention may be achieved through a variety of ways and on various levels for instance through tackling health inequalities, by encouraging people to engage with healthy diets and sport and cultural activities, by strengthening community care and by promoting health education.	https://www.england.nhs.uk/ourwork/futurehhs/deliver-forward-view/sop/red-pre-mort/php/
Primary Care	Primary Care is the first point of contact for a patient in health care, that is a GP. The GP then will decide whether to refer the patient to further specialised care. Dentists and Opticians are considered part of primary care too, since the patient can access these services directly.	http://www.hscic.gov.uk/primary-care
Procurement	Procurement refers to the process of buying products/goods for your service from external sources, which are instrumental to the operation of the service.	https://www.cips.org/en-gb/membership/why-join-cips/what-is-procurement-and-supply/

Psychosis	Psychosis or Psychotic Disorders refers to the group of psychiatric disorders that are generally defined by the following symptoms: delusions (fear of persecution, grandiosity), hallucinations (distorted perceptions of reality, with the most common being auditory hallucinations, ie. hearing voices), disorganised thinking exhibited through speech, disorganised or abnormal motor behaviour and negative symptoms (decrease of engagement in social activities or lack of motivation to participate in activity in general). The most well-known psychotic disorder is schizophrenia.	http://www.nhs.uk/Conditions/psychosis/Pages/introduction.aspx
Public Health England (PHE)	Public Health England is part of the Department of Health and is responsible for protecting and improving public health and wellbeing through public health campaigns, research and sharing information with local authorities and the NHS to improve the health system.	https://www.gov.uk/government/organisations/public-health-england
Public Health Outcomes Framework	The Public Health Outcomes Framework refers to a document that describes the current state of public health in England as researched and populated by Public Health England. The framework has set out goals to be achieved in relation to quality of health which relate to how long and how well people live.	http://www.phoutcomes.info/
R		
Randomised Controlled Trial (RCT)	A randomised controlled trial is a method of examining a research question and determining a cause and relationship between two phenomena and it is used to examine whether a treatment works or not, that is, its efficacy and effectiveness. People participating in the research are randomly allocated to different groups receiving different treatments in order to compare their effect.	http://www.bmj.com/content/316/7126/2011
Recovery	Recovery is a term as complex and versatile as the act of recovery itself. Broadly speaking, it refers to the act of getting over an illness. It happens over time, it is a personal matter and means something different to everyone. Recovery is also linked to rehabilitation and re-integration into society after illness.	https://www.rethink.org/living-with-mental-illness/recovery
Recovery College	A Recovery College is a service embedded in the NHS and invites service users to take part in workshops, where they can develop vocational and other skills, identify and set goals in relation to recovery and other parts of their life (eg work, relationships) to enhance their wellbeing. The recovery college is a way to follow up with people who have been in the care of the NHS for a long time.	http://www.cnwl.nhs.uk/recovery-college/?onOff=OFF
Refugee	A refugee is a person forced out of their country to escape war, race or religion-related conflict or a natural disaster. A refugee differs from an asylum seeker as an asylum seeker has fled their country and has formally applied for asylum in the country they have entered. A refugee differs from an economic immigrant who is a person who willingly leaves their country to find employment, education and other opportunities.	http://www.unhcr.org/pages/49c3646c125.html http://www.refugeecouncil.org.uk/policy_research/the_truth_about_asylum/the_facts_about_asylum AND http://www.theguardian.com/world/2015/aug/28/migrants-refugees-and-asylum-seekers-whats-the-difference
Reminiscence	Reminiscence, in the context of museum and other cultural activities, refers to engagement with objects and sessions for the "creative exploration of memories." (Age Exchange, 2016) Reminiscence is one of the most popular health and wellbeing activities in museums and galleries.	Source of Quote: http://www.age-exchange.org.uk/who-we-are/what-is-reminiscence-arts/
S		
Salutogenesis	This term refers to a model of thinking around health. Salutogenesis focuses on understanding health rather than disease and focuses on how people manage stress and how they achieve wellbeing.	http://www.salutogenesis.hv.se/eng/Salutogenesis.5.html

Schizophrenia	Schizophrenia is one of the most debilitating psychiatric disorders and it is characterised by delusions, hallucinations, disorganised thinking that is expressed through speech, disorganised and abnormal motor behaviour (such as catatonia), and a number of negative symptoms, particularly diminished emotional expression through the face and body language and decreased engagement in social activities or lack of motivation to participate in activity.	http://www.nimh.nih.gov/health/topics/schizophrenia/index.shtml
Secondary Care	Secondary care occupies the section in health care that involves specialist care usually in hospitals and clinics, with a referral by a health care professional (GP) in primary care.	https://www.mstrust.org.uk/a-z/secondary-care
Self-Harm	Self-Harm refers to the act of intentionally injuring your body or putting yourself in danger. It is often an expression or a form of dealing with extreme distress, acts as self-punishment or intention to commit suicide. While self-harm has been linked with specific psychiatric disorders such as Borderline Personality Disorder, it is not limited to them.	http://www.mind.org.uk/information-support/types-of-mental-health-problems/self-harm/?gclid=CKOyucmgysCFWoz0wodraQEmA#.Vuv2-eY0_B4
Service User	A service user is one of the latest terms used to describe people using health care services. The term to define people who use health care services changes to something else every few years and it has been contested with suggestions of using the term "client" instead.	http://www.communitycare.co.uk/blogs/mental-health/2012/07/service-user-or-client-social-1/
Severe Mental Illness (SMI)	Severe (or Serious) Mental Illness refers to any form of mental illness that interferes with a person's every day life in a significant way. Common examples of SMI are psychotic disorders, severe depression, bipolar disorder and personality disorders. This particular definition has been debated for a long time, in relation to what constitutes severe mental illness and how it differs from other forms of mental illness.	http://www.nimh.nih.gov/health/statistics/prevalence/serious-mental-illness-smi-among-us-adults.shtml
Social Isolation	Defined as "a state in which the individual lacks a sense of belonging socially, lacks engagement with others, has a minimal number of social contacts and they are deficient in fulfilling and quality relationships" (Nicholson, 2009, p. 1346), social isolation is a major issue amongst adults, particularly older people over the age of 60. Museums offer many activities to vulnerable, socially isolated older people.	Source of Quote: Nicholson, N. (2009). Social isolation in older adults: An evolutionary concept analysis. <i>Journal of Advanced Nursing</i> , 65, 1342–1352. doi:10.1111/j.1365–2648.2008.04959.x.
Social Prescribing	Social prescribing is a procedure during which primary care services refer patients to a range of clinical and non-clinical services often in the voluntary and community sector for support. Examples include taking art classes, physical exercise and reading books.	http://www.wellbeingenterprises.org.uk/what-we-do/our-work/social-prescribing/
Stress	Stress refers to the common feeling that is a result of emotional and, overall, mental pressure and is expressed through the body and mind in various ways (shortness of breath, headache, muscular tension, stomach pain, negative thoughts). Stress in itself is not a disorder, however depending on whether it is addressed or not and how often it occurs in an individual's life, it may lead to illness, physical or mental.	http://www.nhs.uk/conditions/stress-anxiety-depression/pages/understanding-stress.aspx
T		
Tender	A tender is a document that informs interested parties what is required in terms of service delivery in a particular area of business. Companies may then respond to the tender by proposing their services.	https://www.gov.uk/tendering-for-public-sector-contracts/the-tendering-process
Tertiary Care	Tertiary Care refers to highly specialised care that the patient may need to receive after they have gone through secondary care. An example of tertiary care is going through surgery. The essence of tertiary care is that it is delivered additionally to other assessments when the health problem requires further attention and investigation and patients are referred through from primary or secondary care.	http://www.dgadvocacy.co.uk/primary-secondary-and-tertiary-care/

Trust Development Authority (TDA)	The NHS Trust Development Authority supports all NHS Trusts in their mission to deliver quality services to patients. TDA'S goal is first and foremost to help each NHS Trust to improve the services they provide for their patients and enhance consistency in care delivery, especially given the variety in size and service provision within the NHS.	http://www.ntda.nhs.uk/
V		
Vocational Rehabilitation	Vocational rehabilitation refers to any kind of support and training offered to vulnerable populations who are looking to get back to work or are already working. Research has shown that vocational rehabilitation and supported employment has a positive effect on the lives and health of people with severe mental illness, physical disability, people returning from war, and people who are marginalised for any other reason.	http://www.vra-uk.org/
Voluntary and Community Sector (VCS) or Third Sector	While there is little unified definition of the voluntary sector, this is the way we generally define the sector that cares for the wider benefit of the public, as opposed to businesses and services that are directed by profit. The voluntary or community sector is also known as the third or charity sector. It is worth noting that some of these organisations only have full-time paid staff and not all of them have volunteering as a core component of their structure.	http://www.communityactionwf.org.uk/understanding_the_community_and_voluntary_secto
W		
Walk-in Centre/Clinic	A walk-in clinic or centre is part of the NHS and offers medical support mostly when the patient's GP surgery is not open, and the issue is not deemed serious enough for the Accident & Emergency Department of a hospital. Walk-in clinics are primarily staffed by nurses but some also have doctors. Patients can just walk in to the clinic without an appointment or being registered, and wait to be seen.	http://www.nhs.uk/NHSEngland/AboutNHSservices/Emergencyandurgentcareservices/pages/Walk-incentresSummary.aspx
Wellbeing	Wellbeing refers not only to the absence of illness but points to good physical, mental, emotional and social health.	Dodge, R., Daly, A., Huyton, J., & Sanders, L. (2012). The challenge of defining wellbeing. <i>International Journal of Wellbeing</i> , 2 (3), 222-235
The Wheel of Wellbeing	The Wheel of Wellbeing is a website and resource, focusing on wellbeing and prevention on a personal and community level. The website also offers support to policy makers. The Wheel offers support through six sections: Body, Mind, Spirit, People, Place, Planet.	http://www.wheelofwellbeing.org/
White Paper	White papers are documents delivered by the Government and suggest proposals for future law. White Papers may have part of a draft Bill in them. In this way further discussion takes place on a particular subject and further changes can be made before a Bill is formally presented to Parliament.	http://www.parliament.uk/site-information/glossary/white-paper/
World Health Organisation (WHO)	The World Health Organization(WHO) is a United Nations (UN) agency and their focus is international public health. WHO supports the global public health agenda within UN by: "1. Providing leadership on matters critical to health and engaging in partnerships where joint action is needed; 2. Shaping the research agenda and stimulating the generation, translation and dissemination of valuable knowledge; 3. Setting norms and standards and promoting and monitoring their implementation; 4. Articulating ethical and evidence-based policy options; providing technical support, catalyzing change, and building sustainable institutional capacity; and 5. Monitoring the health situation and assessing health trends". (WHO, 2016)	Source of Quote: http://www.who.int/en/
X, Y, Z		