

Information Governance Toolkit - Glossary of Terms

Term	Acronym	Definition
Act of Parliament		Also known as legislation or a statute, an Act of Parliament is a written law passed by both Houses of Parliament (the Commons and the Lords), eg the Data Protection Act 1998.
Administrative Law		The branch of law that governs public bodies (including NHS bodies) in the exercise of their functions.
Airwave		Radio wave used in radio and television broadcasting.
Anti-virus		Anti-virus software is used to prevent, detect, and remove malware, including computer viruses, worms, and Trojan horses.
Asset Register		A list of property owned by the organisation.
Audit		An official inspection, or evaluation, eg that the organisation's processes are being complied with.
Authentication		Ensuring that the identity of a subject or resource is the one claimed.
Availability		Ensuring that information is accessible and usable upon demand by authorised users.
Board (or equivalent)		A group of people (or an individual) who have the power to make decisions and control a company or other organisation.
Breach		An act of breaking a rule or agreement.
BS ISO/IEC 27001:2005	ISO 27001	BS ISO/IEC 27001:2005 is used to formulate an Information Security Management System (ISMS) (that part of the overall management system, based on a business risk approach, to establish, implement, operate, monitor, review, maintain and improve information security) for those organisations wishing to fully comply with the standard.
BS ISO/IEC 27002:2005	ISO 27002	BS ISO/IEC 27002 is the international information security standard, titled 'Information technology - Security techniques - Code of practice for information security management'. It is published by the International Organisation for Standardisation (ISO).
Bulk Personal Identifiable Data		The term 'bulk' is used to describe information relating to 51 or more individuals.

Business Continuity		Strategic and tactical capability of the organisation to plan for and respond to incidents and business disruptions in order to continue business operations at an acceptable pre-defined level.
Business Continuity Management	BCM	Holistic management process that identifies potential threats to an organisation and the impacts to business operations that those threats, if realized, might cause, and which provides a framework for building organisational resilience with the capability for an effective response that safeguards the interests of its key stakeholders, reputation, brand and value-creating activities.
Business Continuity Management Lifecycle		Series of business continuity activities which collectively cover all aspects and phases of the business continuity management programme.
Business Continuity Management Programme		Ongoing management and governance process supported by top management and appropriately resourced to ensure that the necessary steps are taken to identify the impact of potential losses, maintain viable recovery strategies and plans, and ensure continuity of products and services through training, exercising, maintenance and review.
Business Continuity Plan	BCP	Documented collection of procedures and information that is developed, compiled and maintained in readiness for use in an incident to enable an organisation to continue to deliver its critical activities at an acceptable defined level.
Business Continuity Strategy		Approach by an organisation that will ensure its recovery and continuity in the face of disaster or other major incident or business disruption.
Business Data		Data entered by users into an organisation asset, such as personal data or other files created by users.
Business Impact Analysis		Process of analysing business functions and the effect that a business disruption might have upon them.
Caldicott Committee		The Committee that carried out the Review of Patient-Identifiable Information chaired by Dame Fiona Caldicott and produced the Caldicott Report (published December 1997).

Caldicott Guardian		A senior person responsible for protecting the confidentiality of patient and service user information and enabling appropriate information sharing. Caldicott Guardians were mandated for NHS organisations by Health Service Circular HSC 1999/012 and later for social care by Local Authority Circular LAC 2002/2. General practices are required by regulations to have a confidentiality lead.
Caldicott Principles	Caldicott	The principles devised by the Caldicott Committee, which represent best practice for using and sharing identifiable personal information and should be applied whenever a disclosure of personal information is being considered.
Caldicott Report		The Report on the Review of Patient-Identifiable Information (1997) - by the committee chaired by Dame Fiona Caldicott – which made a number of recommendations for regulating the use and transfer of patient-identifiable information, including the introduction of “Guardians” in each NHS organisation.
Care Pathway		Care pathways are descriptions of the care processes, often in flowchart form, which direct the care of a specific condition from initial access to final outcome. An integrated care pathway provides a multidisciplinary template of the plan of care, leading each patient towards a desired objective.
Care Quality Commission	CQC	The safety and quality regulator (or watchdog) of healthcare and adult social care services from April 2009.
Care Record		A record of the health and care provided to an individual patient. The record may be electronic, or paper, or a mixture of both.
Care Record Guarantee	CRG	The NHS Care Record Guarantee for England sets out the rules that govern how patient information is used in the NHS and what control the patient can have over this. The Guarantee was first published in 2005 and is reviewed annually by the National Information Governance Board. The Social Care Record Guarantee - published in 2009 - explains to service users how the information they provide to social care staff is used and what control they can have over this. It complements the NHS Care Record Guarantee for England.

Care Service		Delivery of health and social care needs and treatment to service users by or on behalf of health and social care organisations. Care services encompasses the use of personal information to provide: health and social care services directly to the individual; equipment services directly to the individual by a third party on behalf of, or in partnership with health or social care organisations; support services to health and social care organisations by a third party.
Choose and Book	C&B	The system which allows patients, in partnership with health and care professionals, to book first outpatient appointments at the most appropriate date, time and place for the patient.
Clinical Governance		The system through which NHS organisations are accountable for continuously improving the quality of their services and safeguarding high standards of care, by creating an environment in which clinical excellence will flourish.
Clinical Policy		A policy that is directly related to the delivery of care.
Clinical Spine Application	CSA	The web-based application that enables healthcare professionals who have access to local NHS Care Records Service systems and services to have controlled access to the national Personal Demographics Service and the Personal Spine Information Service.
Code of Conduct		A set of rules to guide behaviour and decisions in a specified situation.
Common Assurance Process		An end to end process for assuring development and delivery of high quality and clinically safe IT. It provides assurance to the NHS, patients and other key stakeholders that a Service meets a given set of requirements.
Common Law		The law derived from decisions of the courts and case law, rather than Acts of Parliament or other legislation.
Computer Misuse Act 1990	CMA 1990	An Act to make provision for securing computer material against unauthorised access or modification; and for connected purposes.
Confidentiality		Ensuring that information is not made available or disclosed to unauthorised individuals, entities or processes.
Confidentiality Breaches		When information has been given in confidence and is either disclosed to or accessed by an unauthorised person.

Confidentiality: NHS Code of Practice		A guide for those who work within or under contract to NHS organisations concerning confidentiality and patients' consent to the use of their health records.
Consequence		Outcome of an incident that will have an impact on an organisation's objectives.
Corporate Policy		A policy that is shared by or is for all employees in the organisation.
Critical Activity		An activity which has to be performed in order to deliver the key products and services which enable an organization to meet it's most important and time-sensitive objectives.
Critical Information Asset		A term which covers all major care systems, including supplies and ordering systems, communication systems necessary for transmitting service user information, and web based resources such as intranet and websites.
Critical Processes		Processes which are necessary for clinical/care decisions and include service user care support information, communications, finance, human resources, estates management and supplies.
Data Controller		A person who (either alone or jointly or in common with other persons) determines the purposes for which and the manner in which any personal data are, or are to be, processed.
Data Dictionary		The NHS Data Model and Dictionary provides a reference point for assured information standards to support health care activities within the NHS in England. It has been developed for everyone who is actively involved in the collection of data and the management of information in the NHS.
Data Handling Review		Cabinet Office review, the report of which summarised action taken across Government, and set out initial directions of reform to strengthen the Government's Information Assurance arrangements, following the data loss reported by Her Majesty's Revenue and Customs (HMRC) office in November 2007.
Data Processor		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 Protection Act 1998	DPA 1998	The Act of Parliament which regulates of the processing of information relating to living individuals, including the obtaining, holding, use or disclosure of such information.

Data Set Change Notice	DSCN	A publication issued by the NHS Information Standards Board for Health and Social Care to provide details of new or changes to existing, information standards (see also Information Standards Notice).
Denial of Service	DoS	Result of any action or series of actions that prevents any part of an information system from functioning.
Departmental Policy		A policy that is applicable to local Departments only (not to the whole organisation) and are for agreement at local level.
Digital		Processing, storing, transmitting, representing, or displaying data in the form of numerical digits, as in a digital computer.
Director		A member of the managing board of a business.
Disclosure Log		A register containing information about ad hoc disclosures of personal information, useful for ensuring there is consistency in responding to disclosure requests.
Disruption		An event, whether anticipated (eg a labour strike or hurricane) or unanticipated (eg a blackout or earthquake), which causes an unplanned, negative deviation from the expected delivery of products or services according to the organisation's objectives.
Duty of Confidence		A duty of confidence arises when one person discloses information to another (eg patient to clinician) in circumstances where it is reasonable to expect that the information will be held in confidence. It is a legal obligation that is derived from case law.
Electronic		Refers to equipment, eg television sets, computers, in which the current is controlled by transistors, valves, and similar components and also to the components themselves.
Electronic Health Record	EHR	An electronic record of the health and care provided to an individual.
Electronic Prescription Service	EPS	A service designed to reduce the paper administration associated with prescribing and dispensing processes by enabling prescriptions to be generated, transmitted and received electronically.
Electronic Social Care Record	ESCR	A record containing all relevant information for a social care user in one place.

Electronic Transmission of Prescriptions	ETP	A system which enables GPs/prescribers to send prescriptions electronically to pharmacies.
Encryption		The process of transforming information (referred to as plaintext) using an algorithm (called cipher) to make it unreadable to anyone except those possessing special knowledge, usually referred to as a key.
Episode of Care		An episode of care is defined as one contact with health services. This could include a visit to a GP, an attendance at Accident and Emergency, or admission to hospital.
Ethics and Confidentiality Committee	ECC	The Ethics and Confidentiality Committee undertakes the responsibilities of the National Information Governance Board for Health and Social Care under section 251 of the NHS Act 2006, and considers and advises on ethical issues relating to the processing of health or social care information as referred to it by the NIGB.
European Free Trade Association	EFTA	The European Free Trade Association was founded on the premise of free trade as a means of achieving growth and prosperity amongst its Member States as well as promoting closer economic cooperation between the Western European countries. Since then EFTA has signed 20 free trade agreements with 29 countries from Columbia to the United Arab Emirates.
European Parliament	EP	The European Parliament is the only directly-elected body of the European Union. There are 736 Members of the Parliament who are elected once every five years by voters right across the 27 Member States of the European Union on behalf of its 500 million citizens.
European Union	EU	The European Union (EU) is an economic and political partnership between 27 democratic European countries. EU countries set up bodies to run the EU and adopt its legislation. The main bodies are the European Parliament (representing the people of Europe); the Council of the European Union (representing national governments); and the European Commission (representing the common EU interest).

Fair Processing		Processing broadly means collecting, using, disclosing, retaining or disposing of personal data. If any aspect of processing is unfair, there will be a breach of the first data protection principle – even if it can be shown that one or more of the conditions for processing have been met.
Forecasting Length of Stay and Cost	FLoSC	Assists local councils to analyse the patterns of length of stay (LOS) for publicly funded residents in institutional long-term care (LTC); and forecasts the cost of a council's existing, known commitments for a period of time. The term "known commitments" refers to the group of publicly funded residents currently in residential care and nursing care.
Foundation Trust	FT	A Foundation Trust is an organisation that is part of the NHS in England and has gained a degree of independence from the Department of Health and the local NHS Strategic Health Authority.
Freedom of Information Act 2000	FOIA 2000	The Act that makes provision for the disclosure of information held by public authorities or by persons providing services for them.
Freedom to Act		The extent to which an individual is able to operate using their own initiative.
GP2GP	GP2GP	A service that enables patients' electronic health records to be transferred directly and securely between GP practices.
Guideline		A broad statement of good practice that is systematically developed and guides practice.
Hospital Episode Statistics system	HES	HES is the national statistical data warehouse for England of the care provided by NHS hospitals and for NHS hospital patients treated elsewhere. HES is the data source for a wide range of healthcare analysis for the NHS, government and many other organisations and individuals.
Human Rights Act 1998	HRA 1998	The Act which brought the rights and freedoms guaranteed under the European Convention on Human Rights into UK law.
Improvement Plan		A detailed plan documenting actions to be taken to improve Information Governance compliance (eg in processes, training), the resources to be made available (financial/personnel), the timescales to be met and the person responsible for ensuring the action is completed.
Incident		An event or occurrence.

Incident Reporting		A method or means of documenting any unusual problem, occurrence, or other situation that is likely to lead to undesirable effects or that is not in accordance with established policies, procedures or practices.
Informatics Planning Guidance 2010/11		Informatics Planning Guidance provides more detailed guidance to support regional and local health community informatics planning as a key component of their obligations under the NHS Operating Framework.
Information Asset		Operating systems, infrastructure, business applications, off-the-shelf products, services, user-developed applications, records and information.
Information Asset Administrator	IAA	Information Asset Administrators are usually operational members of staff who understand and are familiar with information risks in their area or department, eg. Security Managers, Records Managers, Data Protection Officers, Internal Audit. For smaller organisations, an appropriate operational role may include Office or Departmental Managers, Shift Supervisors and senior administrative staff. Information Asset Administrators will implement the organisation's information risk policy and risk assessment process for those information assets they support and will provide assurance reports to the relevant Information Asset Owner as necessary.
Information Asset Owner	IAO	Information Asset Owners are directly accountable to the Senior Information Risk Owner and must provide assurance that information risk is being managed effectively in respect of the information assets that they 'own'. Information Asset Owners may be assigned ownership of several assets of their organisation.
Information Commissioner's Office	ICO	The United Kingdom's independent public body set up to uphold information rights in the public interest and data privacy for individuals.
Information Governance Assurance Statement	IG Assurance Statement	A written statement of assurance by the Chief Executive Officer of an organisation that his/her organisation meets the information governance standards in respect of data security set out in Department of Health guidance.

Information Governance Framework		The information governance framework for health and social care is formed by those elements of law and policy from which applicable information governance standards are derived, and the activities and roles which individually and collectively ensure that the set standards are clearly defined and met. Whilst a key focus of information governance is the use of information about service users, it applies to information and information processing in its broadest sense and underpins both clinical and corporate governance.
Information Governance Lead	IG Lead	A senior representative in the organisation who leads and co-ordinates the information governance works programme.
Information Governance Security Accreditation Documentation	IG Security Accreditation Documentation	The records kept of all security controls applied to a particular information asset, including assessments and reviews of those controls.
Information Governance Statement of Compliance	IG SoC	An agreement between NHS Connecting for Health and any organisation wishing to use services providing through the National Programme for IT. The agreement stipulates the obligations which the organisation is expected to maintain to ensure patient data is safeguarded and only used appropriately.
Information Lifecycle Management	ILM	Refers to the management of information throughout its lifecycle; from the point of its creation through to its eventual disposal.
Information Quality		Refers to the procedures and processes in place to ensure that information is accurate, up-to-date, free from duplication (for example, where two or more different records exist for the same patient) and free from confusion (where different parts of a patient's records are held in different places, possibly in different formats).
Information Risk Lead		The person assigned lead responsibility for the identification, assessment and control of risk to business information and information systems.
Information Security		Protecting information and information systems from unauthorised access, use, disclosure, disruption, modification or destruction.

Information Security Event		An identified occurrence of a system, service or network state indicating a possible breach, or a previously unknown situation which may be security relevant of information security policy or failure of safeguards.
Information Security Management: NHS Code of Practice		A guide to the methods and required standards of practice in the management of information security for those who work within or under contract to, or in business partnership with NHS organisations in England.
Information Standards Board	ISB	The Information Standards Board (ISB) approves information standards used in the NHS (England) and in its work with other agencies such as social care.
Information Standards Notice	ISN	Previously known as Data Set Change Notices, Information Standards Notices are the formal notifications through which new, and changes to existing, information standards are announced.
Integrity		Ensuring the accuracy and completeness of assets.
International Classification of Disease	ICD-10	The International Statistical Classification of Disease and Related Health Problems (10th revision) is used in the NHS acute sector to record diseases and health-related problems (the diagnosis or reason for a patient episode of healthcare). The codes are mandatory for use across England.
Job Description		Where the evidence of assignment of responsibility is a job description this may not set out the specifics, eg it may not say responsible for developing a code of conduct, but could say responsible for confidentiality work-area, which will suffice.
Key Electronic System		See 'Key Operational System'.
Key IT Equipment		IT equipment that is necessary for delivering NHS or Social Care services. It encompasses the categories defined as key electronic systems and key operational systems, but also includes peripheral equipment without which these key systems could not function.

Key Operational System		These are the key operational systems for collecting and holding patient or service user information. In hospitals, the Patient Administration System (PAS) is often the main database for most data used, but other, department, systems (eg Pathology, Radiology, A&E systems) which are used for the operational delivery and organisation of care may also need to be included. In primary care, the key system may be the General Practice System. For Social Care organisations, this may be the Social Care Electronic Record System.
Legitimate Relationship	LR	Staff involved in an individual patient's care are considered to have a 'legitimate relationship' with that patient. Access to confidential information about each patient is limited to those staff who have a 'legitimate relationship' with that patient.
Local Service Provider	LSP	Local Service Providers are responsible for delivering services at a local level and supporting local organisations in delivering the benefits from them. They ensure the integration of existing local systems and, where necessary, implement new systems to ensure that the national applications can be delivered locally, while maintaining common standards.
Malicious Code		Software that interferes with the normal operation of a computer system and executes without the express consent of the user. Malicious code includes programs such as viruses, worms and Trojans that can perform unauthorised processes on a computer or network such as sending an email, stealing passwords or deleting information.
Malware		Software that interferes with the normal operation of a computer system and executes without the express consent of the user. Malicious code includes programs such as viruses, worms and Trojans that can perform unauthorised processes on a computer or network such as sending an email, stealing passwords or deleting information.
Mental Capacity Act 2005	MCA 2005	An Act of Parliament which made new provisions relating to persons who lack mental capacity to make decisions for themselves.
Mobile Computing		The use of portable computing devices.
Monitor		The independent regulator for NHS Foundation Trusts.
Monitoring		This may be a formal continuous assessment exercise or a random sampling eg a survey of staff compliance.

National Health Applications and Infrastructure Service	NHAIS	The National Health Applications and Infrastructure Service was renamed in 2006 and is now formally known as NHS Connecting for Health Systems and Service Delivery. It now covers a wide range of centrally managed systems and services including HealthSpace, the Exeter Systems, the NHS Central Register and the Tracking Database.
National Information Governance Board for Health and Social Care	NIGB	Provides leadership and promotes consistent standards for information governance across health and social care. It arbitrates on the interpretation and application of information governance policy and gives advice on matters at national level. The Board produces and publishes the NHS Care Record Guarantee for England.
National Patient Safety Agency	NPSA	The National Patient Safety Agency is an Arm's Length Body of the Department of Health, and was set up to lead and contribute to improved, safe patient care by informing, supporting and influencing organisations and people working in the health sector.
National Programme for IT	NPfIT	The programme which, since 2004, has been responsible for the procurement and delivery of the multi-billion pound investment in new information and technology systems to improve the NHS in England.
National Service Framework	NSF	National Service Frameworks and strategies set clear quality requirements for care. These are based on the best available evidence of what treatments and services work most effectively for patients. There are several NSFs, eg for mental health, coronary heart disease, and diabetes.
Network Sniffing		A network sniffer is a program or device that monitors data travelling over a network.
Networked Data		Data which is stored and can be accessed by computerised systems linked to the same network.
NHS Care Record Guarantee		See 'Care Record Guarantee'.
NHS Care Records Service	NHS CRS	The NHS Care Records Service is a secure service that links patient information from different parts of the NHS electronically, so that authorised NHS staff and patients have the information they need to make care decisions. There are two elements to the NHS Care Records Service: detailed records (held locally) and Summary Care Records (held nationally).

NHS Litigation Authority	NHSLA	The NHS Litigation Authority handles negligence claims and works to improve risk management practices in the NHS. They are also responsible for resolving disputes between practitioners and primary care trusts, giving advice to the NHS on human rights case law and handling equal pay claims on behalf of the NHS.
NHS Network	N3	The new NHS Network is the high speed private broadband computer network used by the NHS and its partners.
NHS Number		A national number assigned to all patients registered with the NHS in England and which is used by the NHS and social care as a unique patient identifier.
NHS Operating Framework 2010/11		Issued normally in December each year, the NHS Operating Framework sets out the Department of Health's specific business, financial arrangements and priorities for the NHS for the following financial year.
NHS Summary Care Record	NHS SCR	See NHS Care Records Service.
NHSmail		NHSmail is a secure national email and directory service used to transmit email messages between NHS organisations.
Non-Care Purpose		The use of information for a purpose that does not directly contribute to the diagnosis, care and treatment of an individual, or to the audit/assurance of the care provided.
Non-Disclosure Clause		Is a clause within a contract that requires that the parties to the contract do not share the material, knowledge or information pertaining to the contract with anyone that is not a party to the contract.
Office of Population, Censuses and Surveys Classification	OPCS-4	OPCS-4 is an abbreviation for the Office of Population, Censuses and Surveys Classification of Surgical Operations and Procedures (4th revision). This statistical classification translates operations and surgical procedures into codes. OPCS-4 is a mandatory NHS data standard, and its output forms part of the data flows for Commissioning Data Sets and national Hospital Episode Statistics.
Ombudsman		An official appointed to investigate individuals' complaints against bad or dishonest administration, especially that of public authorities.

Operational Staff		In the context of the Information Governance Toolkit, operational staff refers to those staff members that provide services directly to users, so it would incorporate clinical/care staff and administrative/ clerical staff that deal directly with the public.
Organisation		An organised body of people with a particular purpose, eg a business.
Outsourcing		The transfer of a business function to an external provider.
Patient Advice and Liaison Service	PALS	Patient Advice and Liaison Services provide information, advice and support to help patients, families and their carers.
Patient Identifiable Information		Any information that may be used to identify a patient directly or indirectly. Key identifiable information includes patient name, address, date of birth, full post code, images, tapes, NHS number and local identifiable codes.
Penetration Test		A penetration test is a method of evaluating the security of a computer system or network by simulating an attack from a malicious source.
Person Identifiable Information		Information about a person which would enable that person's identity to be established. This might be fairly explicit such as an unusual surname or isolated postcode or items of different information which if taken together could allow the person to be identified. All information that relates to an attribute of an individual should be considered as potentially capable of identifying them to a greater or lesser extent.
Personal Data		Any information which fall within the remit of the UK Data Protection Act 1998. Also referred to as Person Identifiable Data (as defined within the DPA 1998).
Personal Demographics Service	PDS	The national electronic database of basic NHS patient demographic details and their NHS Number. It enables a patient to be readily identified by healthcare professionals, and associated with their medical details.
Personal Spine Information Service	PSIS	A health record service which stores and provides health event based information to authorised users.

Policy		A policy is a statement of an organisation's intentions and approach to fulfilling its statutory and organisational responsibilities. Policies are underpinned by relevant evidence and guidelines and enable management and staff to make correct decisions, work effectively and comply with relevant legislation and an organisation's aims and objectives. They may be supported by relevant procedures.
Portable Devices		Refers to devices which are handheld or worn; for example, laptops, personal digital assistants, smart phones.
Position Based Access Control	PBAC	PBAC defines access control requirements by job role allowing for any number of employees to share generic access rights based on what they do rather than who they are.
Primary Care Trust	PCT	The NHS body responsible for the delivery of healthcare services and health improvement to a local area, either by providing the services themselves or by commissioning the services from other providers.
Procedure		A procedure is a set of detailed step-by-step instructions that describe the appropriate method for carrying out tasks or activities to achieve a stated outcome to the highest standards possible and to ensure efficiency, consistency and safety.
Process		A process is the practical workings of one or more procedures that are linked in order to meet a policy requirement.
Projecting Adult Needs and Service Information System	PANSI	This view-only system is developed by the Institute of Public Care (IPC) for the Care Services Efficiency Delivery Programme (CSED). It is for use by local authority planners and commissioners of social care provision in England, together with providers and supporting organisations. It is a programme designed to help explore the possible impact that demography and certain conditions may have on populations aged 18 to 64.
Projecting Older People Population Information System	POPPI	This view-only system is developed by the Institute of Public Care (IPC) for the Care Services Efficiency Delivery Programme (CSED). It is for use by local authority planners and commissioners of social care provision in England, together with providers and supporting organisations. It is a programme designed to help explore the possible impact that demography and certain conditions may have on populations aged 65 and over.

Protocol		A protocol is an explicit, detailed plan of a procedure. In healthcare, protocols are usually detailed descriptions of the steps taken to deliver care or treatment to a patient.
Public Records Act 1958	PRA 1958	An Act to make new provision with respect to public records and the Public Record Office, and for connected purposes. It includes duties about selection and preservation of public records, places of deposit, access and destruction.
Publication Scheme		A publication scheme sets out the kinds of information that a public authority should make routinely available. The information should be easy for the authority and any individual to find and use.
RA01 Form	RA01	Used by a Registration Authority to register a user for access to patient information contained on the NHS Care Records Service
Records Management		Records management is the practice of maintaining the records of an organisation from the time they are created up to their eventual disposal. This may include naming, version control, storing, tracking, securing, and destruction (or in some cases, archival preservation) of records.
Records Management: NHS Code of Practice		A guide to the required standards of practice in the management of records for those who work within or under contract to NHS organisations in England. It is based on legal requirements and professional best practice.
Registration Authority	RA	Manages the registration and access control processes required to ensure that individuals who need to access the NHS Care Records Service and related IT services have had their identity rigorously checked and are assigned appropriate access.
Registration Authority Agent	RAA	Responsible for ensuring Registration Authority services are delivered to users in accordance with policy and governance, including registration of sponsors and healthcare professionals.
Registration Authority Manager	RAM	Responsible for ensuring that Registration Authority services are provided in accordance with policy and procedure requirements identified by the Department of Health / NHS Connecting for Health, and for the efficient day to day operation and capacity planning of the services.

Registration Authority Sponsor		Responsible for approving, where appropriate, the registration and profiles to be granted to users. Additionally, they may be responsible for the appropriate issue of Fallback Smartcards, Passcode resetting and vouching for the identity of users – all subject to the policy and governance framework.
Risk		Something that might happen and its effect(s) on the achievement of objectives.
Risk Appetite		Total amount of risk that an organization is prepared to accept, tolerate or be exposed to at any point in time.
Risk Management		Structured development and application of management culture, policy, procedures and practices to the tasks of identifying, analysing, evaluating, and controlling responding to risk.
Role-Based Access Control	RBAC	Grants a view of a patient's record depending on the role the individual was assigned when they registered for access to the NHS Care Records Service and related IT services. Authorised users are only able to access the information they need to carry out their role, eg a booking clerk will see less information than a doctor.
Safe Haven		A location (or system) within an organisation where arrangements and procedures are in place to ensure personal information can be held, received and communicated securely.
Safer Practice Notice	SPN	Advice issued by the National Patient Safety Agency in the form of a notice aimed at improving the safety of patients.
Secondary Uses Service	SUS	The Secondary Uses Service is the single source of comprehensive data to enable a range of reporting and analysis. SUS supports the NHS and its partners in the areas of planning, commissioning, management, research, audit, public health and a number of national initiatives, such as Payment by Results.

Section 251		This relates to section 251 of the NHS Act 2006 (originally enacted under Section 60 of the Health and Social Care Act 2001). It allows the common law duty of confidentiality to be set aside in specific circumstances where anonymised information is not sufficient and where patient consent is not practicable. Applications for approval to use Section 251 support are considered by the Ethics and Confidentiality Committee of the National Information Governance Board for Health and Social Care.
Senior Information Risk Owner	SIRO	An Executive Director or member of the Senior Management Board with overall responsibility for the organisation's information risk policy. The SIRO will also lead and implement the information governance risk assessment and advise the Board on the effectiveness of risk management across the organisation.
Serious Untoward Incident	SUI	Any incident involving the actual or potential loss of personal information that could lead to identity fraud or have other significant impact on individuals is regarded as serious. The severity of the incident determines the action to be taken following the incident.
Service User		A person who receives or is registered to receive attention, care, or treatment. The term includes patient, clients and other users of the service provided by the organisation.
Smartcard		A card similar to a chip and PIN credit or debit card, but more secure. A Smartcard controls who has access to a particular computer system and what level of access they can have. An NHS Care Records Service user's Smartcard is printed with their name, photograph and unique user identity number.
Strategy	Strategies	A strategy is a plan designed to achieve a particular long-term aim. Strategies usually cover 3-5 years and are designed to achieve particular goals or objectives. A strategy is often a broad statement of an approach to accomplishing these desired goals or objectives, and can be supported by policies and procedures.
Teleworking		A form of organising and/or performing work, using information technology, in the context of an employment contract/relationship, where work, which could also be performed at the employer's premises, is carried out away from those premises on a regular basis.

Terms of Reference	ToR	Describes the purpose and structure of a project, committee, meeting, negotiation, etc.
Third Sector Organisation		An organisation that occupies the space between the state and the private sector. These include small local community and voluntary groups, registered charities (both large and small), foundations and trusts, as well as social enterprises and co-operatives.
Trojan		Non-self-replicating malware that appears to perform a desirable function for the user but instead enables unauthorised access to the user's computer system.
Trusted Organisation		An organisation that has completed the Information Governance Toolkit is registered as a "trusted organisation". Note: the organisation may have an action/improvement plan in place to improve its attainment levels.
Vicarious Liability		An employer is vicariously liable for negligent acts or omissions by his employee in the course of employment, whether or not such act or omission was specifically authorised by the employer. To avoid vicarious liability, an employer must demonstrate either that the employee was not negligent in that the employee was reasonably careful or that the employee was acting in his own right rather than on the employer's business.
Virus		A computer program that can copy itself and infect a computer.
Voice Over Internet Protocol	VOIP	A general term for a family of transmission technologies for delivery of voice communications over Internet Protocol networks.
Worm		A self-replicating malware computer program. It uses a computer network to send copies of itself to other computers on the network and can do so without any user intervention.