

# Acronym Buster

## Acute Trusts

There are various Acute Trusts commissioned to provide primary care for the people of Hertfordshire. Within the county those trusts are:

### West Hertfordshire Teaching Hospitals NHS Trust

- Watford General
- St Albans City
- Hemel Hempstead

### East and North Hertfordshire Teaching NHS Trust

- New QEII
- Lister
- Mount Vernon Cancer Centre
- Hertford County



Other trusts outside of Hertfordshire also provide services used. The hospitals include:

- Moorfields (London)
- Princess Alexandra
- Barnet & Chase Farm (Royal Free)
- Royal Free London
- Addenbrookes (Cambridge University Hospitals)
- Luton & Dunstable University Hospital

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## Age UK Hertfordshire



An independent charitable organisation, providing services and support to older people for over 50 years.



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## British Dental Association & British Medical Association

Trade union organisations working to protect the interests of the dentists and doctors registered with them.

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## Care Quality Commission (CQC)

The independent regulator of health and social care in England.



## Citizens' Advice (formerly Citizens' Advice Bureau - CAB)

Gives free, confidential information and advice to assist people with money, legal, consumer and other problems.



## CLCH (Central London Community Healthcare NHS Trust)

Provider of a variety of Adult Community Services in the south & west of the county. Their services include district nursing, discharge, rehabilitation, podiatry, and many more.



East of England Ambulance Service **NHS**  
NHS Trust

## East of England Ambulance Service NHS Trust (EEAST)

Provide a 24 hour, 365 days a year accident and emergency services to those in need of emergency medical treatment and transport in - Bedfordshire, Hertfordshire, Essex, Norfolk, Suffolk and Cambridgeshire. They also provide non-emergency patient transport in the above-mentioned areas.



## General Dental Council (GDC) & General Medical Council (GMC)

These are public bodies that maintain official registers of all qualified dental professionals and medical practitioners respectively.

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**Aspergers™  
4 Herts**

### **HARC/Asperger's 4 Herts**

They work to provide information and support to individuals and their families living in Hertfordshire and campaign for better local services for those affected by autism spectrum disorders.



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### **Healthwatch England (HwE)**

Our national body, which supports all local Healthwatch across England, and which escalates network concerns as appropriate. They also provide advice to the Secretary of State for Health and Social Care, NHS England and English local authorities, especially where they are of the view that the quality of services provided are not adequate.

We work with Healthwatch Essex as the west of Essex comes under the same Integrated Care System.



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### **Healthwatch Hertfordshire (HwH)**

Us!



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### **Hertfordshire County Council (HCC)**

Hertfordshire County Council is the upper-tier local authority for the non-metropolitan county of Hertfordshire, in England, the United Kingdom. It is responsible for Adult Social Care (ACS) and Children's Social Care Services and Public Health.

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## Hertfordshire Community NHS Trust (HCT)



Provides a variety of health care in the community for children across the county and adults in east and north Hertfordshire, including such treatments as wound care (via ICTs), speech therapy and physiotherapy. They have a number of clinics across Hertfordshire that services are based in, as well as offering home visits to those in need.



## HertsHelp

A network of community organisations in Hertfordshire working together. Their aim is to listen and help clients find independent support, guidance and information.



## Hertfordshire Partnership University NHS Foundation Trust (HPFT)

Provide health and social care for adults and children with mental ill health, physical ill health, and learning disabilities, all across Hertfordshire.

Also provide a Single Point of Access (SPA) which can be called in a crisis as well as allows people to simply enter the Mental Health system.



## Central East Integrated Care Board (ICB)

As of April 2026, Hertfordshire & West Essex ICB is combined with the ICBs covering Cambridgeshire & Peterborough, Bedfordshire, Luton, and Milton Keynes. Each area has a Neighbourhood Health, Place & Partnerships Team who work with local

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providers, partners, and local communities to try to foster more cohesive relationships and make efficiencies where services are not fully optimal. There are other teams working within the ICB alongside the neighbourhood teams carrying out their functions as well.

The ICB is overall responsible for the NHS in our area working well and providing appropriate care and treatment to Hertfordshire residents.

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## **Local Government & Social Care Ombudsman (LGO)**

Local Government &  
Social Care  
**OMBUDSMAN**

Makes final decisions on complaints about councils, all adult social care providers (including care homes and home care agencies) and some other organisations providing local public services.

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## **NHS England (NHSE)**

**NHS**  
**England**

NHS England is an executive non-departmental public body of the Department of Health and Social Care.

NHS England oversees the budget, planning, delivery and day-to-day operation of the commissioning side of the NHS in England.

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## **NHS Business Services Authority (NHSBSA)**

**NHS**  
Business Services Authority

The NHSBSA is responsible for overseeing the charging of services in the NHS where patients have to pay (e.g. prescriptions, dental care) unless the patient is exempt. The BSA is also responsible for verifying exemptions and reductions on chargeable NHS care/treatment

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claimed by patients (e.g. Low Income Scheme, maternity exemptions).

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## **Parliamentary and Health Service Ombudsman (PHSO)**



Makes final decisions on complaints that have not been resolved by the NHS in England and UK government departments and other public organisations.

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## **Patient Advice and Liaison Service (PALS)**



Every NHS Trust has a PALS, which is usually located within the hospital. They provide advice and support to NHS patients and their relatives and carers.

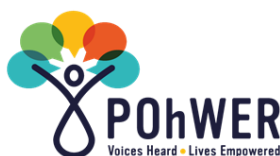
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## **Patient Participation Group (PPG)**

Designed to offer patients an opportunity to be involved with and support their local General Practice.

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## **POhWER**



A charity that provides various types of advocacy services (including complaints) across Hertfordshire, offering direct and local support via professionals and volunteers. This service is accessed via HertsHelp or directly through their website.

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## **Hertfordshire Safeguarding: Adults Board (HSAB) & Children's Partnership (HSCP)**



The HSAB and HSCP are partnerships working with organisations to make sure children & adults at risk are cared for somewhere free from abuse and harassment, in their daily lives. These sit across several organisations such as HCC, HPFT, and the police.