

## Coloplast Patient Rights Glossary of Terms, Abbreviations and Acronyms

### This document

This glossary has been created to support patients, families, and carers using the Coloplast Patient Rights resources. It explains words, phrases, abbreviations, and acronyms that may be unfamiliar or confusing – especially those related to the NHS, healthcare products, and local decision-making. It's designed to make things easier to understand and help you feel more confident when talking about your care.

### Glossary

Term	Definition
<b>Assessment of need</b>	A check by your doctor, nurse, or health team to understand your health problems and work out what support or products you need.
<b>BHTA – British Healthcare Trades Association</b>	A group that represents companies making and supplying medical products. You can contact them if you want to complain about your product supplier.
<b>Clinical need / Clinically appropriate</b>	A treatment or product that is needed to help your health - based on your symptoms, condition, and a professional opinion.
<b>Clinician</b>	A general word for a medical professional, such as a nurse, doctor, or therapist.
<b>Coloplast Charter</b>	A free support service from Coloplast. It helps people manage their health by offering advice, product help, and useful information.
<b>Coloplast Lived Experience Ambassadors</b>	People who use Coloplast products and work with the company to share their personal stories, advice, and feedback to help others.
<b>DAC – Dispensing Appliance Contractor</b>	A company that delivers intimate healthcare products like stoma bags, catheters, or dressings after your nurse or doctor prescribes them.
<b>Drug Tariff</b>	An official NHS list of healthcare items (like medical products) that can be prescribed by doctors or nurses.
<b>Formulary</b>	A local NHS list of which products are usually offered or approved for prescription in your area.
<b>GP – General Practitioner</b>	Your main NHS doctor – the one you usually visit if you feel unwell or need a prescription.
<b>HCP – Healthcare Professional</b>	Anyone who works in health care, like a nurse, doctor, or specialist.
<b>ICB – Integrated Care Board</b>	A local NHS organisation that plans and pays for health services in your area, including deciding which products are available.
<b>Intimate healthcare</b>	Healthcare related to very personal needs– for example, stoma care, catheters, bladder and bowel care.
<b>Local NHS team / local NHS area</b>	The hospitals, GPs and services near where you live, and the NHS decision-makers (ICB) who manage what's offered there.

<b>MP – Member of Parliament</b>	The person elected to represent your area in the UK Parliament. You can contact them if you're struggling to get the NHS care or products you need.
<b>MS – Member of the Senedd</b>	Your local representative if you live in Wales.
<b>MSP – Member of the Scottish Parliament</b>	Your local representative if you live in Scotland.
<b>NHS Constitution</b>	A guide that explains what rights you have as an NHS patient and what you should expect from NHS care.
<b>Patient Advice and Liaison Service (PALS)</b>	A free NHS service that helps if you have questions or concerns about your hospital care or want to make a complaint.
<b>Prescribing guidelines</b>	Rules doctors and nurses follow when deciding which medicines or products to give you.
<b>Specialist nurse / bladder and bowel nurse / stoma nurse</b>	Nurses who are specially trained to help people manage certain health conditions like bladder, bowel, or stoma issues.
<b>Third sector organisation</b>	Charities or non-profit groups that help people with specific conditions or needs - like Colostomy UK or the Patients Association.