

The Scottish Ambulance Service

Taxonomy, Acronyms, & Abbreviations

Term	Description	Comment
3G	Mobile Communications Network	(in development)
A2G	Air To Ground	
A4C	Agenda For Change	
AAA	Area Ambulance Assistance	(an ORA based in an ASO)
AARP	Air Ambulance Re-procurement Program	
AAS	Air Ambulance Service	
A&E	Accident & Emergency vehicle crews	2.5k paramedics/ technicians (60/ 40 split) covering 500k/ 600k journeys per annum
ACAs	Ambulance Care Assistants	PTS crews approx 800/ 900
ACPOS	Association of Chief Police Officers Scotland	
ACS	Acute Coronary Syndrome	General chest pain type
ADP	Anchor Dispatch Point	Used to identify a station that owns the unit as C3 utilises post codes and does not identify geographical areas. See also CDP, HDP, & TDP
AED	Automated External Defibrillator	
AETAG	Ambulance Education & Training Advisory Group	
AEU	Accident & Emergency Unit	
AfC	Agenda for Change	(also written as AFC)
AHP	Allied Health Professionals	
Airwave	Public Safety Communications System	Supplied by Airwave
Alpha Tag	User Alphanumeric Description	Acts as a convenient label to identify a user
AMPDS	Advanced Medical Priority Dispatch System (from Priority Dispatch Systems Corp)	System for holding the primary and diagnostic codes which are added to identify types of illness and response; codes used for compliance
AP	Ambulance Paramedic	
AQUA	Advanced Quality Assurance	
AR	Annual Report	
ARRP	Ambulance Radio Re-procurement Project	
ASA	Ambulance Service Association	
ASIST	Applied Suicide Intervention Skills Training	
ASM	Area Service Managers	A&E + PTS
ASO	Area Service Officers	PTS only based in key hospitals
Asystole	No heartbeat	Horizontal line with no heartbeat detected. ROSC presenting rhythm
AT	Ambulance Technician	
AVLS	Automated Vehicle Location System	SAS use Terrafix applications
Term	Description	Comment
BASICS	British Association of Immediate Care	
BASMed	British Ambulance Services Medical Directors Group	
BCM	Business Continuity Management	
BHBC	Better Health, Better Care	

BRAIF	Basic Rate Interface	
BTS	Blood Transfusion Service	
C3	Control & Command System	3 – Inverness, Edinburgh, & Cardonald
CAD	Computer Aided Despatch	The C3 applications
CAT A	Life threatening A&E 999 call	Time taken from 'Chief Complaint confirmed', also known as T4 time, to 'Arrival at Incident', also known as V2 time – 8minute target set by The Scottish Government for mainland Scotland
CAT B	Serious but not life threatening A&E 999 call or healthcare professional	Time taken from 'Chief Complaint confirmed', also known as T4 time, to 'Arrival at Incident', also known as V2 time – 14/ 19/ 21 minute target set by The Scottish Government depending on population density
CAT C	Neither life threatening nor serious A&E 999 call or healthcare professional	A 999 call triaged as low priority and either referred to NHS24 or attended but not under emergency conditions
CBRN	Chemical, Biological, Radiological, & Nuclear	Terms used in emergency planning in respect of war and other major incidents
CBT	Cab Based Terminals	Mobile data terminals installed in each Accident and Emergency Vehicle
CCD	Command & Control Department	
CCI	City Centre Initiative	Mobile tents set up in city centres to support alcohol abuse initiatives
CCI	Communications Control Interface	
CCK	Common Cipher Key	
CCS	Command & Control System	
CDM	Chronic Disease Management	
CDP	Current Dispatch Point	Ambulance currently positioned which may or may not be the anchor/ home station or tactical deployment point. The CDP may change hundreds of times per day and is updated by the C3 dispatcher. See also ADP, HDP, & TDP
Cedar	On-line Financial Management System	
CEG	Clinical Effectiveness Group	
CEls	Chief Executives Letter	Letter from the Scottish Government that must be acting upon
CGC	Clinical Governance Committee	
CH	Community Hospital	
CHCPs	Community Health & Care Partnerships	
CHD	Coronary Heart Disease	
CHI	Community Health Index	
CHIRAL	Centre for Health Improvement Research & Evaluation	
CHPs	Community Health Partnerships	
CHRIS	Computerised Human Resources Information System	Used by SAS Personnel to track staff career development, absence, etc)
CHS	Cluster Hot Standby	
CIG	Capital Investment Group	
Term	Description	Comment
CIP	Continuous Improvement Programme	
CITSD	Communications & IT Services Department	
CLERIC	Charles & Eric System	3 - PTS resource scheduling system
CLI	Caller Line Identification	

CLIP	Caller Line Identification Presentation	
CLIR	Caller Line Identification Restriction	
CNORIS	Clinical Negligence & Other Risks Indemnity Scheme	
COPD	Chronic Obstructive Pulmonary Disease	
CPD	Continuing Professional Development	
CPI	Clinical Performance Indicators	
CPR	Cardio Pulmonary Resuscitation	
CRA	Control Room Assistant	
CRDO	Community Resuscitation Development Officer	(1 in each SAS Division)
CSA	Common Services Agency	
CSBS	Clinical Standards Board for Scotland	
CVA	Cerebro Vascular Accident	(a stroke)
DATIX	Risk Management System	Used throughout SAS
DCK	Derived Cipher Key	
DCR	Dispatch Cross Reference	A table in MIS C3 used to code incidents
DDI	Direct Dialling In	
DGNA	Dynamic Group Number Assignment	
DMO	Direct Mode of Operation	
DMT	Divisional Management Team	
DNA	Did Not Attend	
DNAR	Do Not Attempt Resuscitation	
DNR	Do Not Resuscitate	
DNR	Discharge No Review	
DO	Divisional Officer	
DoH	Department of Health	
DPA	Data Protection Act 1998	Legal requirement to protect personal information
DPNSS	Digital Private Network Signalling System	
DTM/ DTO	Divisional Training Manager/ Officer	
E&T	Education & Training	
ECCI	Electronic Clinical Communications Implementation	
ECCT	Extended Community Care Teams	Part of the RARARI Initiative
ECDL	European Computer Driving Licence	
ECG	Electro Cardiogram	
ECN	Emergency Communications Network	
Term	Description	Comment
ECP	Emergency Care Practitioner Model	Currently implemented in England & Wales only
ECS	Emergency Care Summary	
EFQM	European Financial Quality Measures	
EGAMS	Expert Group on Acute Maternity	

	Services	
EGB	Efficient Government Bid	
EHR	Electronic Health Record	
EIS	Enterprise Information System	
EISEC	Enhanced Information System for Emergency Calls	Information stream that presents address and subscriber information with a phone number in a 999 call
eKSF	Electronic Knowledge & Skills Framework	SASs Performance and Development Framework
ELS	Emergency Life Support	
EMDC	Emergency Medical Dispatch Centre	3 – Inverness, Edinburgh, & Cardonald
EMS	Emergency Medical Services	
EMRS	Emergency Medical Retrieval System	
EPCT	Extended Primary Care Team	
EPR	Electronic Patient Record	
ePRF	Electronic Patient Report Form	Replaces paper form in A&E cabs
EQIA	Equality & Diversity Impact Assessment	
ERC	Emergency Radio Channel	
ERP	Enterprise Resource Planning	
ESU	Emergency Support Unit	
EYF	End of Year Flexibility	
FBC	Full Business Case	
FL1	Failure Level 1	
FL2	Failure Level 2	
FLM	Front Loaded Model	(no longer used – replaced by NWOCW)
FOI/ FOISA	Freedom Of Information Act 2000	Legal requirement to provide information along with Public Sector Information Regulations Act 2005
FPHC	Faculty of Pre-hospital Care	
FPOS	First Person On Scene	
FR	First Aider	
FRD	Fast Response Dispatch	Usually referring to a PRU or Doctor's car in rural settings with the possibility of not needing to send an ambulance should the first vehicle be able to cope
FRS	First Responder Service	Volunteers operating in rural areas
FRU	First Responder Unit	Covers a general description of a unit from off-duty PTS staff, RAF volunteers, to trained volunteers in villages
FRV	Fast Response Vehicle	Single crewed estate vehicles or motorcycles (now referred to as PRU)
FYE	Full Year Effect	
GAMA	Air ambulance service	2 helicopters (Inverness and Glasgow) + fixed wing services covering 3.5k transports
GBN	Ground Based Networks	
GBNR	Ground Based Network Resilience	
Term	Description	Comment
GCK	Group Cipher Key	
GCS	Glasgow Coma Scale	International measure of consciousness (0 – 15)
GDP	Generic Development Plan	
GM	General Manager	5 – North, West Central, South East, South West, and East Central
GoS	Grade of Service	

GPASS	General Practitioner Administration & Support System	
GPwISI	General Practitioner with a Special Interest	AKA PwISI – Practitioner with Special Interest
GSSI	Group Short Subscriber Identity	
HAI	Healthcare Associated Infection	
HAISCRIBE	Healthcare Associated Infection System for Controlling Risk In the Build Environment	
HAS	Hyper Acute Stroke	Symptom onset within 4 hours + FAST (face, arms, & speech test)
HCI	Home Computing Initiative	
HCW	Healthcare Worker	
HDL	Health Department Letter	
HDP	Home Dispatch Point	Ambulance on loan to another station or the 'home station' for the unit for the shift. This only changes once a shift if at all. See also ADP, CDP, and TDP
HEAT	Health Improvement, Efficiency & Governance, Access to Services, Treatment	National performance targets set by the Scottish Government. SAS has 1-off H, 5-off E, 5-off A, and 2-off T targets to meet/ exceed
HEMS	Helicopter Emergency Medical Service	
HFS	Health Facilities Scotland	
HoDs	Heads of Departments	
Home Office	Existing VPN Connections to Ambulance Stations	
HoS	Head of Service	Geographic heads + ops head in West and one for Edinburgh City responsible for PTS or A&E
HoSs	Heads of Services	Geographic heads + ops head in West and one for Edinburgh City responsible for PTS and A&E in a Health Board area
HPC	Health Professionals Council	
HPS	Health Protection Scotland	
HR	Human Resources	
IC	Information Commissioner	Used to be called the Data Protection Registrar
ICC	Infection Control Committee	
ICCS	Integrated Communications & Control Systems	
ICO	Information Commissioners Office	Used to be called the Data Protection Agency
ICT	Infection Control Team	
ICT	Information & Communications Technology	
IDG	Infrastructure Design Group	Headed by Ian Shanley
IHCD	Institute of Health & Care Development	Body which accredits ambulance training including the College
IHTs	Inter Hospital Transfers	Usually 1hr response from time agreed between doctor/ nurse and call taker
Term	Description	Comment
IM&T	Information Management & Technology	
IP Data	Internet Protocol Data	
IPG	Involving People Group	
IPR	Intellectual Property Rights	
IRIS	Internet Routing In Space	The incident-to-resource calculation module that

		provides the ETA and distance calculations
ISD	Information Services Division	Pool of expert resources providing health information
ISDN	Integrated Services Digital Network	
ISSI	Individual Short Subscriber Identity	
ITSI	Individual TETRA Subscriber Identity	
ITSO	Information Technology Security Officer	
JFSG	Joint Futures Steering Group	
JRCALC	Joint Royal Colleges Ambulance Service Liaison Committee	
KA34	Reporting Format	To report stats formally and consistently to Government
KIM	Knowledge Information Management	
KPI	Key Performance Indicator	
KRA	Key Results Area	
KSF	Knowledge & Skills Framework	Part of the 'Agenda For Change' programme
LACA	Leading Ambulance Care Assistant	
LAP	Leading Ambulance Paramedic	
LAT	Leading Ambulance Technician	
LDP	Local Delivery Plan	
LHCC	Local Health Care Co-operative	
MACU	Mobile Ambulance Control Unit	
MCN	Managed Clinical Network	
MI	Myocardial Infarction	Heart attack
MOC	Method of Call	Field in MIS C3 System
MRCP	Mobile Radio Communications Project	
MSN	Multiple Subscriber Number	
MT	Management Team	
MTD	Month To Date	See also WTD and YTD
N3	High Capacity Data Circuit	Deployed Throughout NHS
NAO	National Audit Office	Government auditors
NCSS	National Cleaning Services Specification	
NDC	National Distribution Centre	Centralised procurement centres
NES	NHS Education for Scotland	
NES	Non Emergency Ambulance Service	Now called PTS (Patient Transfer Service)
NES ASM	Now PTS ASM	PTS Area Service Manager
NFI	National Fraud Initiative	
NFSC	National Framework for Service Change	
NHQ	National Head Quarters	
Term	Description	Comment
NHSMail	NHS Managed Mail Service	
NHSNet	NHS Private Communications Network	
NICE	National Institute for Clinical Excellence	England & Wales only
NIDS	Noise Induced Deafness	

	Syndrome	
NIHR	National Institute for Health Research	
NOSG	National Operations Support Group	
NPfIT	National Programme for IT	
NPTB	National Paramedic Training Board	
NRAC	National Resource Allocation Committee	Part of the RARARI Initiative
NRES	National Research Ethics Committee	
NRRD	National Risk & Resilience Department	
NSS	National Shared Services	
NSR	Normal Sinus Rhythm	Normal heartbeat. ROSC presenting rhythm
NCKPIG	National Unscheduled Care Key Performance Indicator Group	
NVCS	Non Vehicle Crew Staff	
NWOCW	New Ways Of Clinical Working	
OBC	Outline Business Case	
OHS	Occupational Health Service	
OJEU	Official Journal of the European Union	Transparency & openness during the contract order process
OMEGA	Software for category patients	
OMT	Operational Management Team	
OOH	Out Of Hours	
OPIP	Operational Performance Improvement Project	
ORA	Operations Room Assistant	Call Taker/ Dispatcher within the EMDC
ORCON	Time Sliced C3 db	Holds persistent and timely C3 information from each of the 3 transactional C3s
ORR	Operations Room Review	
ORT	Optimal Reperfusion Therapy	Umbrella name for treatments such as PCI and Thrombolysis
OSCAR	Ordnance Survey Centre Alignment of Roads	Electronic map of the road network based on the white lines in the middle of the road which IRIS uses to make it's calculations in conjunction with AVLS
OSL	Operating Service Level	
OTAR	Over The Air Re-keying	
P1	PTS clinically in need patient	30% of 1.5m transports per annum
P2	PTS invasive procedures	10% of 1.5m transports
P3	PTS non clinical – physio etc	60% of 1.5m transports
PA	Personal Assistant	
PAF	Performance Assessment Framework	
PAG	Professional Advisory Group	Group of doctors from Royal Colleges who give advice to the Service
PAMs	Professions Allied to Medicine	Examples are pharmacists & phlebotomists
Term	Description	Comment
PATS	Patient Air Transport Service	
PBD	Priority Based Dispatch	
PBS	Product Breakdown Structure	
PCEC	Primary Care Emergency Centres	
PCI	Percutaneous Cardiac Intervention Angioplasty	

PCT	Primary Care Trusts	
PCR	Patient Clinical Record	
PDA	Pre-Determined Attendance	
PDD	Project Definition Document	
PEA	Pulseless Electrical Activity	Heartbeat present but no pulse (aka EMD). ROSC presenting rhythm
PECOS	Electronic Goods Ordering System	
PEG	Percutaneous Endoscopic Gastronomy	Nil by mouth patient feeding arrangement
PEI	Peripheral Equipment Interface	
PEN	Practice Education Network	Part of the RARARI Initiative
PEP	Psychiatric Emergency Plan	Part of the RARARI Initiative
PES	Paramedic Emergency Service	
PEST	Political, Economic, Social, Technological analysis	
PEW	Planned Engineering Work	
PF	Partnership Forum	
PFI	Private Finance Initiative	
PFPI	Patient Focus Public Involvement	
PHAST	Pre-Hospital Ambulance Service Thrombolysis	
PIs	Performance Indicators	
PIA	Privacy Impact Assessment	Part of the Information Risk Policy on privacy
PICU	Paediatric Intensive Care Unit	
PID	Project Initiation Document	
PIN	Partnership Information Network	
PITO	Police Information Technology Organisation	
PMs	Performance Managers	3 -based West Central, East Central, South East
POMs	Prescription Only Medicines	
PPD	Protected Personal Data	Part of the Information Risk Policy on privacy
PPA	Potentially Preventable Admissions	
PPE	Personal Protective Equipment	
PPT	Post Proficiency Training	
PPU	Planning & Performance Unit	Includes MI, Continuous Improvement, National Service Redesign, & IT Governance
PQ	Parliamentary Question	Requirement to supply information on request by a Minister
PRF	Patient Report Form	
PRI	Primary Rate Interface	
PRU	Paramedic Response Unit	Replaces the use of FRU and RRU
PSTN	Public Switched Telephone Network	
PSSPG	Public Safety Spectrum Policy Group	
PTS	Patient Transport Services	
Ptarmigan	PTS resource modelling	Stirling University developed resource modelling too to simulate load
PRU	Paramedic Response Unit	Car or motorcycle fast response unit
PVC	Peripheral Vascular Catheter	Tube drawing blood
Term	Description	Comment
QIS	Quality Improvement Scotland	
QIU	Quality Improvement Unit	
QOF	Quality & Outcomes Framework	
RAM	Research Accounting Manual	
RARARI	Remote & Rural Areas Resource	

	Initiative	
RCT	Randomised Control Trial	
RDT	Radio Dispatcher Terminal	
REPD	Risk & Emergency Planning Department	
RFID	Radio Frequency Identification Device	
RfPB	Research for Patient Benefit	Government funded programme
RGH	Rural General Hospital	
RIDDOR	Reporting of Injuries, Diseases, & Dangerous Occurrences Regulations (1995)	Statutory obligation to report deaths, injuries, diseases, and dangerous occurrences in the workplace
ROSC	Return Of Spontaneous Circulation	One of the targets
RPG	Regional Planning Group	
RRHEAL	Remote & Rural Healthcare Educational Alliance	
RRU	Rapid Response Unit	Now renamed to PRU
RTPs	Regional Transport Partnerships	
SAAT	Self Assessment Audit Tool	Staff governance
SABS	Staphylococcus Aureus Bacteraemias	
SAC	Scottish Ambulance College	
SAMS	Sickness Absence Management System	
SAMSON	Scottish Ambulance Service Online	The SAS intranet
SATMD	Scottish Ambulance Service Medical Directors Group	
SCC	Strategic Co-ordinating Centre	
SCG	Strategic Co-ordinating Group	
SCI	Scottish Care Information	Data warehouse for SAS
SCIM	Scottish Capital Investment Manual	
SCIEH	Scottish Centre for Infection & Environmental Health	
SDS	Short Data Service	
SECC	Scottish Emergencies Co-ordinating Committee	
SEHD	Scottish Executive Health Department	
SEND	Secondary Emergency Notification of Dispatch	Protocol used to process calls from other emergency control rooms e.g. Police, Fire
SEWS	Scottish Early Warning System	A score determined from assessment of the patient's vital signs
SFIs	Standing Financial Instructions	
SGHD	Scottish Government Health Department	
SGPC	Scottish General Practice Committee	
SGRC	Staff Governance & Remuneration Committee	
Term	Description	Comment
SIC	Statements of Internal Control	Used in relation to the PIA & PPO
SIDM	Scottish Index of Multiple Deprivation	
SIGN	Scottish Intercollegiate Guidelines Network	
Sinus	Slow heartbeat	ROSC presenting rhythm

Bradycardia		
Sinus Tachycardia	Fast heartbeat	ROSC presenting rhythm
SITREP	Situation Report	
SLA	Service Level Agreement	
SMT	Senior Management Team	Pauline's senior team
SMT	Service Management Terminal	
SOs	Standing Orders	
SOAs	Single Outcome Agreements	
SOPs	Standing Operating Procedures	
SORT	Special Operations Response Team	3 – Aberdeen, Edinburgh, & Glasgow with on-call teams in Dundee, Inverness, Stirling, Glasgow, & Dumfries
SPARRA	Scottish Patients at Risk of Re-admission & Admission	
SPF	Scottish Partnership Forum	
SPFM	Scottish Public Finance Manual	
SPICE	Scottish Programme for Improving Clinical Effectiveness	
SPM	Status Plan Manager	C3 system prompt to aid TDPs
SPRIG	Scottish Pay Reference & Implementation Group	
SPSP	Scottish Patient Safety Program	
SS	Social Services	
SSM	Systems Status Management	
SSP	Systems Security Policy	ICT managed policy
SSPM	Systems Status Plan Management	
SSPS	Scottish Standard Payroll System	
SSTS	Scottish Standard Time System	NHS-wide timesheet system (not adopted by SAS due to Workforce Planning System being in place)
STAF	Scottish Telemedicine Action Forum	
STAF	Scottish Trauma Action Forum	
STEMI	Range S-T Elevated Myocardial Infarction	Plot showing that a person is having a heart attack
SWISS	Scottish Welfare Information Standard System	Database used by HR
SWOT	Strengths, Weaknesses, Opportunities, Threats	
Symposium	BT Emergency call telephony	Reports information by call dispatched
TDP	Tactical Deployment Points	Ambulances positioned out of stations and into high volume areas, organised on hourly intervals, to achieve deployment <8mins. C3 uses Current Dispatch Point (CDP) which may or may not happen to equal TDP
TED	Training, Education, & Development	
TEG	Telephony Enhanced Gateway	
Tenectaplast	Clot busting drug	Used in thrombolytic cases
Term	Description	Comment
TETRA	Terrestrial Trunked Radio	
TYPE 1	Priority Clinical Conditions Response	21% of calls – cancer, CHD, renal, mental illness, etc
TYPE 2	Remedial/ Invasive Response	10% of calls – diabetics, endoscopy, etc
TYPE 3	Routine/ rehabilitative Response	69% of calls – day hospital, physiotherapy etc
TMO	Trunked Mode Operation	

UH	Unsocial Hours	Payroll project
UHF	Ultra High Frequency	
Urgent	Urgent Type Call	
UTV	Urgent Tier Vehicle	
VCS	Vehicle Crew Staff	
VF	Ventricular Fibrillation	Heart not operating correctly giving an irregular heartbeat (defibrillate to stop with the restart hopefully returning back to normal) ROSC presenting rhythm
VHF	Very High Frequency	
VPN	Virtual Private Network	
WHAG	Welfare & Health Advisory Group	
WTD	Week To Date	Summary of information for current week
WTD	Working Time Directive	
YTD	Year To Date	Summary of information for current calendar or fiscal year