



Glossary

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Why have we created this?

The monitoring and evaluation toolkit consists of several resources, looking at many different topics. Below are some definitions for terms used in those documents. Please note the definitions primarily apply to these documents, so these same terms in your organisation may be used differently.

Assistance

- Supporting a service user regarding their treatment

Bespoke Questionnaires

- A specific research instrument that consists of a set of questions or other types of prompts that aims to collect information from a respondent, tailored to certain specifications

Client/Service User

- An individual who receives health care and/or support

Closed/Structured Questions

- Questionnaire items wherein respondents are limited to pre-defined answers or options

Contact

- New calls or appointments received

Counsellor

- Healthcare professional working with a service user

Course

- A type of treatment session in which a healthcare professional leads a session with a small group

Data

- A variable recorded during a study to assess the effects of treatment/support

Data Points

- A unit of measurement or information, which can be used to find patterns or meanings within a situation

Engagement

- Sessions, subsequent calls or contacts with a service user; can also mean a measure of a service user's level of involvement in the treatment

Evaluation

- The systematic collection and higher-level analysis of monitoring data, to support strategic decisions on service operations, with a view to continuously improve the service offer.

Facilitator

- Healthcare professional working with the service user(s), usually facilitating in a group setting.

Group (Treatment)

- Where more than one service user is receiving treatment or psycho-education (as treatment or in lieu of) together

Materials

- Equipment and items used in training sessions

Measures

- An instrument, such as a questionnaire, used for calculating or gauging responses or feedback; see *Scales*

Monitoring

- The routine collection and analysis of service delivery data to support operational decisions on patient and contract management, including quarterly reports, etc.

NICE Guidelines

- Evidence-based recommendations for health and care in England, from the National Institute of Health and Care Excellence

Open/Unstructured Questions

- Questionnaire items wherein respondents can write their answers in their own words; queries have no pre-defined answers or options and allow for more free-form responses

Outcome Measures

- Reflects the impact of the health care service or intervention on the health status of clients

Person

- An individual who receives health care; service user

Questionnaire

- A research instrument that consists of a set of questions or other types of prompts that aims to collection information from a respondent. A research questionnaire can be a mix of close-ended questions or open-ended questions.

Referral

- A client referred from one health professional service to another.

Satisfied/Satisfaction

- Service user satisfaction is a measure of how happy a patient is with their health care; patient satisfaction is also affected by whether a patient's expectations of what should happen were met

Scales

- An instrument, such as a questionnaire, used for calculating or gauging responses or feedback; see *Measures*

Service

- The patient care provided by medical professionals, health care personnel, and health care organisations

Contact Us

For questions or clarifications, please reach out to us: info@supportaftersuicide.org.uk



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