

# Glossary

These keywords will help you understand skills and other words linked to the NHS and its wide range of jobs:

## Skills

### Teamwork

Working together with others. In the NHS, teamwork means lots of different people, like therapists, paramedics, housekeepers, and many other professionals working together to give the best care possible.

### Communication

Being able to listen carefully and explain things clearly. People working in the NHS use this skill to talk to patients, their families/carers and each other.

### Time management

Using your time wisely to get everything done. Receptionists and pharmacists need this skill to help lots of people quickly and safely.

### Empathy

Understanding how someone else feels. Mental health workers and physiotherapists use empathy to support people who are upset or in pain.

### Problem solving

Thinking of ways to fix problems. A general practice nurse uses this skill when discussing blood test results with patients.

### Organisation

Keeping things neat and in order. NHS workers use this skill to make sure everything runs smoothly, like appointments and sorting medicines.

### Creativity

Thinking of new ideas or ways to do things. NHS workers sometimes need to be creative to solve tricky problems or help patients in new ways

### Patience

Staying calm. NHS staff use patience when helping people who are worried or in pain.

Continued overleaf...

## Useful keywords

### Career

A job you do over many years that helps you grow and learn new skills. The NHS offers over 350 careers.

### Ambulance

A special vehicle driven by paramedics who treat people in an emergency and then take people to hospital.

### Clinic

A small healthcare centre where people go to get help with their health. You can see doctors, nurses and sometimes other specialists like dentists, physiotherapists or mental health workers.

### Mental health

How we feel inside – our thoughts, feelings, and emotions.

### Allied health professionals

People who work in healthcare in a range of roles. They help patients through therapy, taking X-rays, helping with movement or giving advice on healthy food choices. They work in hospitals, GP surgeries and in your neighbourhood to help people get better and stay healthy.

### Strengths

The things you are good at, like being kind, solving problems or staying calm.

### Patient

A person who gets help or treatment from the NHS when they are feeling unwell or need support

### Healthcare

Healthcare means helping people stay healthy or get better when they are ill. It includes things like going to see a GP, a pharmacy for medicine, or visiting the hospital for an operation.

### NHS

The National Health Service – it helps people stay healthy and get better when they're sick.

### Community care

Healthcare that happens outside of hospitals, like in homes, schools or local clinics.

Together we can  
make a difference!

[stepintothenhhs.nhs.uk](https://stepintothenhhs.nhs.uk)