

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.

Time management

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

Problem solving

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

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.

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.

Empathy

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

Organisation

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

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!

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