

Content

Department Name: MPH General Surgery

Process Name: Advice & Refer

Change History:

Version	Draft	Date	Author	Comments
0.1	Y	28/01/2025	Jenny Poole	First draft following workflow diagram received from SG
1.0	N	28/01/2025	Jenny Poole	Sign off received, final map issued
1.1	N	10/02/2025	Jenny Poole	Revision received from SG, revised final map issued



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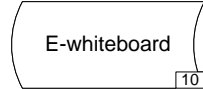
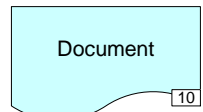
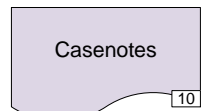
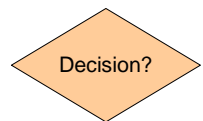



Map 1a General Surgery – Advice & Refer – Urgent Calls & e-Opinion – Map No 1 – To Be	Page 5
Map 1b General Surgery – Advice & Refer – Urgent Calls & e-Opinion – Map No 1 – To Be	Page 6


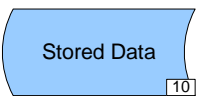




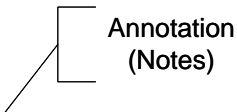
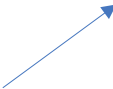




Improvement team


● **Improve health** ● **Better care** ● **Lower costs**

Legend


	Symbol used to Indicate the start or end of a process
	Symbol used to indicate an event, task or action
	Symbol used to indicate whiteboard actions
	Symbol used to indicate e-whiteboard actions
	Symbol used to indicate paper documents and proforma activity excluding patient Case Notes
	Symbol used to indicate Case Note activity
	Symbol used to indicate a decision point. The question is shown in the icon and there will be two options
	Symbol used to indicate a choice as to which path to take. There can be multiple outputs.
	Symbol used to indicate a point whereby all output paths should be actioned.
	Symbol used to illustrate Diary/Whiteboard Updates , labelled accordingly i.e Admission Diary = AD Receptionist Diary = RD Transfers Whiteboard = TW Patient Whiteboard = WB

	Symbol used to Indicate the start or end of a process
	Symbol used to indicate a system where data is captured inc. emails
	Symbol used to indicate a reporting point i.e. system generated reports or escalation points to management etc.
	Symbol used to indicate a link to another map
	Symbol used to indicate a link from another map
	Symbol used to illustrate link to maps within other Visio documents
	Symbol used to include a comment or additional information
	One-way arrow used to show sequence of events and what is produced by an event.
	Symbol used to illustrate multiple issues , numbered accordingly
	Symbol used to illustrate multiple ideas , numbered accordingly


Legend

 Symbol used to Indicate Happy


 Defects

 Symbol used to Indicate Indifferent


 Over Production

 Symbol used to Indicate Unhappy

 Waiting

 Symbol used to Indicate Worried

 Un-utilised Skills

 Symbol used to Indicate Angry

 Transportation

 Inventory

 Motion

 Extra Processing

MPH General Surgery – Advice & Refer – Urgent Calls & e-opinion – Map No 1b – To Be

ED – Emergency Department | SDU – Surgical Decisions Unit | SHO – Senior House Officer |

MPH General Surgery

