

## Content

Department Name: Gastroenterology

Process Name: Advice & Refer

### Change History:

Version	Draft	Date	Author	Comments
V0.1	Y	04/07/2024	Jenny Poole	First draft created from Cinapsis System and Notes from SG.
V1.0	N	08/07/2024	Jenny Poole	Sign off received from Sandie Sealey, final map issued.
V0.2	Y	15/07/2024	Jenny Poole	Revised draft issued following feedback from RM.
V1.1	N	15/07/2024	Jenny Poole	Sign off received from Richard Martin, final map issued.




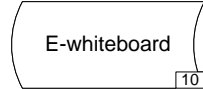
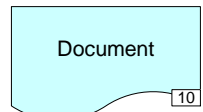
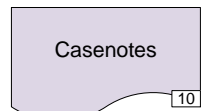
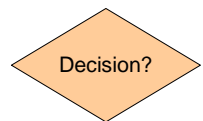






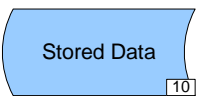




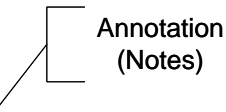
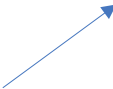


## INDEX

<b>Map 1a</b>	Gastroenterology – Advice First – GP Referral – As Is .....	<b>Page 5</b>
<b>Map 1b</b>	Gastroenterology – Advice First – Non-eRS Request – As Is .....	<b>Page 6</b>
<b>Map 1c</b>	Gastroenterology – Advice First – eRS Request – As Is .....	<b>Page 7</b>
<b>Map 2</b>	Gastroenterology – Advice First – Triage Referral – As Is .....	<b>Page 8</b>
<b>Map 3</b>	Gastroenterology – Advice First – Convert to Appointment – As Is .....	<b>Page 9</b>



# 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 <b>excluding</b> 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 <b>Diary/Whiteboard Updates</b> , 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 <b>to</b> another map
	Symbol used to indicate a link <b>from</b> another map
	Symbol used to illustrate link to <b>maps</b> 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 <b>issues</b> , numbered accordingly
	Symbol used to illustrate multiple <b>ideas</b> , numbered accordingly



Symbol used to Indicate Happy



Symbol used to Indicate Indifferent



Symbol used to Indicate Unhappy



Symbol used to Indicate Worried



Symbol used to Indicate Angry



Defects



Over Production



Waiting



Un-utilised Skills



Transportation



Inventory



Motion

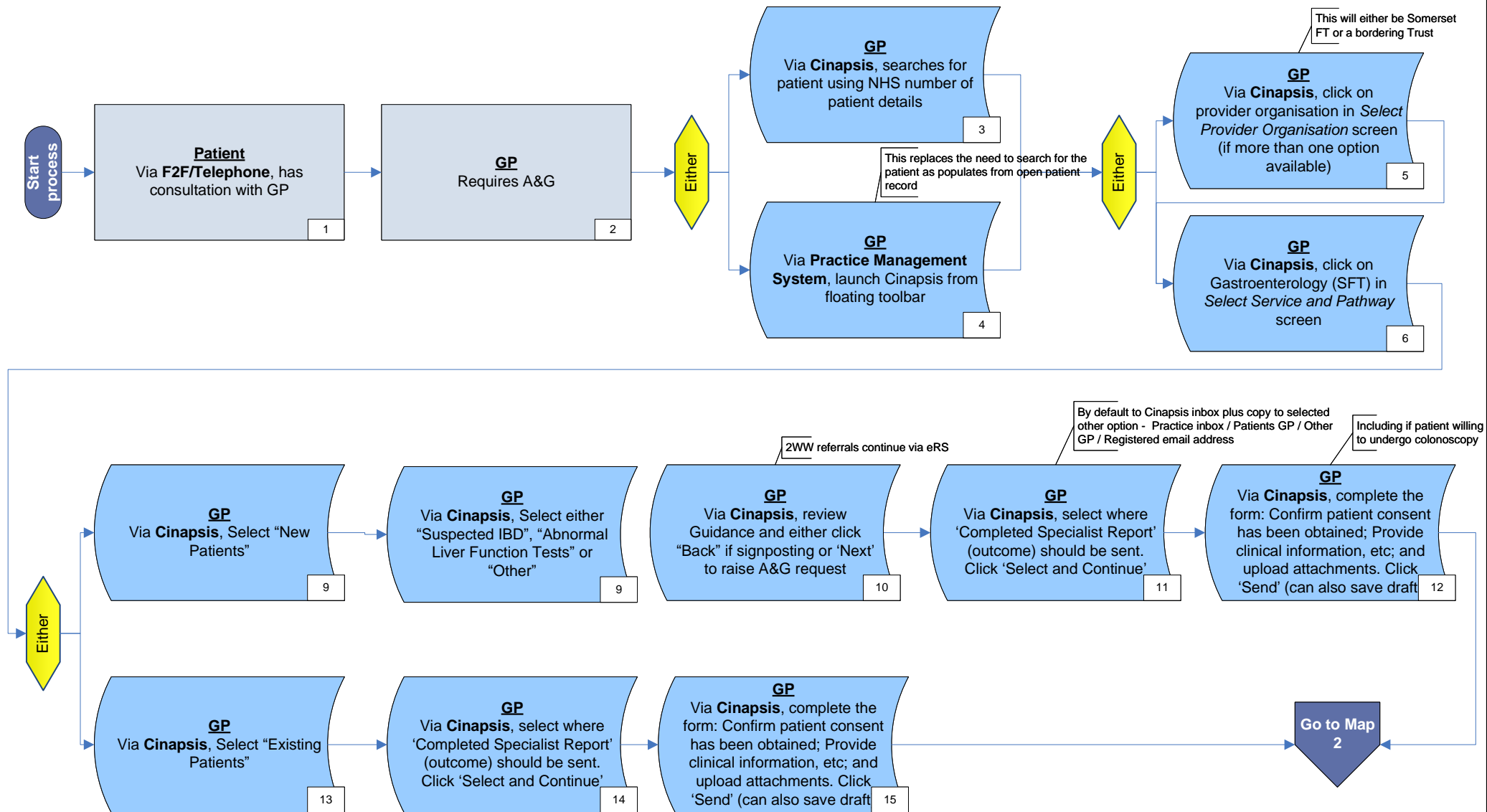


Extra Processing

# Gastroenterology – Advice First – GP Process – Map No 1a – To Be

2WW – Two Week Wait | A&G – Advice & Guidance | IBD – Inflammatory Bowel Disease |

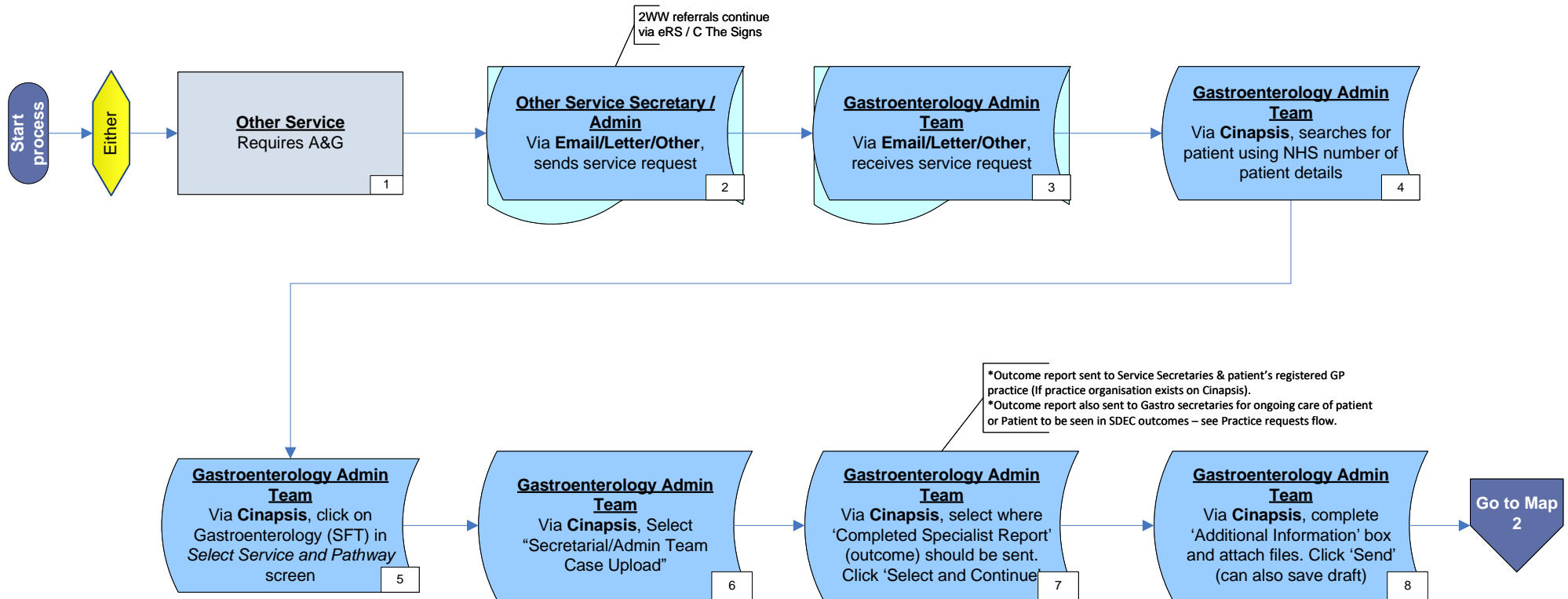
Gastroenterology Advice First



# Gastroenterology – Advice First – Non-eRS Request Process – Map No 1b – To Be

2WW – Two Week Wait | A&G – Advice & Guidance |

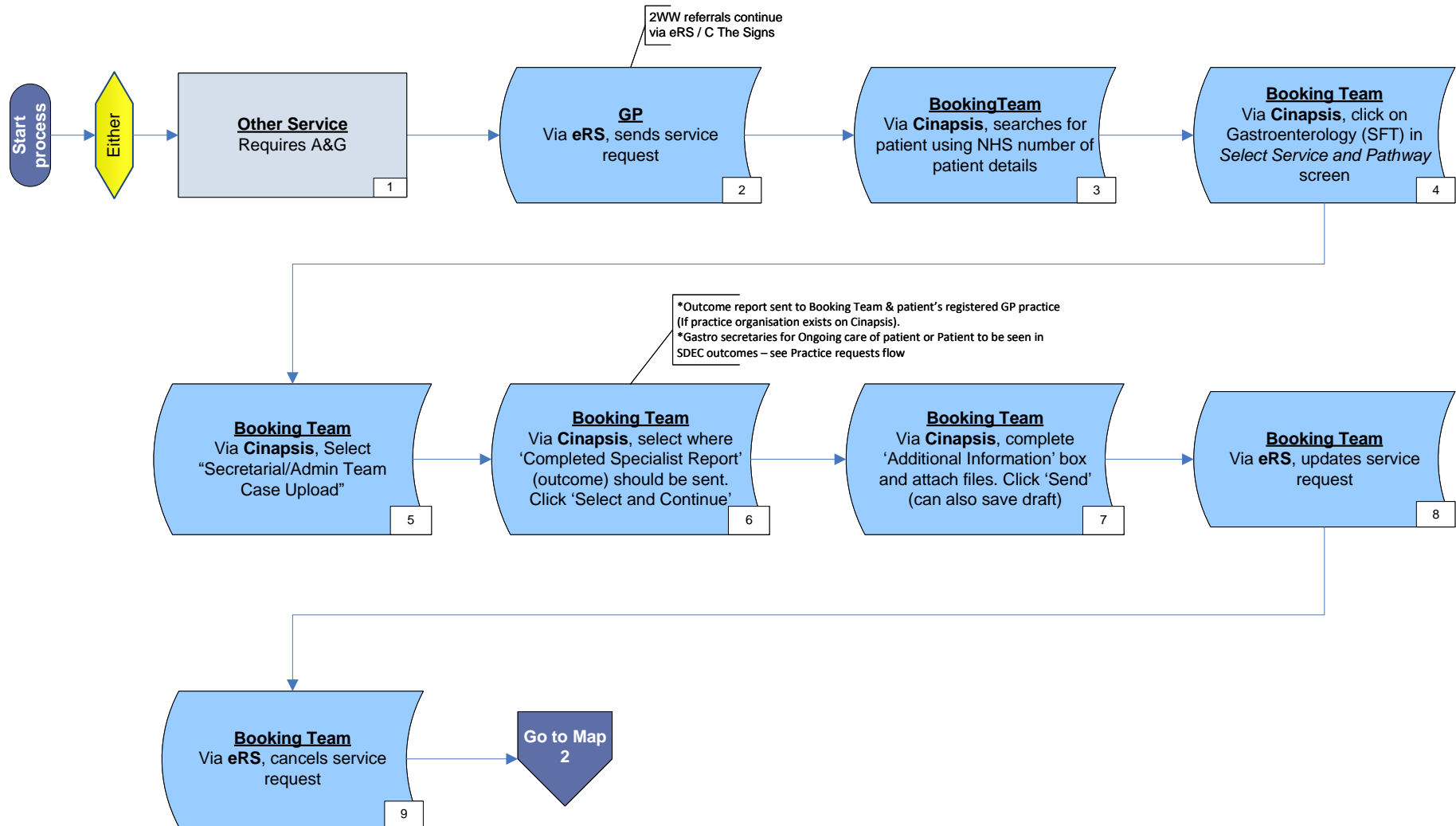
Gastroenterology Advice First



# Gastroenterology – Advice First – eRS Request Process – Map No 1c – To Be

2WW – Two Week Wait | A&G – Advice & Guidance | RAS - Referral Assessment Service |

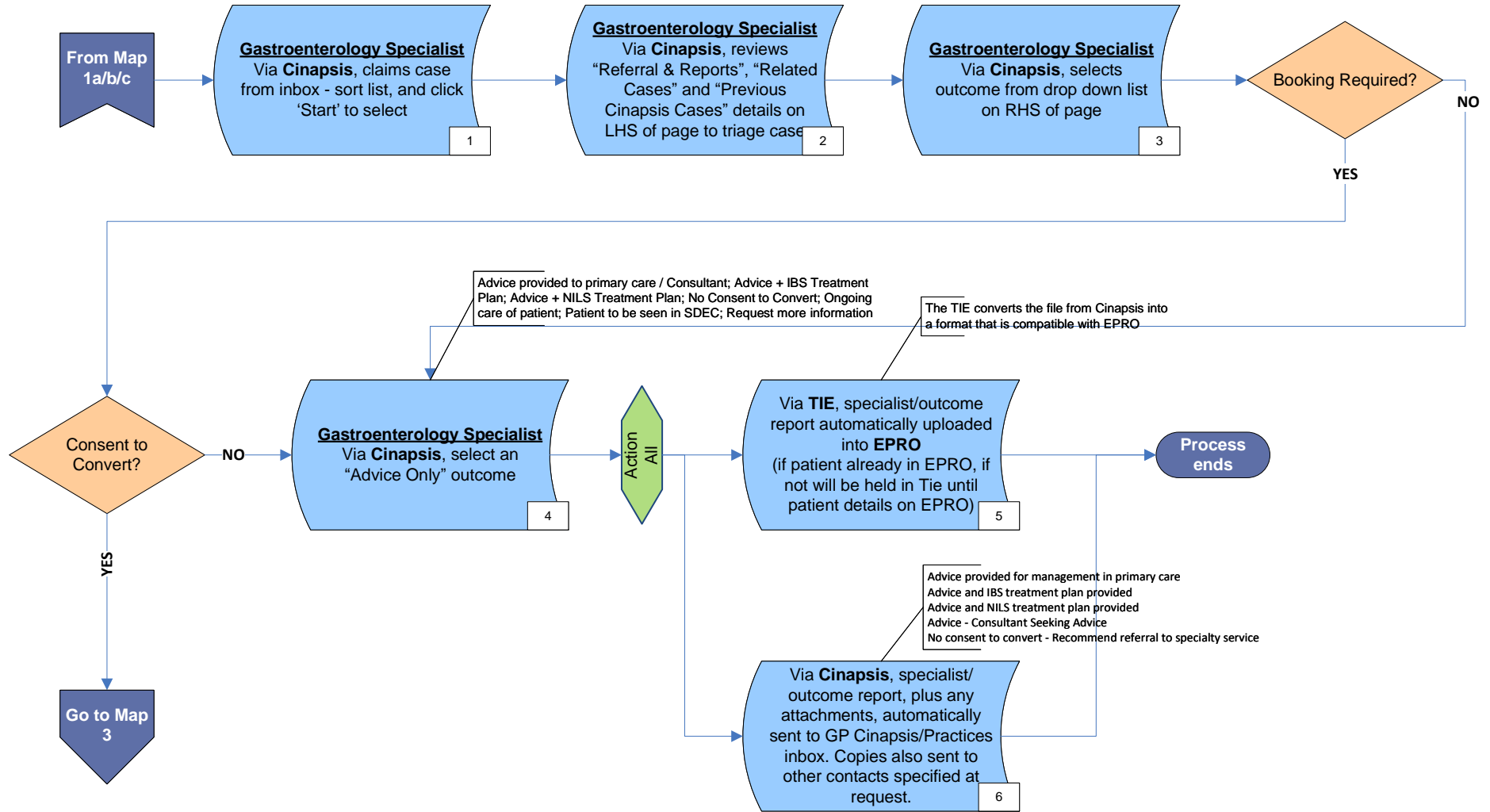
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# Gastroenterology – Advice First – Triage Referral – Map No 2 – To Be

LHS – left hand side | RAS - Referral Assessment Service | RHS – right hand side | TIE – Trust Integration Engine |

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# Gastroenterology – Advice First – Convert to Appointment – Map No 3 – To Be

RAS – Referral Assessment Service | UBRN – Unique Booking Reference Number |

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