

Content

Department Name: YDH Emergency Department

Process Name: Social History Collection

Change History:

Version	Draft	Date	Author	Comments
V0.1	Y	07/07/2023	Jenny Poole	First draft sent for review
V0.2	Y	18/09/2023	Jenny Poole	Revised draft following review meeting
V0.3	Y	02/11/2023	Jenny Poole	Revised draft following feedback received
V0.4	Y	06/11/2023	Jenny Poole	Revised draft following clarification received
V0.5	Y	13/11/2023	Jenny Poole	Revised draft following feedback received
V1.0	N	10/01/2024	Jenny Poole	Final draft issued – sign off by default
V1.1	N	18/04/2024	Jenny Poole	Map 5 updated following feedback from SF



Improvement team

● Improve health ● Better care ● Lower costs

INDEX




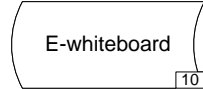
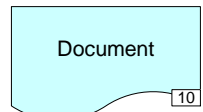
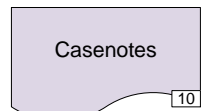
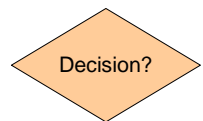



Map 1	Yeovil District Hospital – Emergency Department – Admissions and Triage – Map No 1 – As Is	Page 5
Map 2	Yeovil District Hospital – Emergency Department – Minors – Map No 2 – As Is	Page 6
Map 3	Yeovil District Hospital – Emergency Department – Majors – Map No 3 – As Is	Page 7
Map 4	Yeovil District Hospital – Emergency Department – Ambulance – Map No 4 – As Is	Page 8
Map 5	Yeovil District Hospital – Emergency Department – Frailty Team – Map No 5 – As Is	Page 9
Map 6	Yeovil District Hospital – Emergency Department – Admissions Avoidance Therapy Team – Map No 6 – As Is	Page 10
Map 7	Yeovil District Hospital – Emergency Department – TrakCare Notes Function for Clinicians – Map No 7 – As Is	Page 11


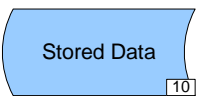




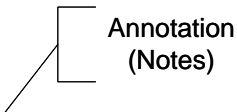
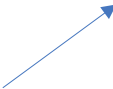





Improvement team


● **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

 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

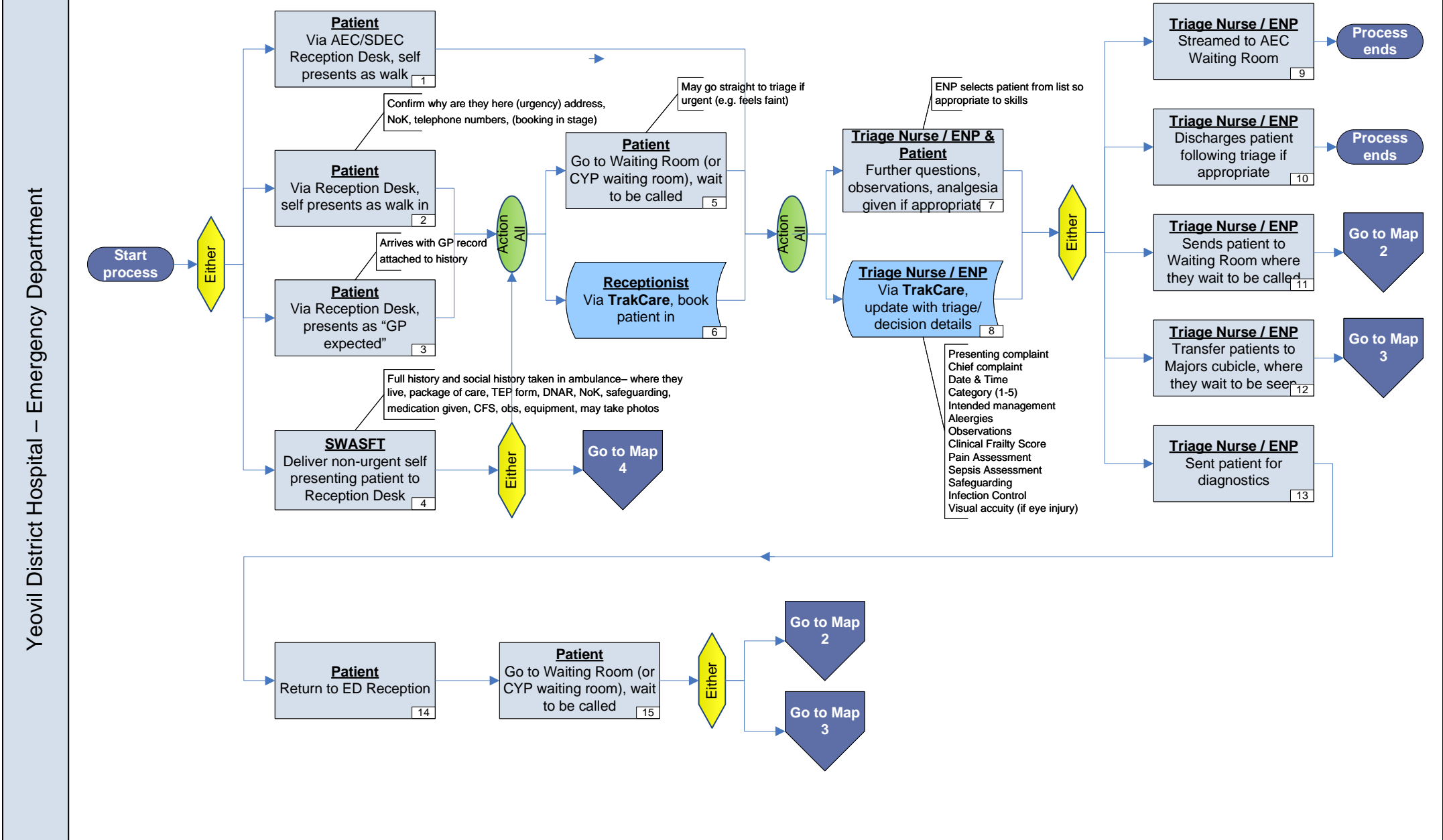
 Inventory

 Motion

 Extra Processing

Yeovil District Hospital – Emergency Department – Admissions and Triage – Map No 1 – As Is

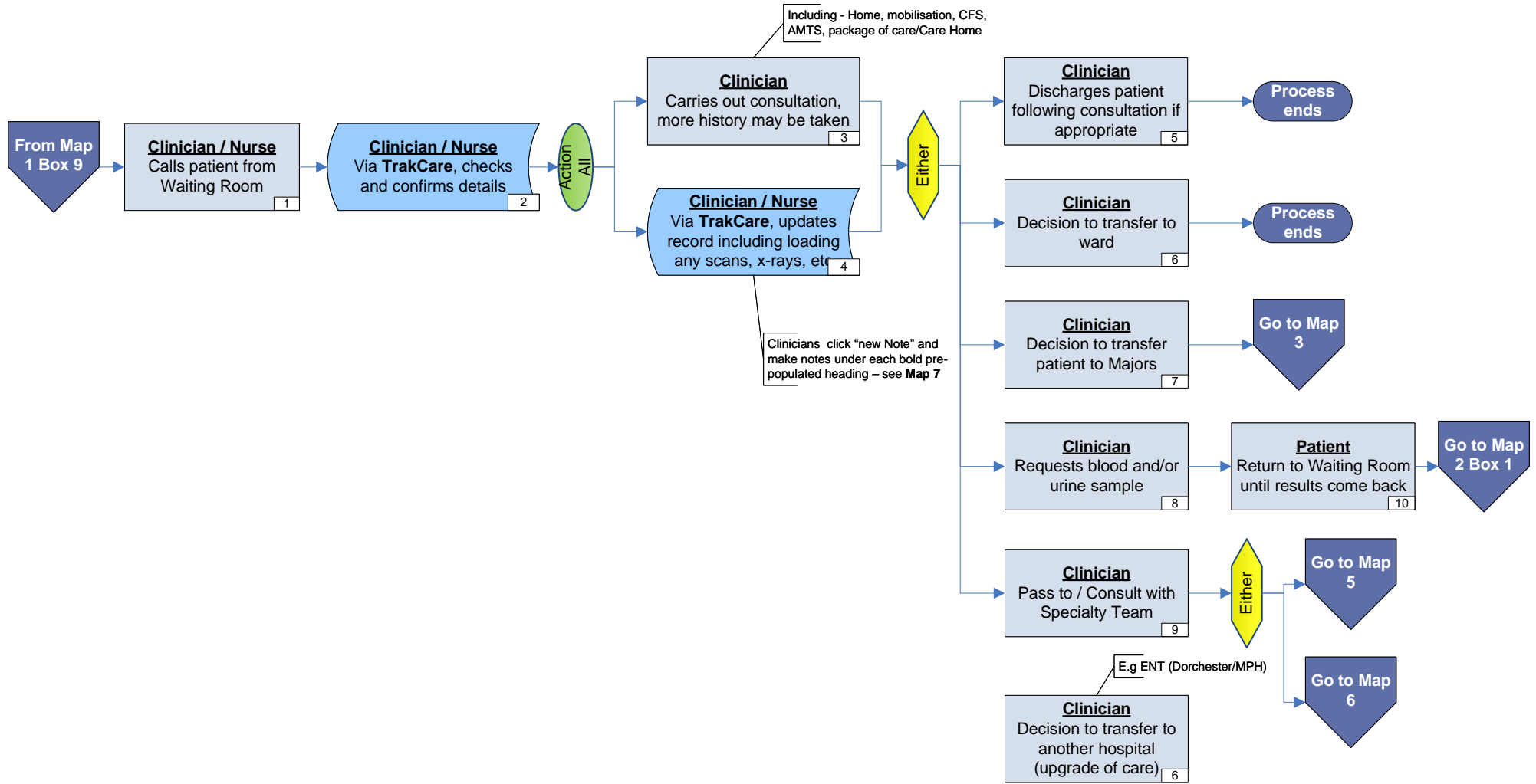
AEC – Ambulatory Emergency Care | CFS – Clinical Frailty Score | DNAR – Do Not Attempt Resuscitation | ED – Emergency Department | ENP – Emergency Nurse Practitioner | NoK – Next of Kin | SDEC – Same Day Emergency Care | TEP – Treatment Escalation Plan |



Yeovil District Hospital – Emergency Department – Minors – Map No 2 – As Is

AMTS – Abbreviated Mental Test Score | CFS – Clinical Frailty Score |

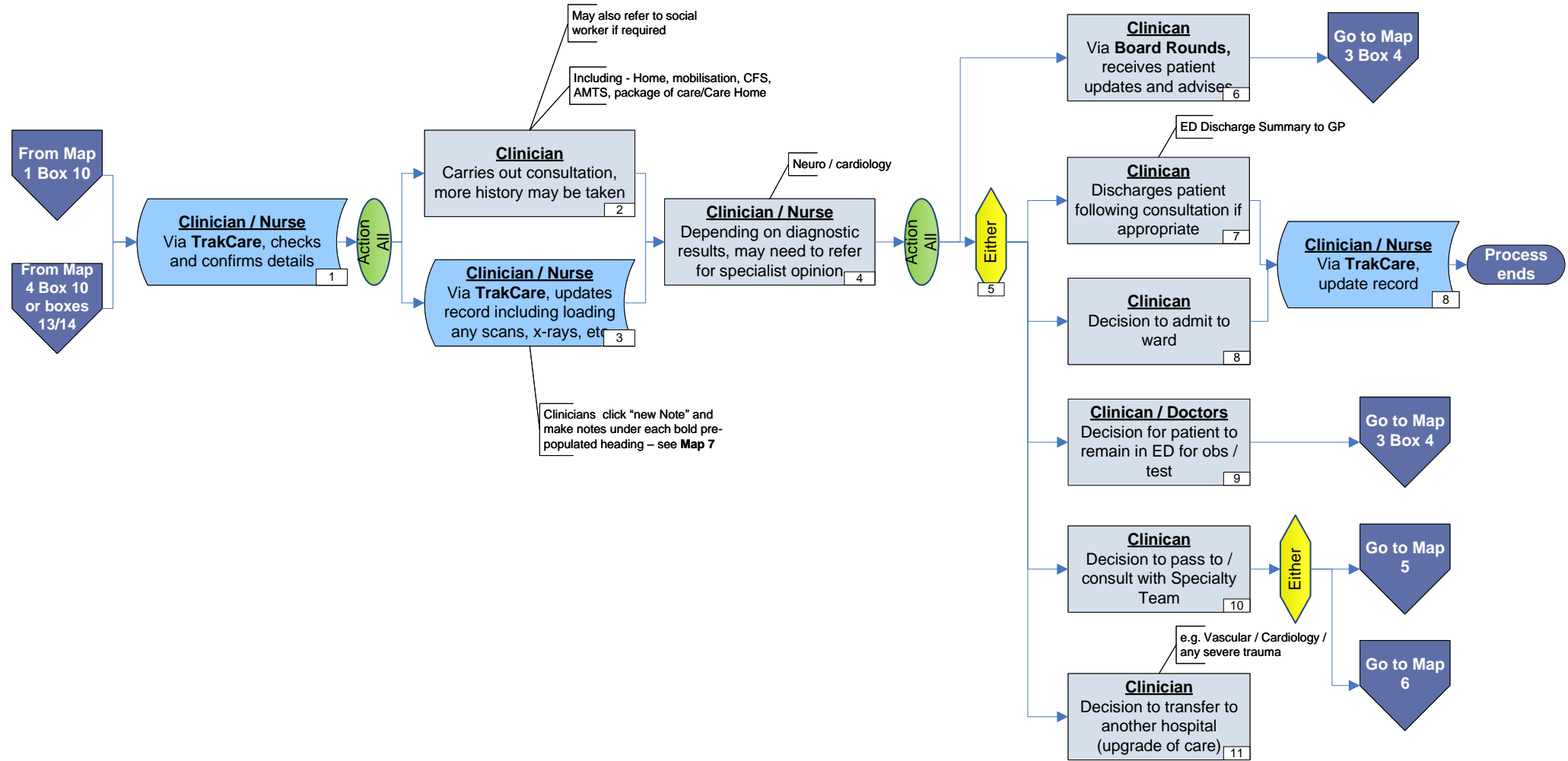
Yeovil District Hospital – Emergency Department



Yeovil District Hospital – Emergency Department – Majors – Map No 3 – As Is

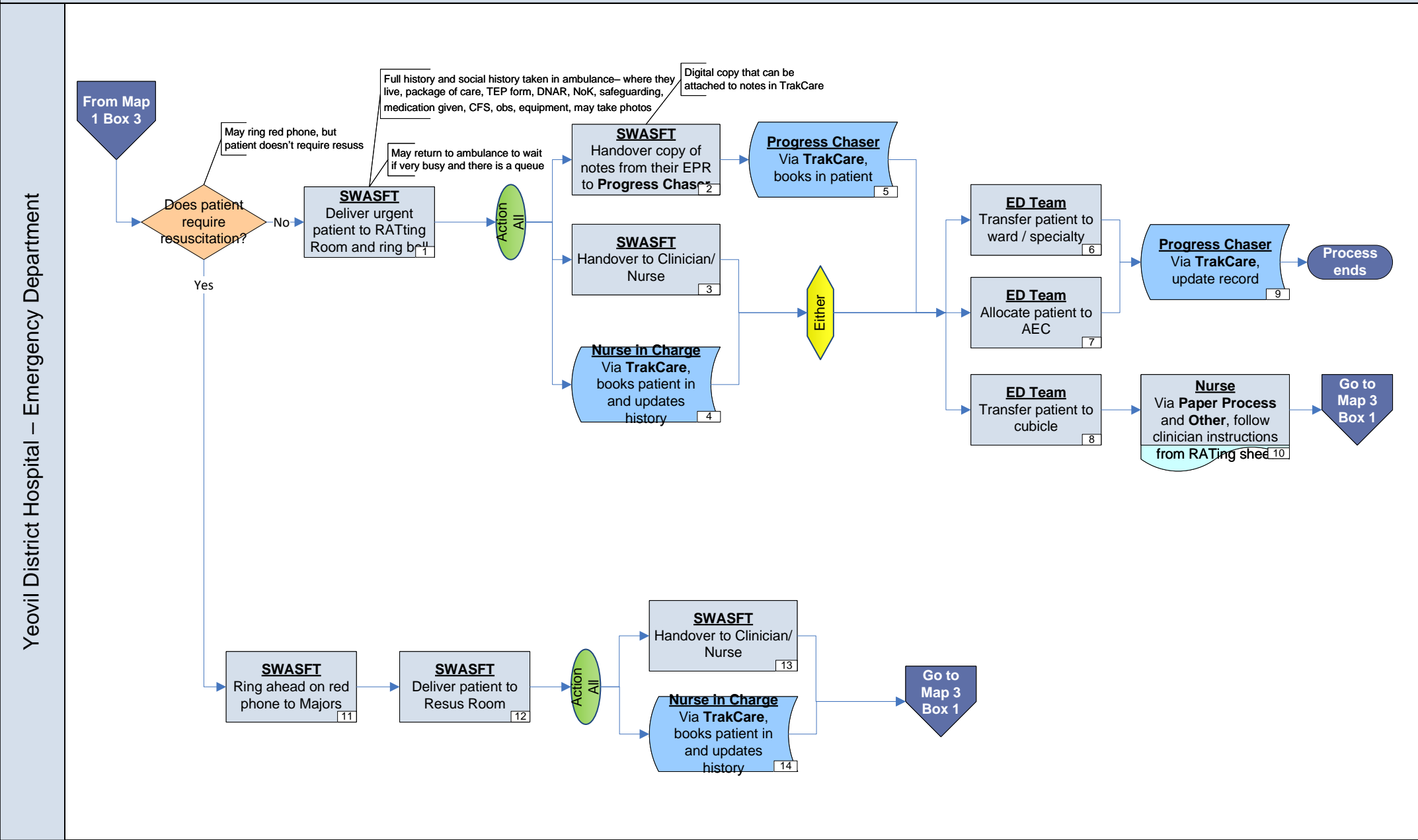
AMTS – Abbreviated Mental Test Score | CFS – Clinical Frailty Score | GP – General Practitioner |

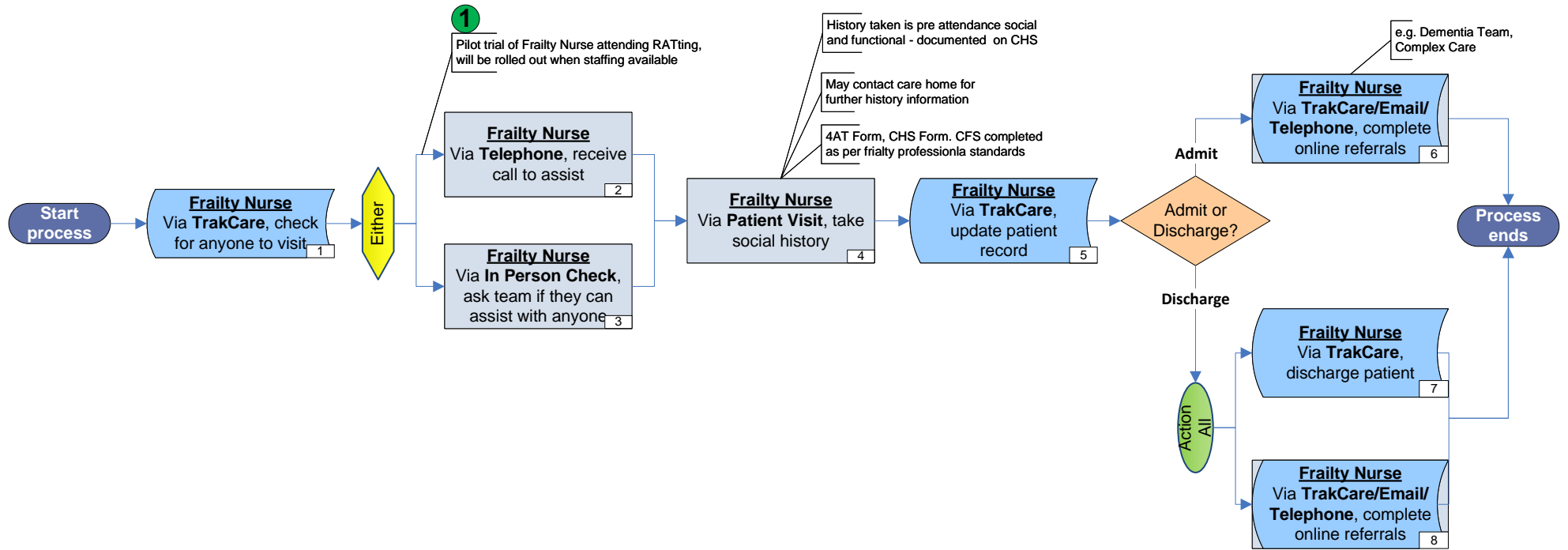
Yeovil District Hospital – Emergency Department

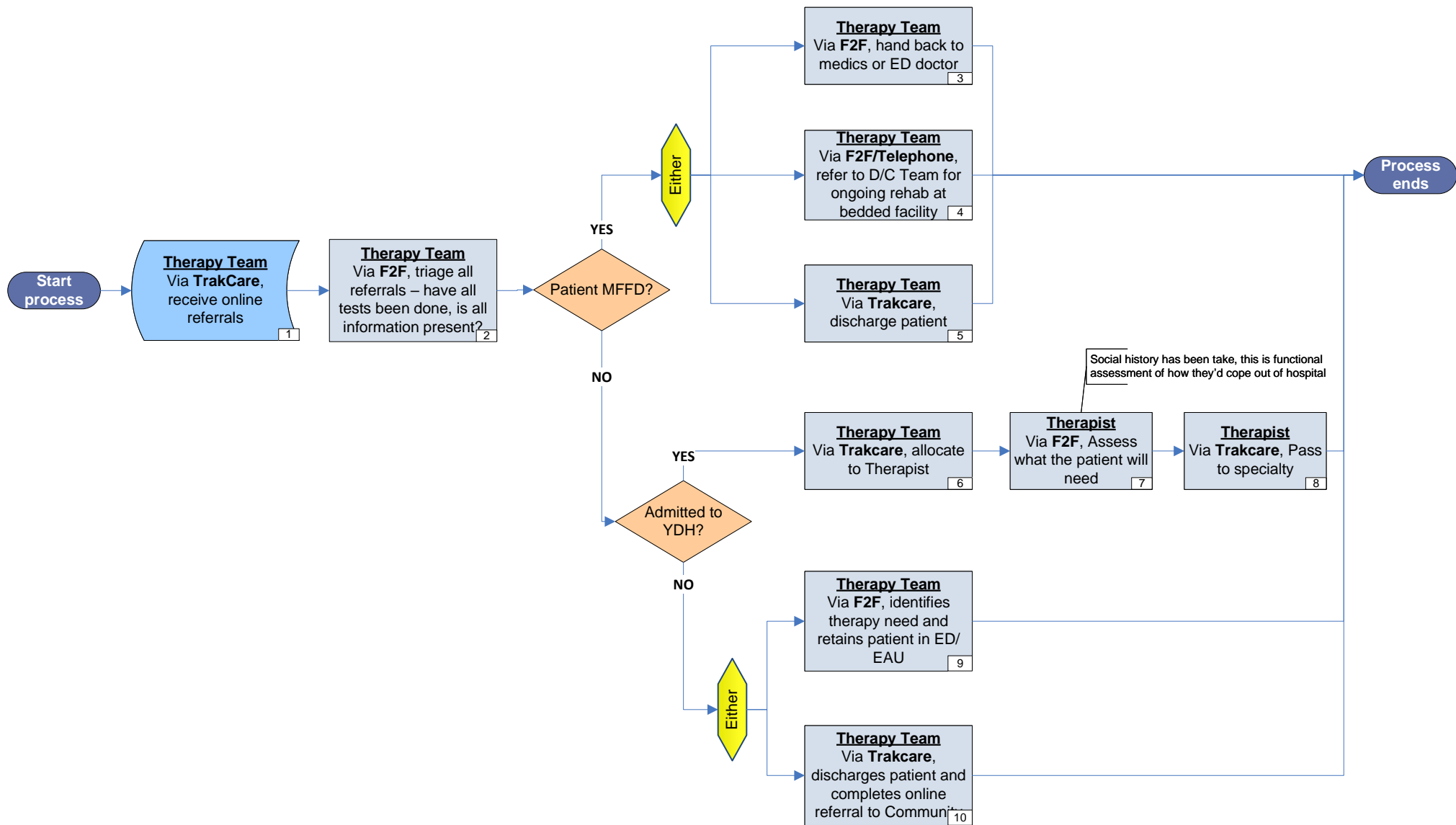


Yeovil District Hospital – Emergency Department – Ambulance – Map No 4 – As Is

AEC – Ambulatory Emergency Care | RAT – Rapid Assessment and Treatment | SWASFT – South Western Ambulance Service Foundation Trust |







Presenting Complaint

History of Presenting Complaint

Are there any of the following COVID associated symptoms (delete if not present)

- Respiratory: cough, breathless, coryza, sore throat, pleuritic chest pain, fever
- GI: nausea, vomiting, diarrhoea, abdo pain
- Cardiac: cardiac chest pain
- Neurology: headache, focal neuro symptoms, new confusion
- General: myalgia, loss of taste or smell

Relevant Past Medical History

(Document all comorbidities from Charlson Comorbidity Score – MDCalc)

Immunosuppression/ Compromise History

Relevant Medications

Tetanus status

Allergy History

Relevant Social and Personal Circumstances

(Document Clinical Frailty Scale)

On Examination

X-Ray Findings

Other Specific clinical tests

Any Other Findings

Impression/Diagnosis

(Document if COVID-19 likely/ possible/ unlikely)

Management Plan