

## Content

Department Name: Urology

Process Name: Advice & Refer

### Change History:

Version	Draft	Date	Author	Comments
0.1	Y	20/08/25	Jenny Poole	First draft issued following mapping meetings
0.2	Y	21/08/25	Jenny Poole	Revised draft issued following feedback received
0.3	Y	22/08/25	Jenny Poole	Revised draft issued following feedback received
1.0	N	22/08/25	Jenny Poole	Final maps issued following sign offs received



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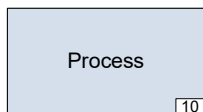

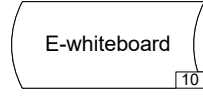
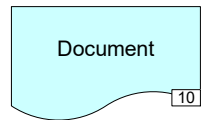
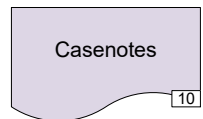
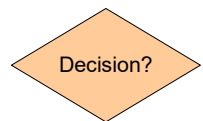



<b>Map 1</b> Urology – Advice & Refer – MPH Referrals – As Is .....	<b>Page 5</b>
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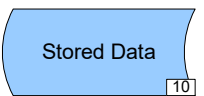




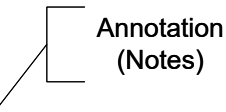
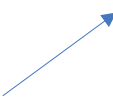




**Improvement team**


● **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 <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


# Legend

 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

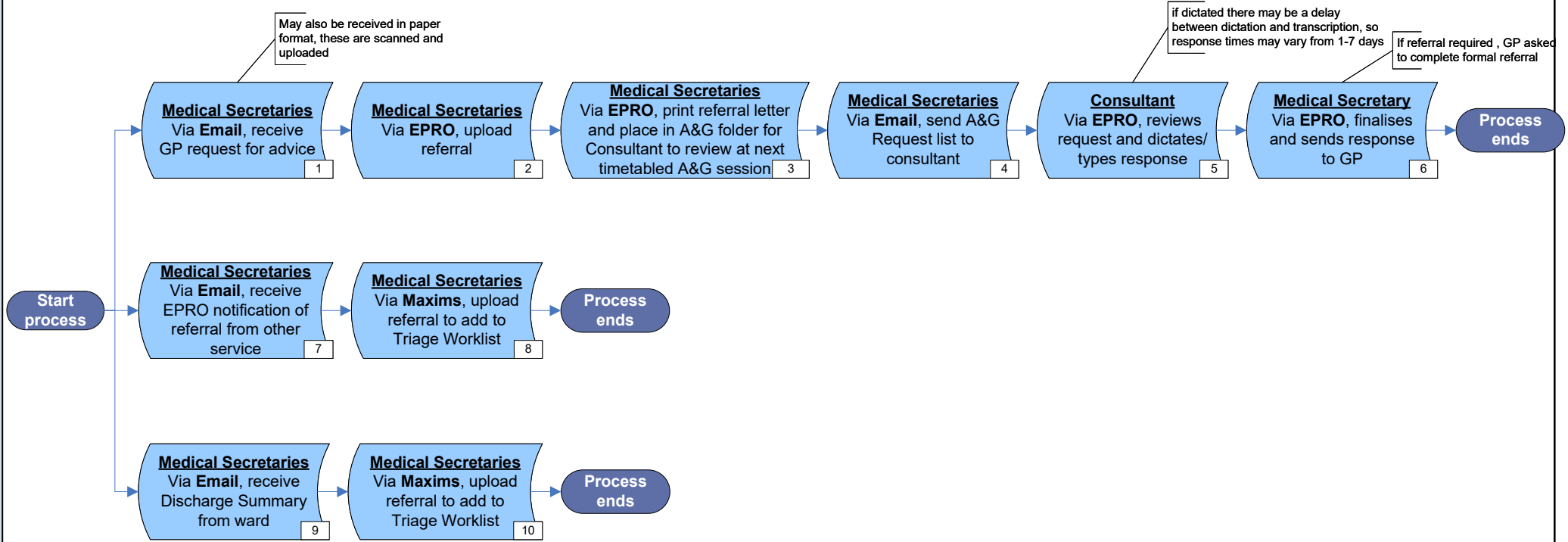
 Inventory

 Motion

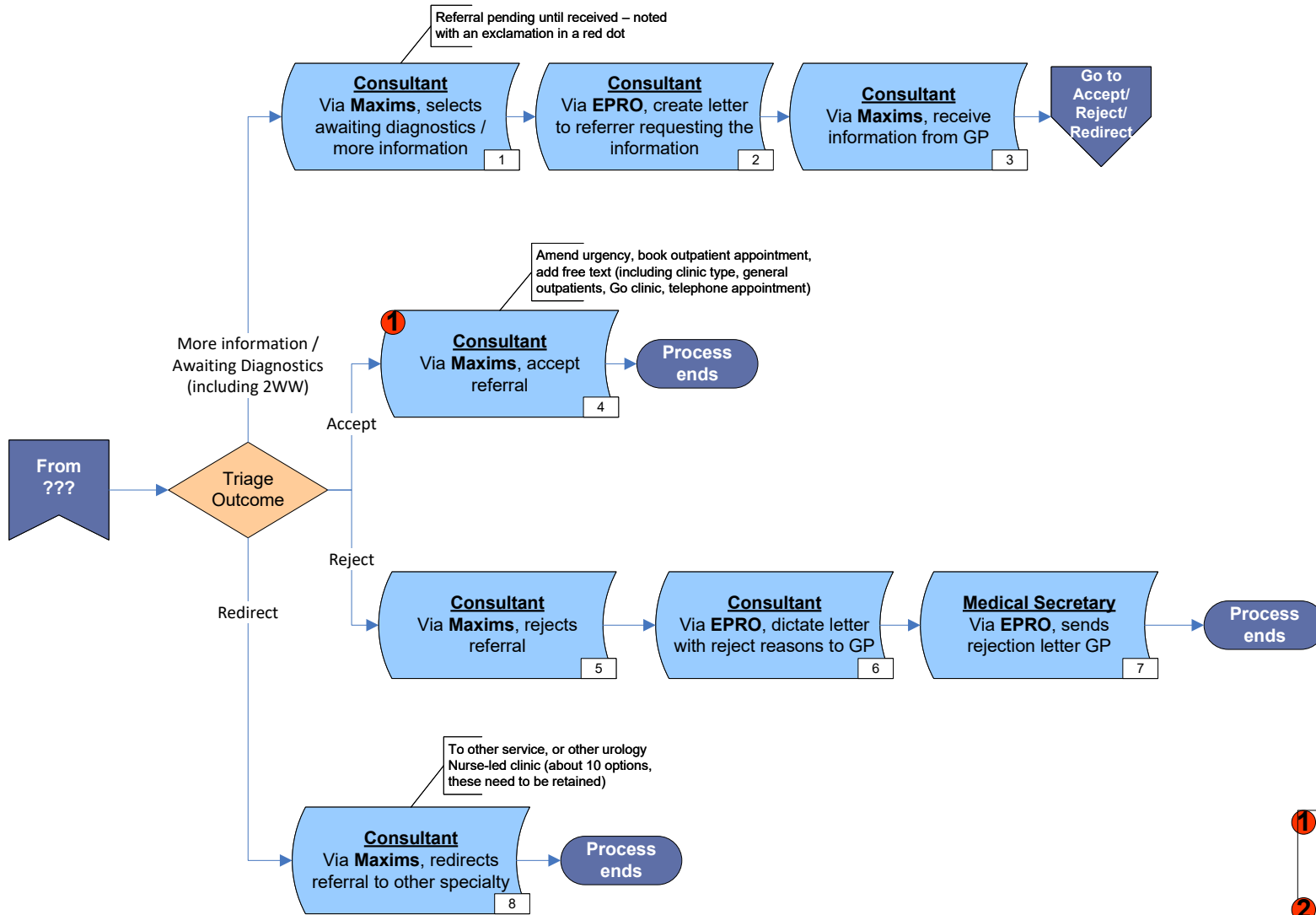
 Extra Processing

Process Owner: Name, Role  
Author: Name, Role

Last Revised Date: DD/MM/YYYY  
Version: N.N

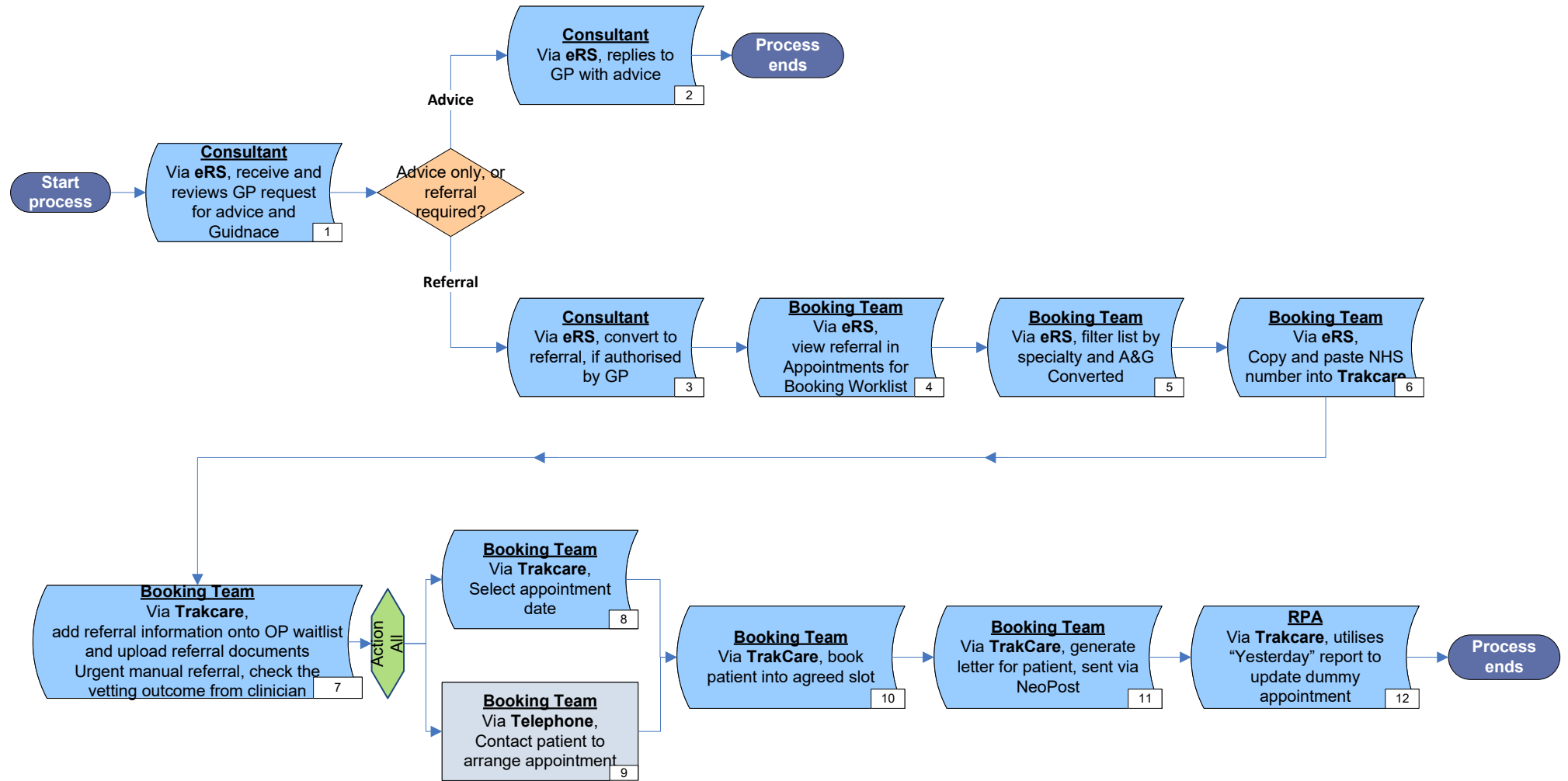


If patient has already been referred, and GP is requesting that referral is expedited, this can be done. Consultant would email Secretaries or Booking Team to manage this.

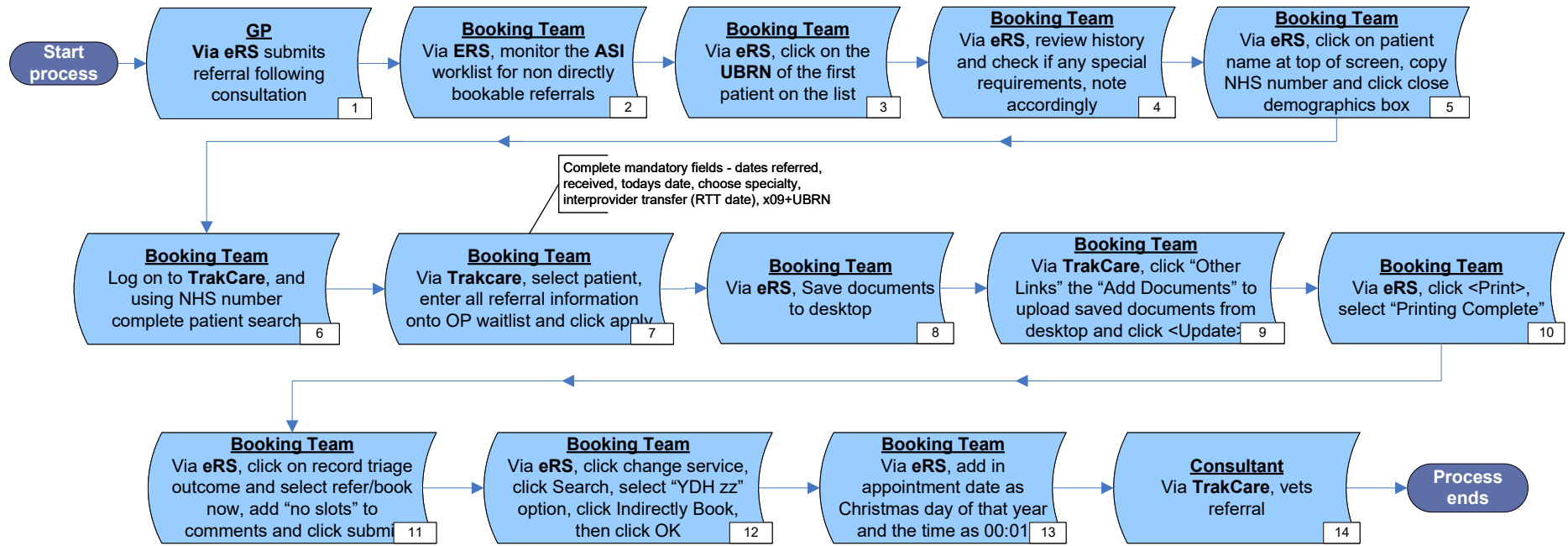


- 1 Able to book to theatre list for flexible cystoscopy, this generates a form that is sent to the booking team – this will need this in Cinapsis (believe this is not unique to Urology.)
- 2 e-Opinion purely for general advice, not 2ww, if there is a patient that the 2ww team are not sure about they 2ww team redirect to urology list and consultant triages as priority





Appointment Slot Issues



Completing Appointment

