

Content

Department Name: T&WS Neighbourhood Hub

Process Name: Hub Processes

Change History:

Version	Draft	Date	Author	Comments
0.1	Y	07/04/25	Jenny Poole	First draft issued following mapping meeting
0.2	Y	17/04/25	Jenny Poole	Revised draft issued following review meeting
0.3	Y	07/05/25	Jenny Poole	Revised draft issued following feedback received re OPMH map
1.0	N	20/05/25	Jenny Poole	Sign off received from DV and HB, final maps issued



Improvement team




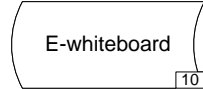
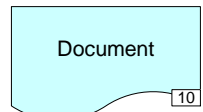
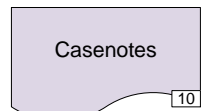
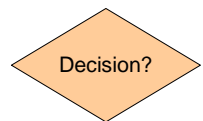



● **Improve health** ● **Better care** ● **Lower costs**


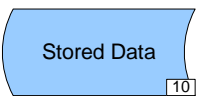




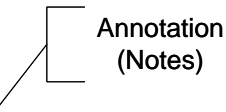
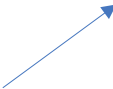


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Legend


	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

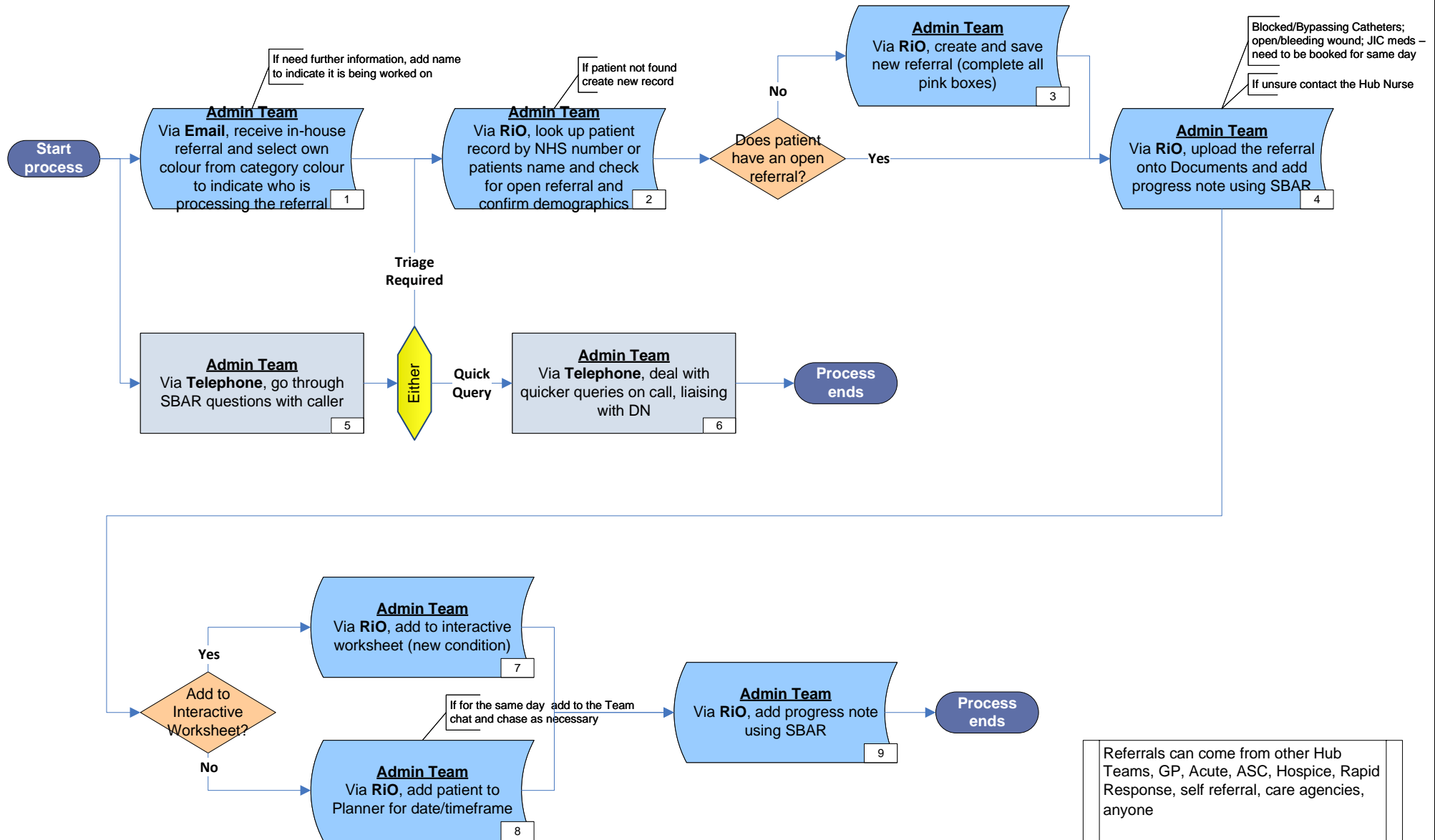
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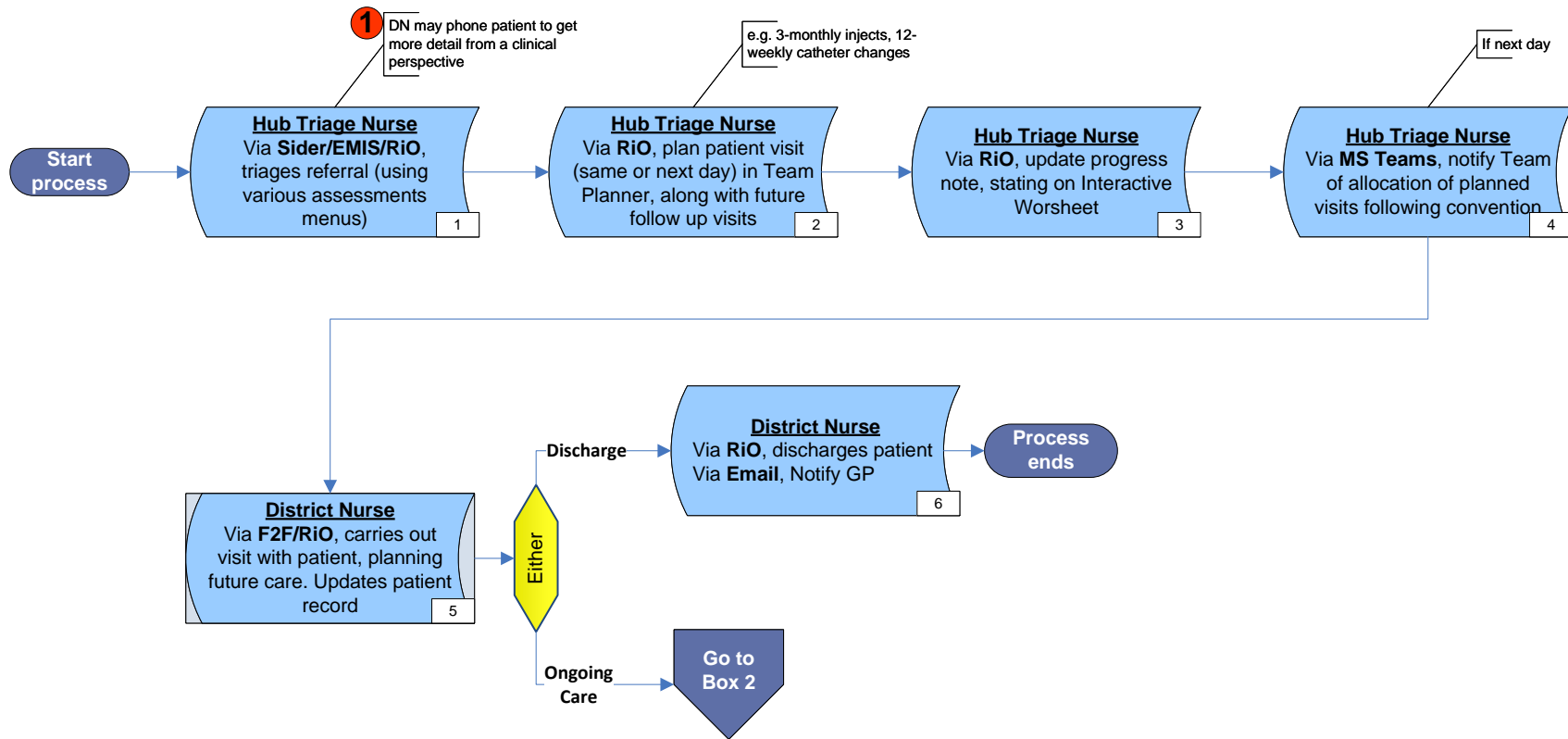
 Extra Processing

T&WS Neighbourhood Hub – District Nurse – Referrals – Map No 1 – As Is

ASC – Adult Social Care | DN – District Nurse | SBAR – Situation, Background, Assessment, Result/Outcome |

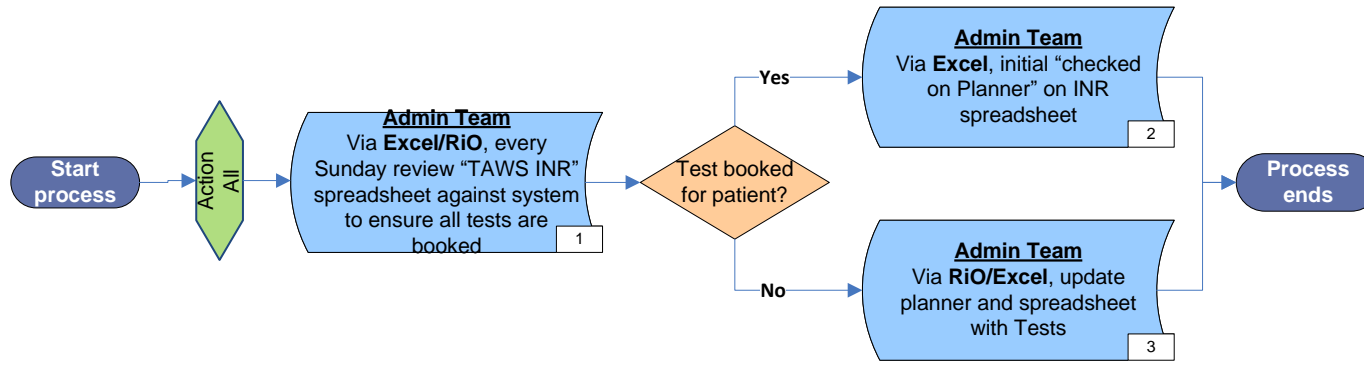
DN Referrals



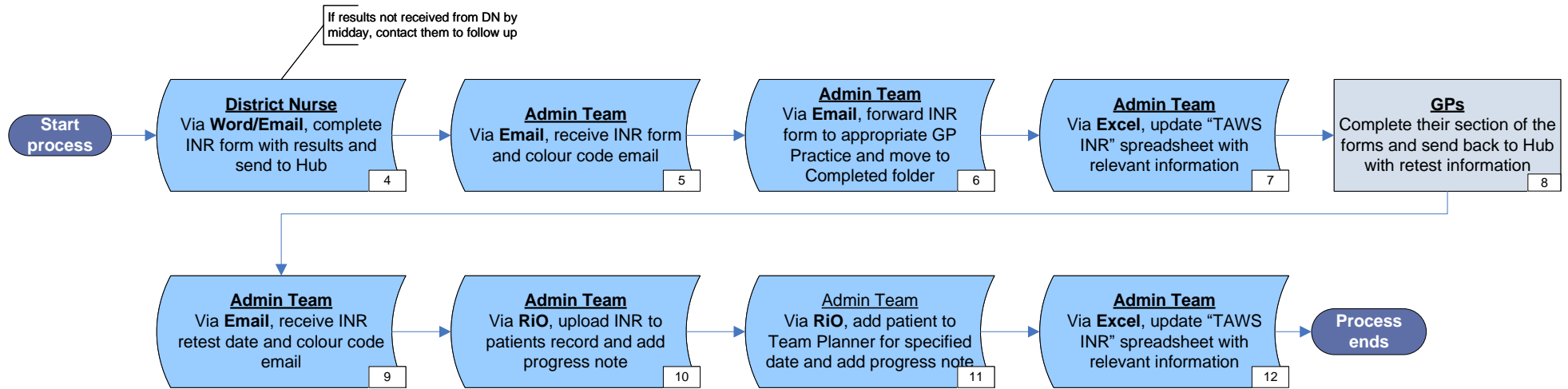


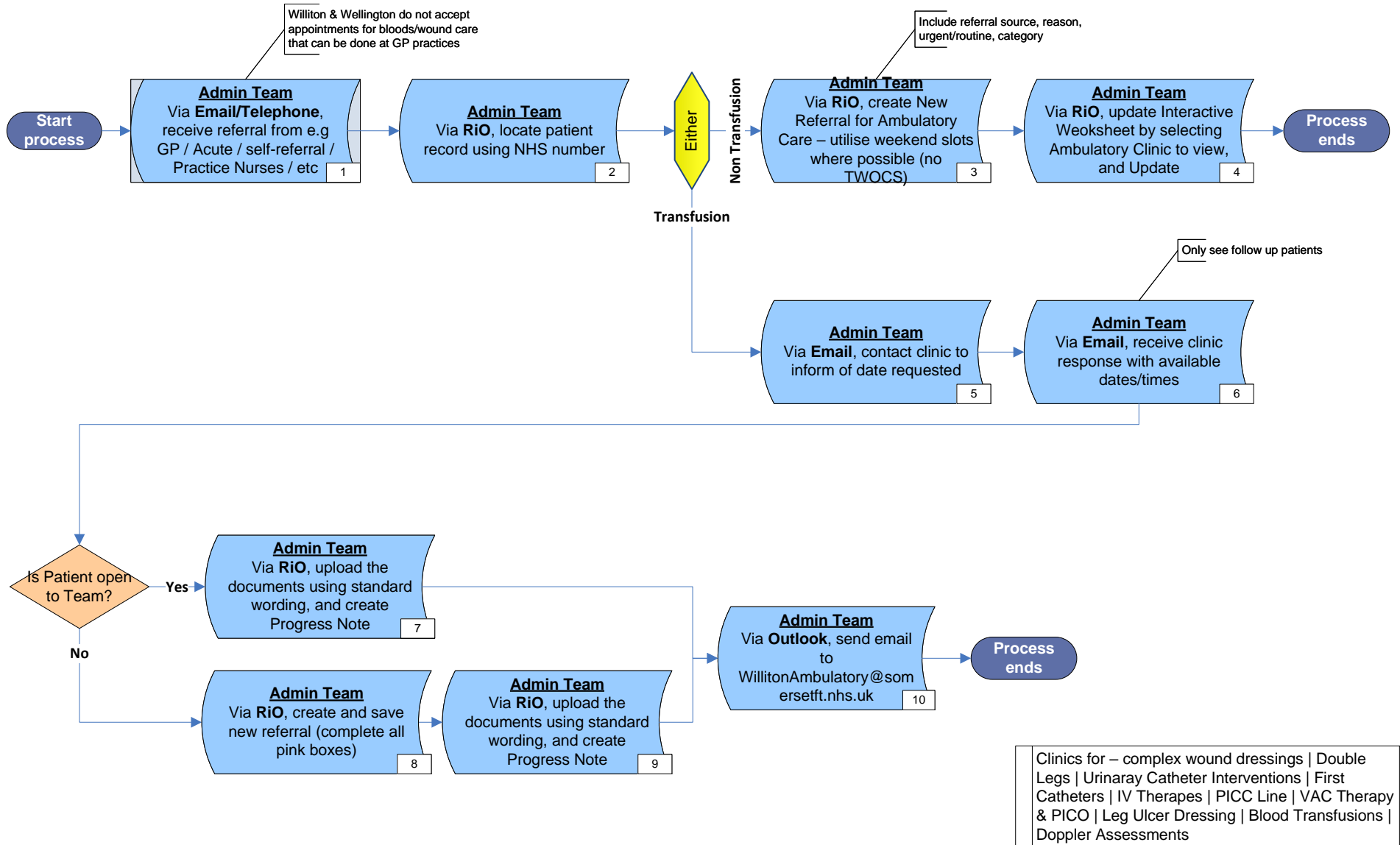
1 Some email referrals are poor, with not enough information, e.g. just says “wound dressing”
Inappropriate referrals, often for the ease of the referrer

INR Checks



INR Results and Re-Tests

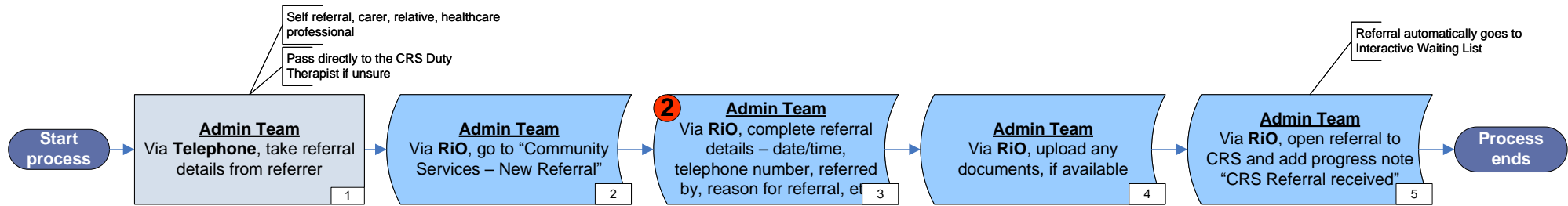




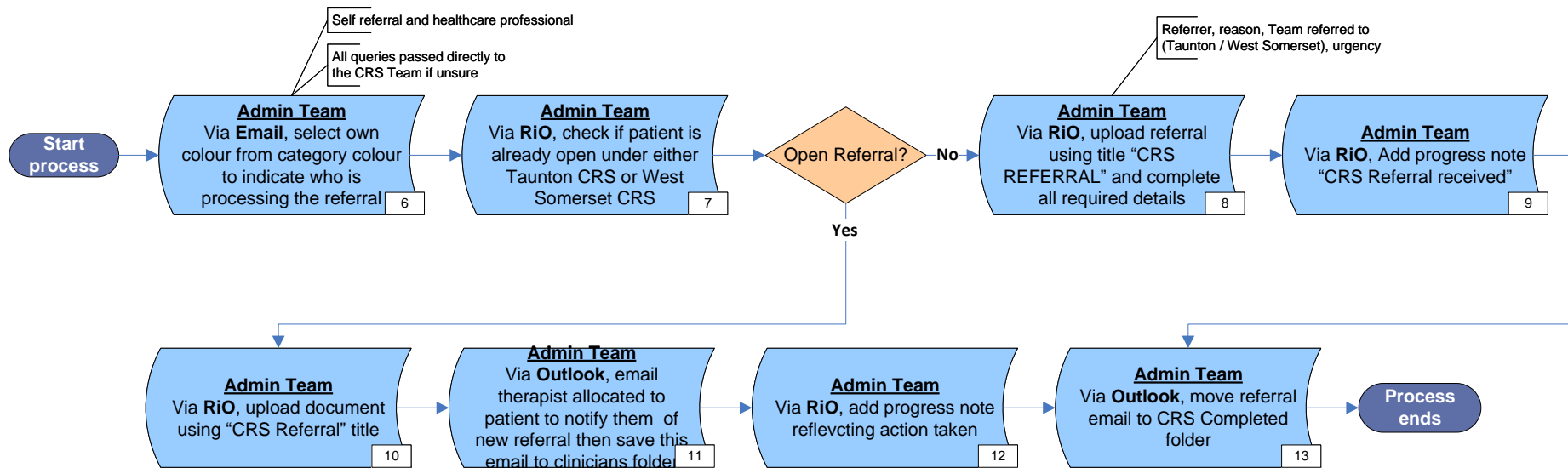
T&WS Neighbourhood Hub – CRS – New Referral – Map No 4 – As Is

SBAR – Situation, Background, Assessment, Result/Outcome |

Telephone Referrals

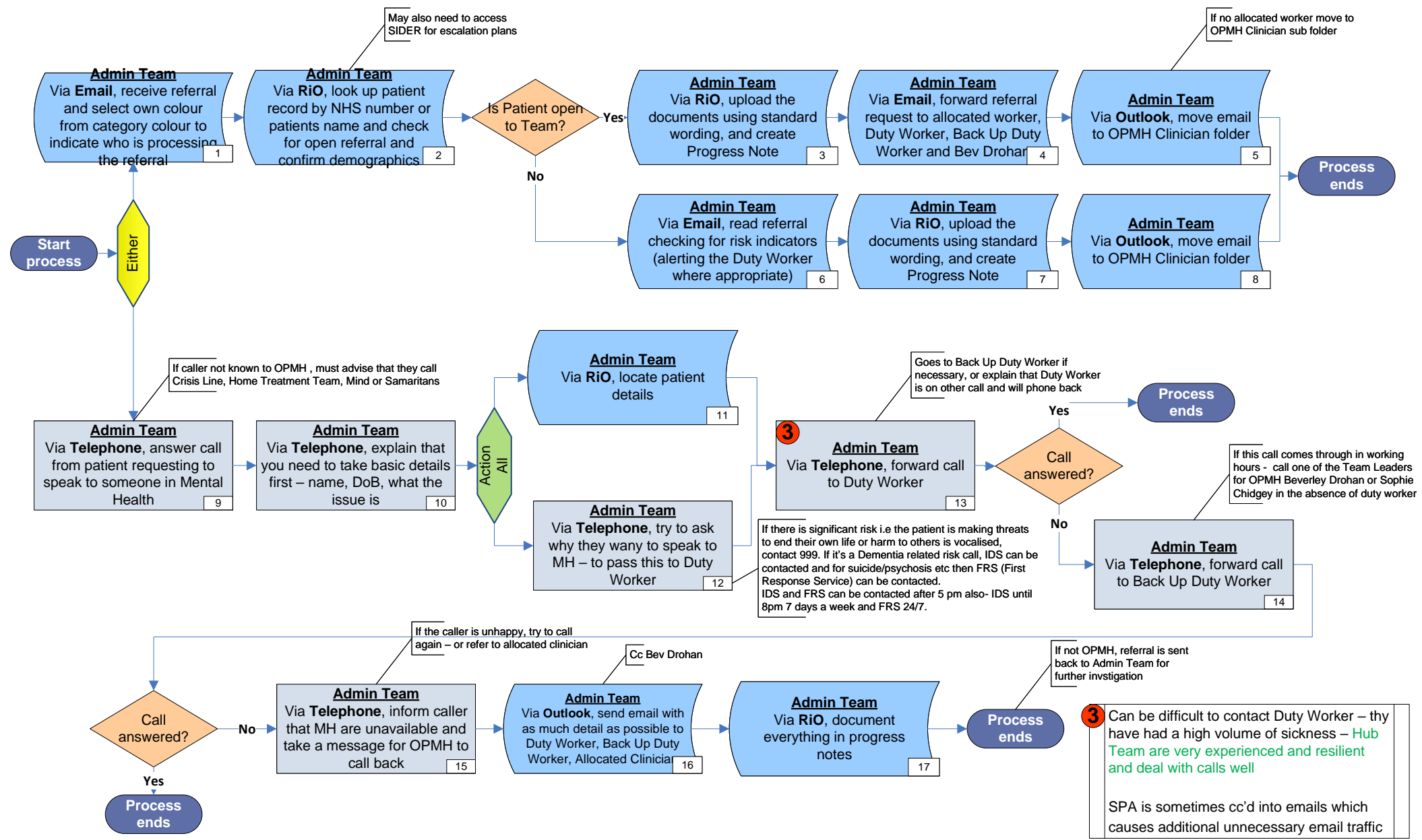


Email Referrals

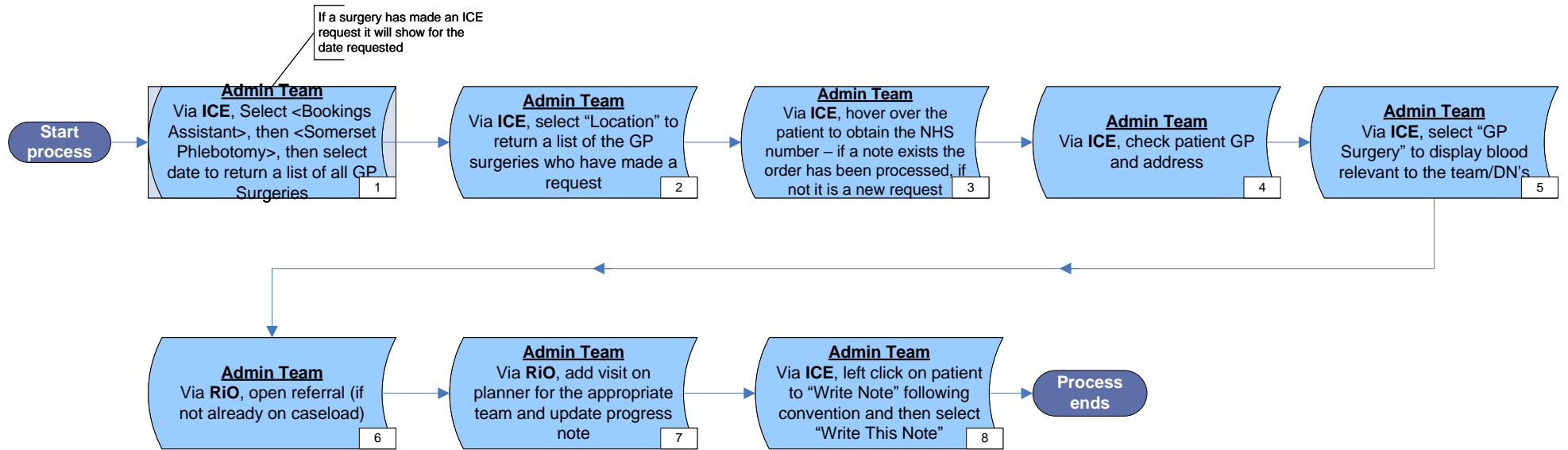


2 Referral for is quite lengthy – Hub Admin complete what they can, following SBAR Template

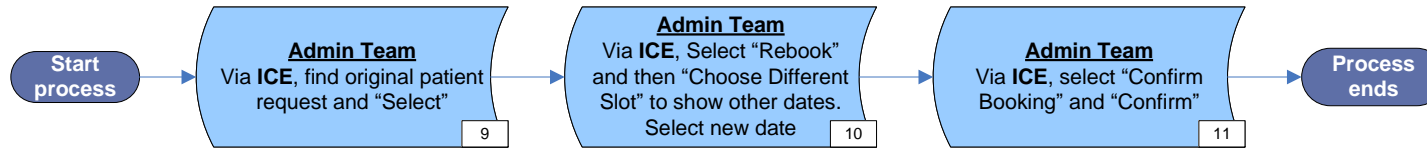
OPMH Referrals



New Requests

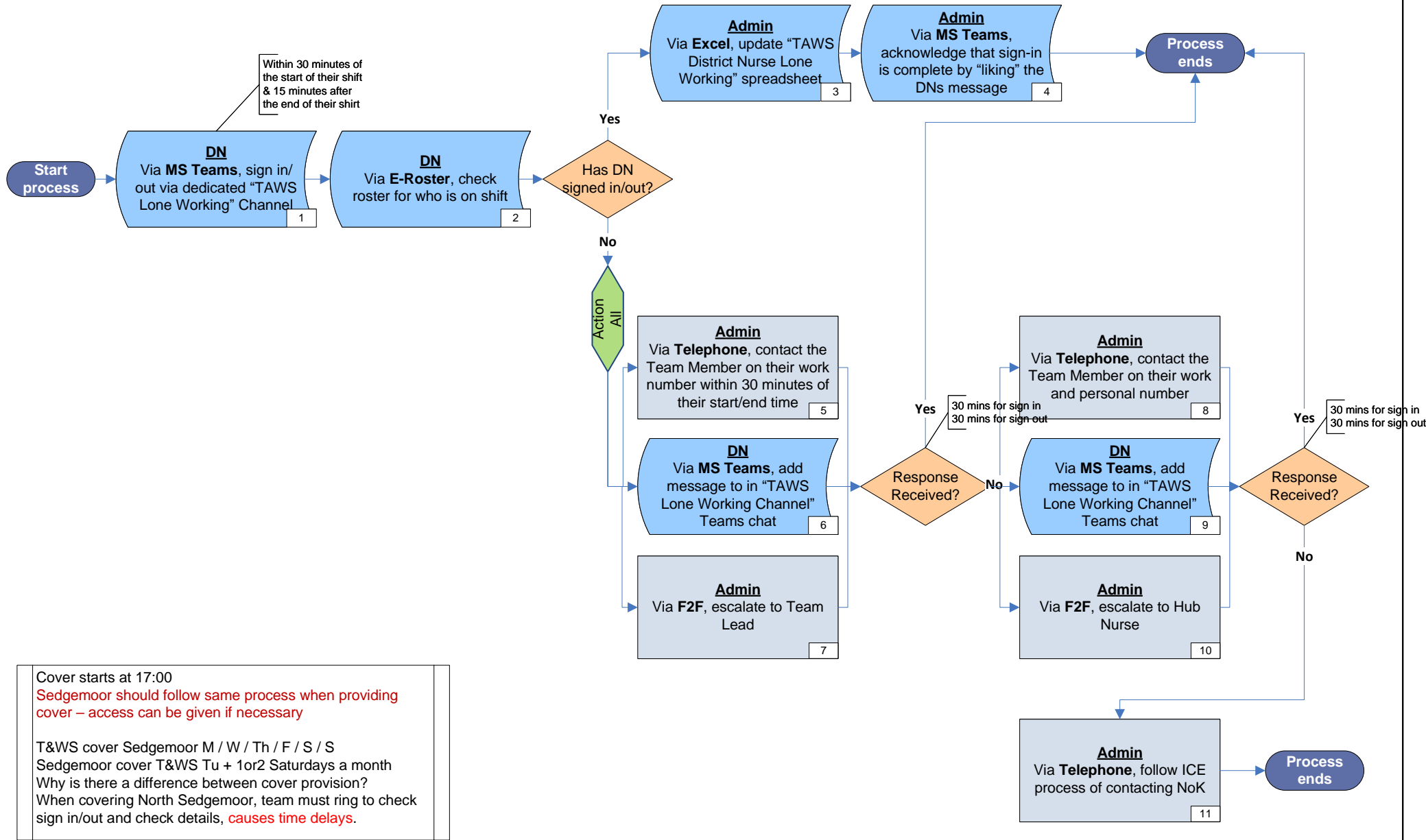


Rebook / Move Request



ICE isn't working well for requests:

- * More time consuming, takes a member of the team out of the Hub as having to constantly check for new requests
- * GPs referral can be scattergun causing more work and visits
- * There needs to be a better way to filter by patient.
- * would like to be able to filter so not viewing items they don't need see



Cover starts at 17:00
 Sedgemoor should follow same process when providing cover – access can be given if necessary

T&WS cover Sedgemoor M / W / Th / F / S / S
 Sedgemoor cover T&WS Tu + 1or2 Saturdays a month
 Why is there a difference between cover provision?
 When covering North Sedgemoor, team must ring to check sign in/out and check details, **causes time delays.**

Other Administrative Duties

- * Booking Patient Transport – Somerset Council, Wheels Community Car Scheme, Watchet Coastal Community Team Transport
- * Deceased process – how are all teams managing this?