

## Content

Department Name: South Petherton Community Hospital

Process Name: Front of House

### Change History:

Version	Draft	Date	Author	Comments
0.1	Y	20/12/2023	Jenny Poole	First draft issued following mapping workshop
0.2	Y	05/01/2023	Jenny Poole	Revised draft issued following feedback received
0.3	Y	10/01/2024	Jenny Poole	Revised draft issued following feedback received
0.4	Y	12/01/2024	Jenny Poole	Revised draft issued following feedback received
0.5	Y	29/01/2024	Jenny Poole	Revised draft issued following feedback, issues log removed for SPCH
1.0	Y	29/01/2024	Jenny Poole	Sign off received from Shirley Zaple



**Improvement team**




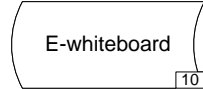
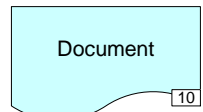
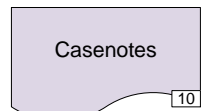
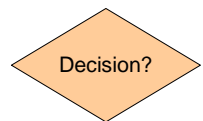



● Improve health ● Better care ● Lower costs


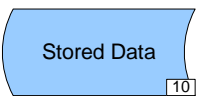




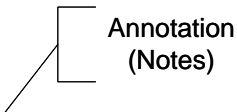
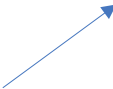


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# Legend


	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 <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

# South Petherton Community Hospital – Front of House – Main Reception – Map No 1 – As Is

F2F – Face to Face | MS – Mobility Suite | US – Ultrasound |

