

Content

Department Name: West Mendip Community Hospital

Process Name: Front of House Team

Change History:

Version	Draft	Date	Author	Comments
0.1	Y	19/12/2023	Jenny Poole	First draft sent for review.
0.2	Y	10/01/2024	Jenny Poole	Revised draft issued following feedback received
0.3	Y	15/01/2024	Jenny Poole	Revised draft issued following feedback received
0.3	Y	18/01/2024	Jenny Poole	Sign off received from Jeannette Watson re all but MIU maps
0.4	Y	07/02/2024	Jenny Poole	Revised draft issued following MIU feedback received
1.0	N	13/02/2024	Jenny Poole	Sign off received from Melissa Messenger re MIU, maps finalised



Improvement team




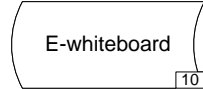
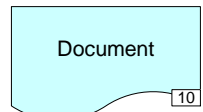
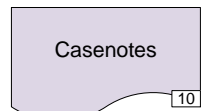
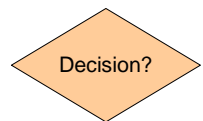



● Improve health ● Better care ● Lower costs


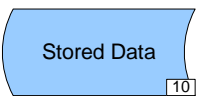




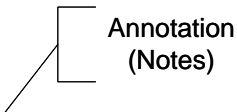
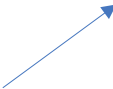


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Legend


	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

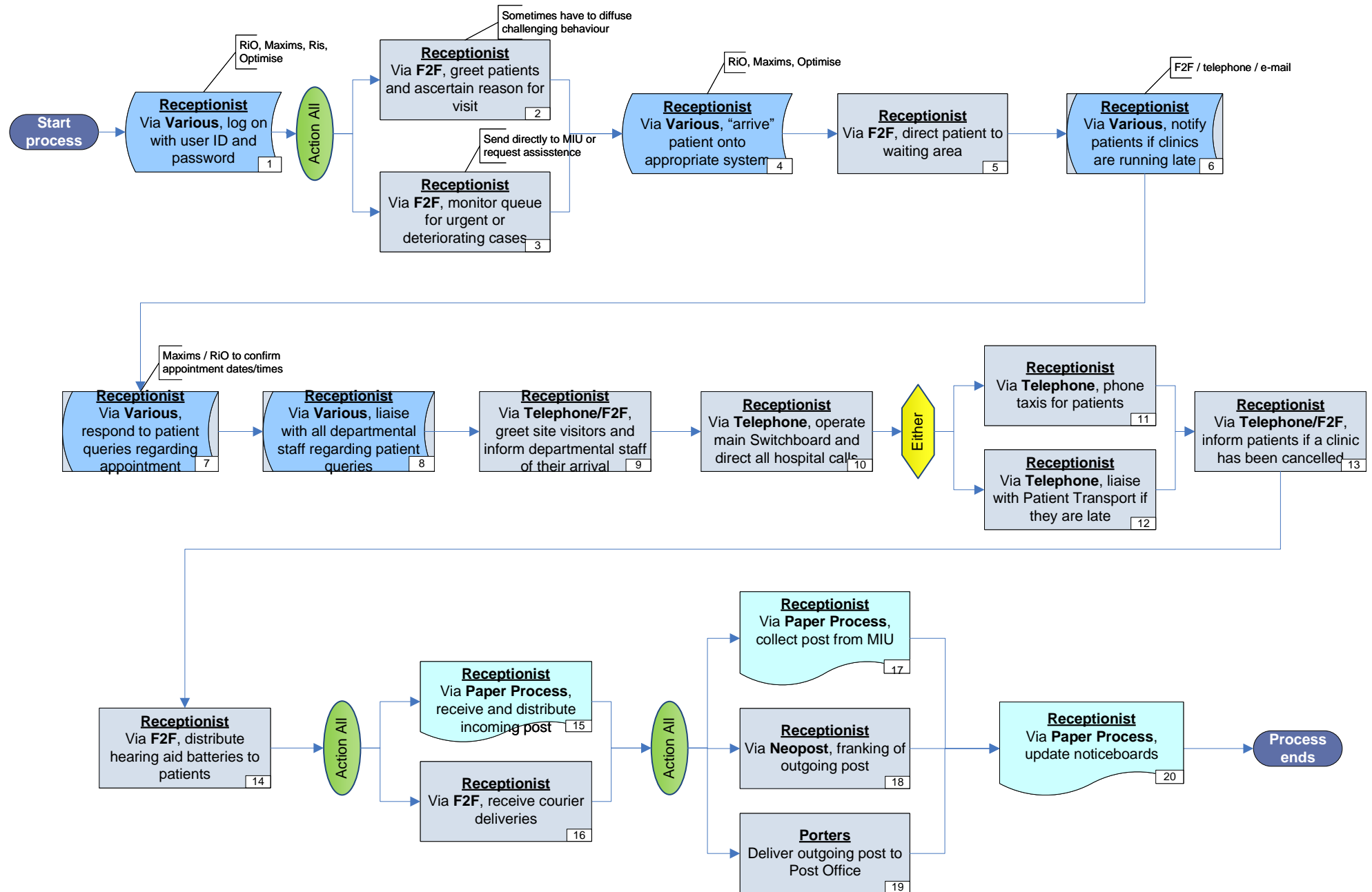
 Motion

 Extra Processing

West Mendip Community Hospital – Front Desk – Main Reception – Map No 1 – As Is

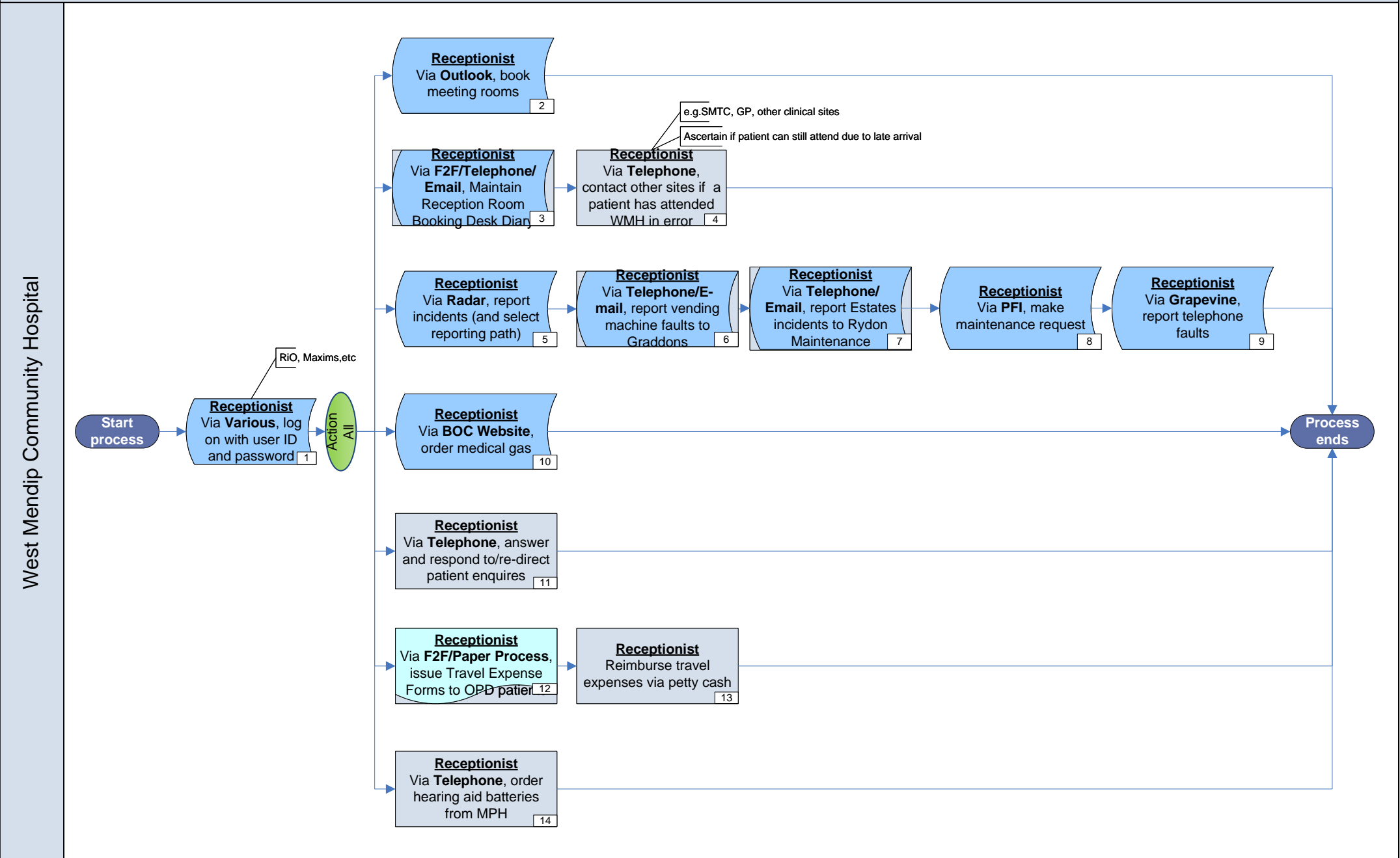
F2F - Face to Face | TOIL – Time Off In Lieu |

West Mendip Community Hospital



West Mendip Community Hospital – Front House – Admin Duties – Map No 1a – As Is

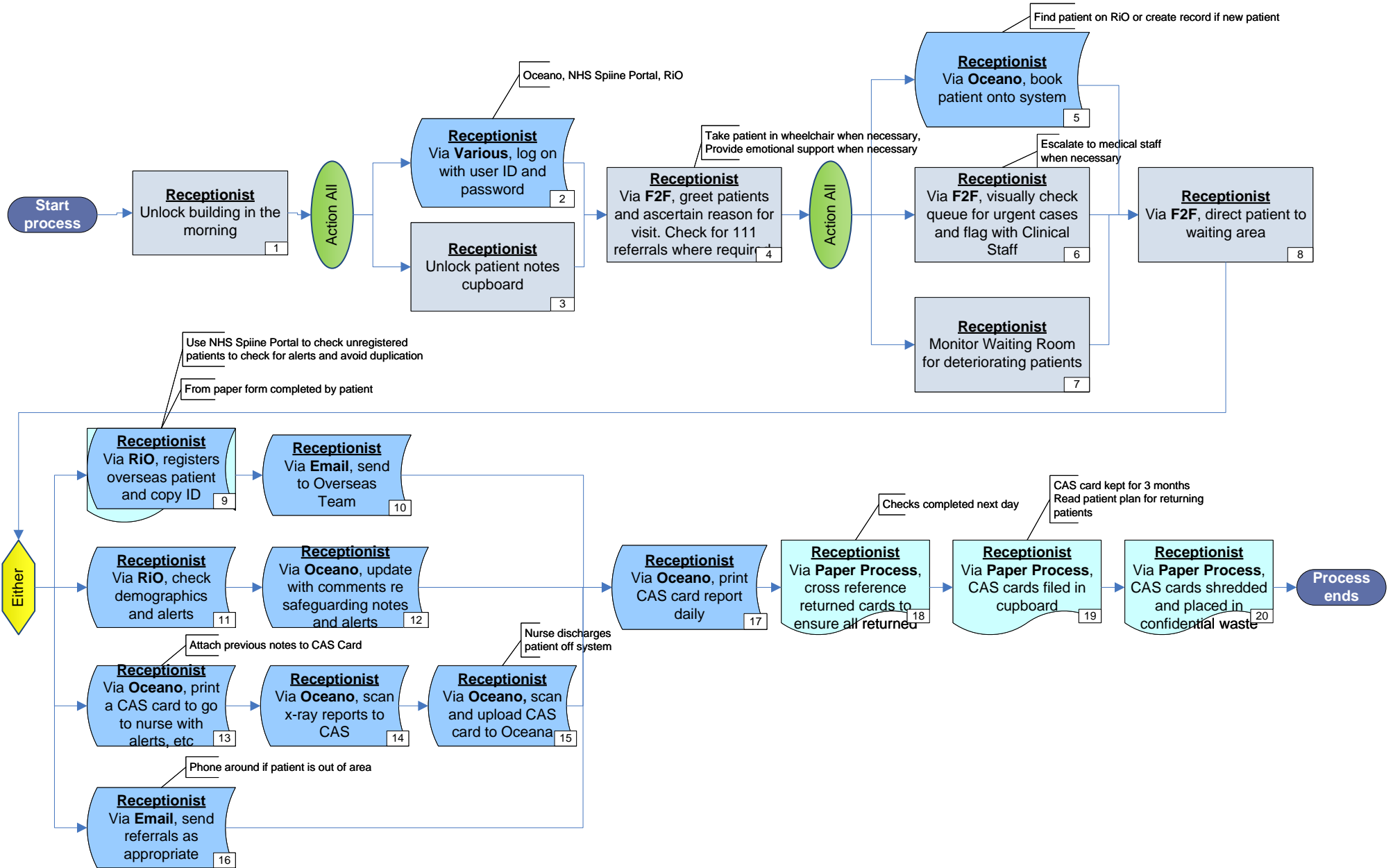
CAS – Clinical Assessment Services | F2F - Face to Face | HSN – Homeless Support Nurses | MH – Mental Health | MIU – Minor Injuries Unit | OPD – Outpatient Department | SMTC – Shepton Mallett Treatment Centre |



West Mendip Community Hospital – Front of House – MIU Reception Desk – Map No 2 – As Is

CAS – Clinical Assessment Services | F2F - Face to Face | MIU – Minor Injuries Unit |

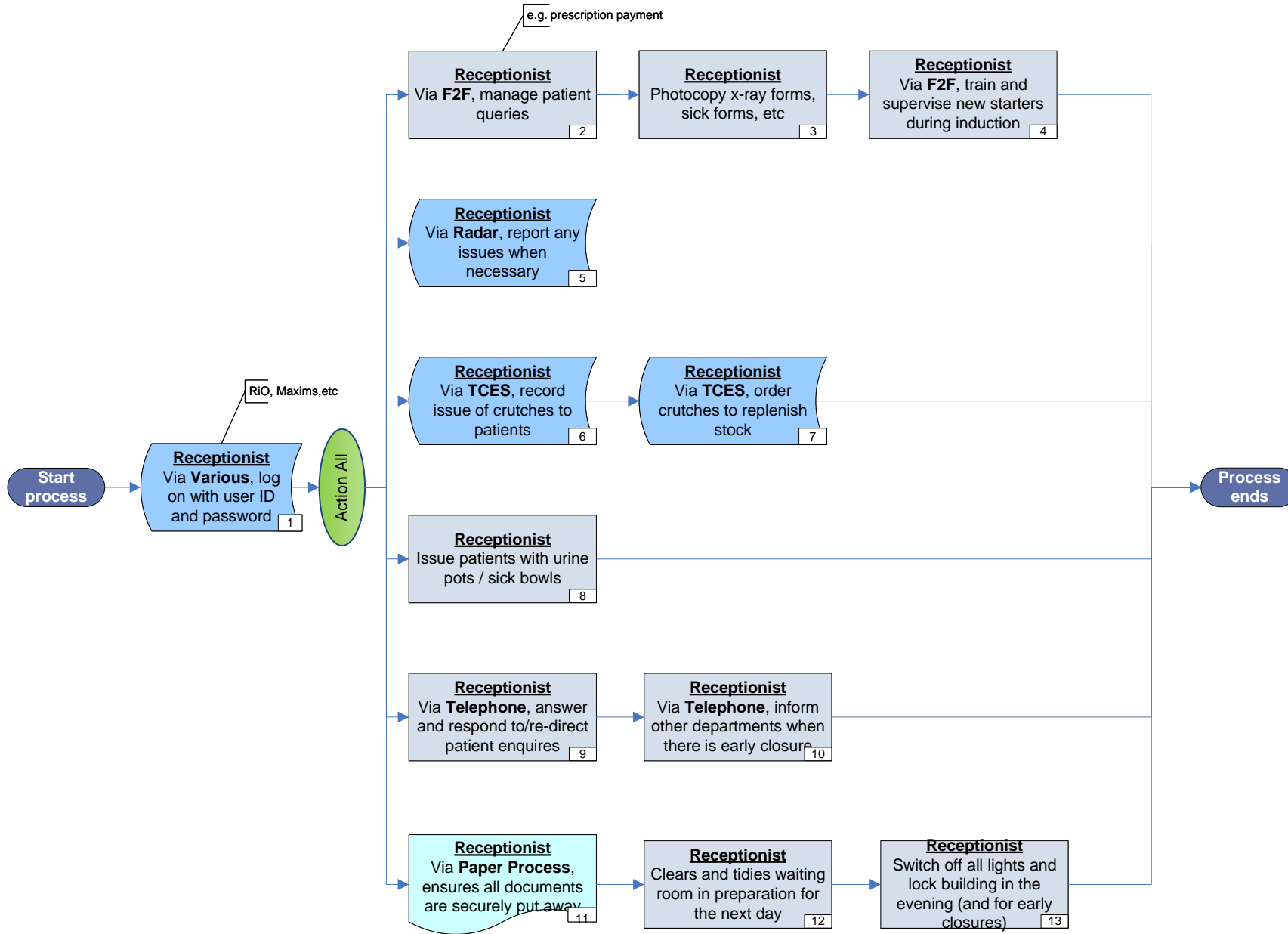
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West Mendip Community Hospital – Front of House – MIU Admin Duties – Map No 2a – As Is

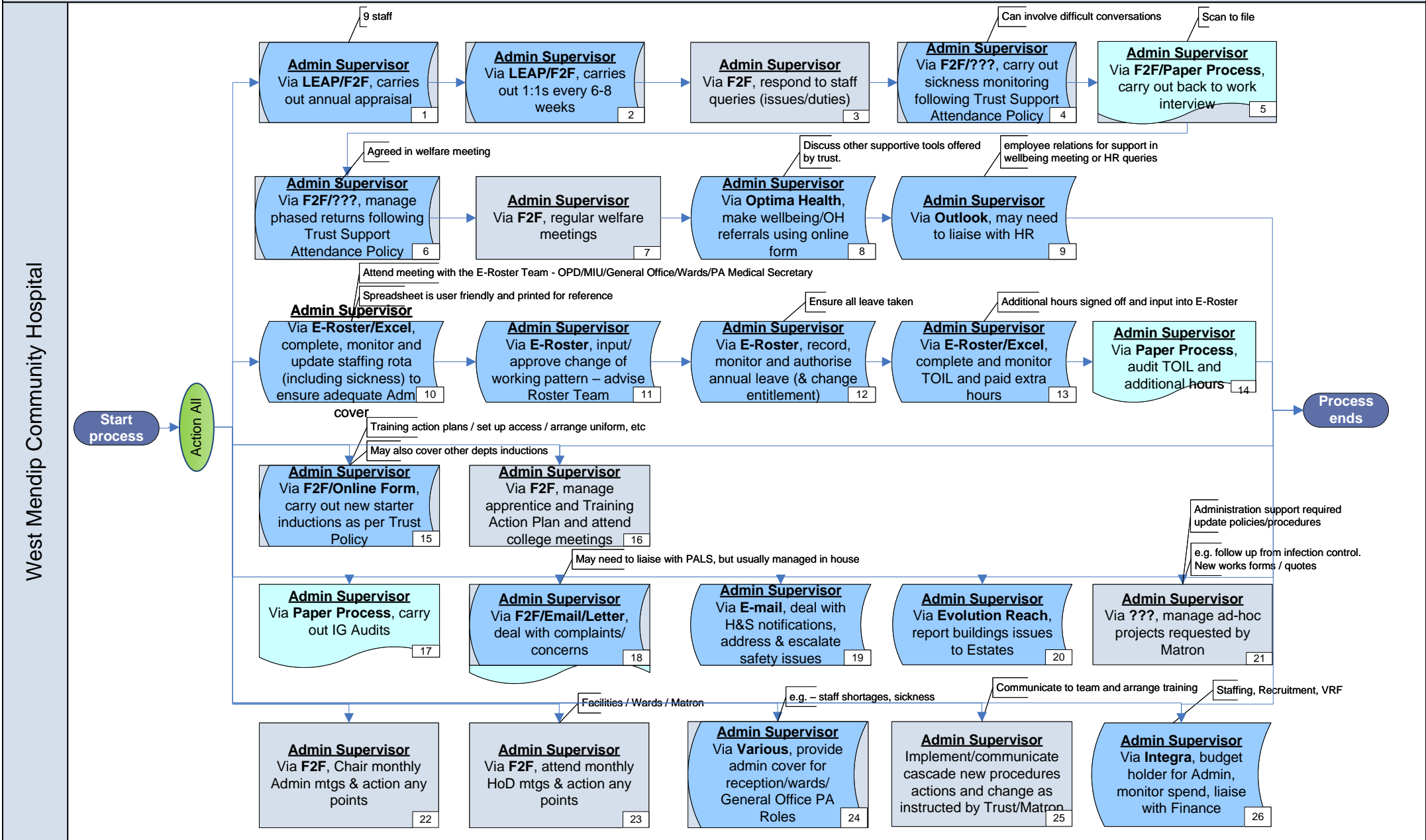
CAS – Clinical Assessment Services | F2F - Face to Face | MIU – Minor Injuries Unit | TCES - Community Equipment Storage |

West Mendip Community Hospital



West Mendip Community Hospital – Front of House – Administrative Supervisor – Map No 3 – As Is

H&S – Health & Safety | HoD – Heads of Departments | IG – Information Governance | OH – Occupational Health | TOIL – Time Off In Lieu | VRF – Vacancy Request Form |



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 Author: Jenny Poole, Improvement Facilitator

Last Revised Date: 13/02/2024
 Version: 1.0

