

Content

Department Name: ENT

Process Name: Advice & Refer

Change History:

Version	Draft	Date	Author	Comments
0.1	Y	09/05/25	Jenny Poole	First draft of maxims map following meeting with AM-I
0.2	Y	03/06/25	Jenny Poole	Revised draft following review meeting with AM-I Additional maps added for Appointment Bookings
1.0	Y	06/06/25	Jenny Poole	Sign off received from AM-I



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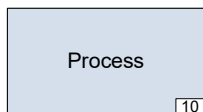

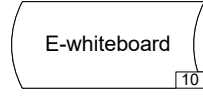
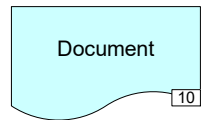
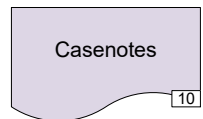
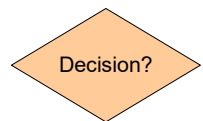



Map 1 ENT – Advice & Refer – Maxims – Map No 1 – As Is	Page 5
Map 2 ENT – Advice & Refer – Email – Map No 1 – As Is	Page 6
Map 3 ENT – Advice & Refer – Appointment Bookings Team – Map No 1 – As Is	Page 7


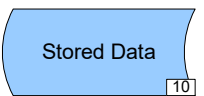




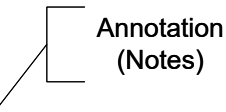
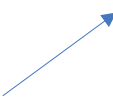




Improvement team


● **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


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

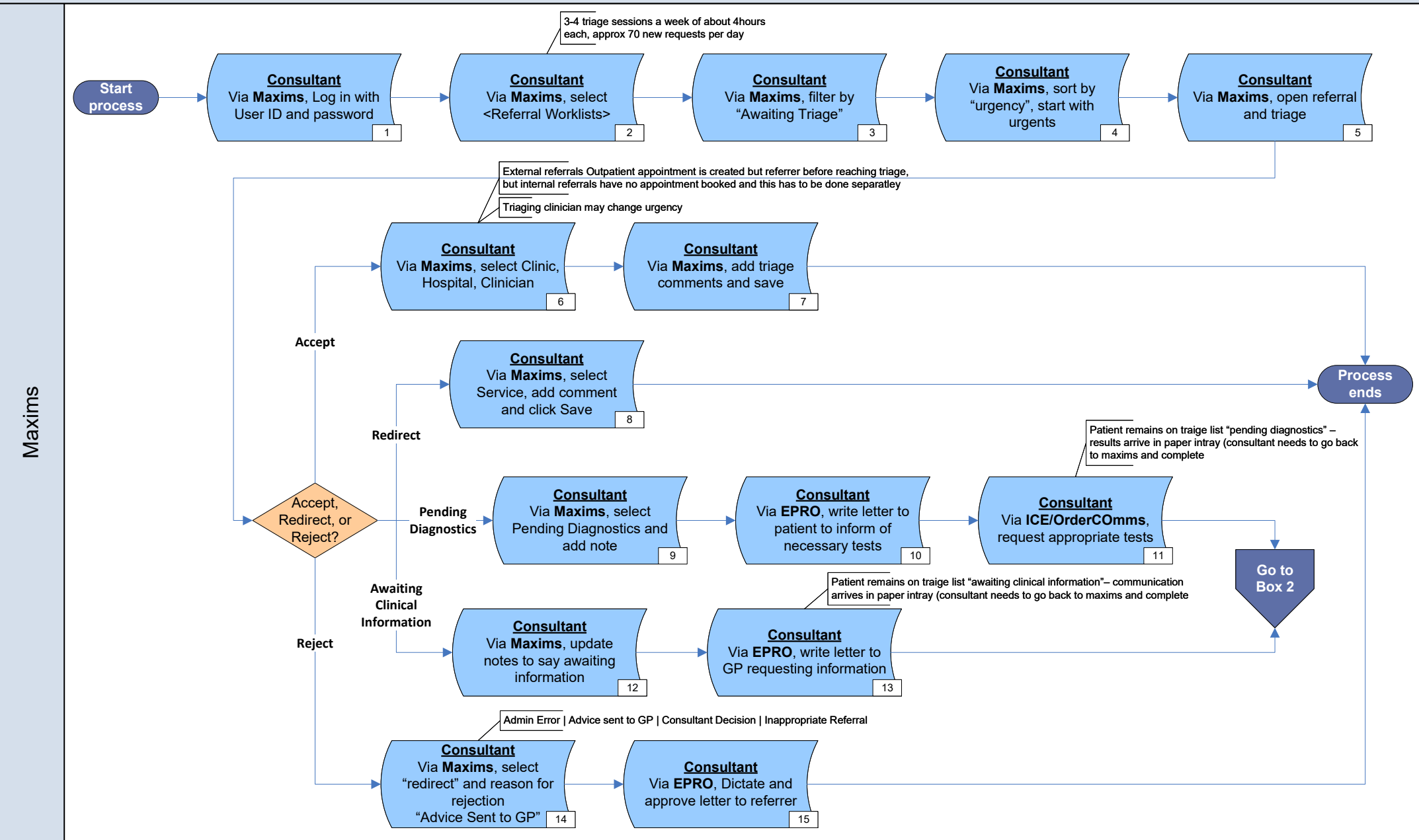
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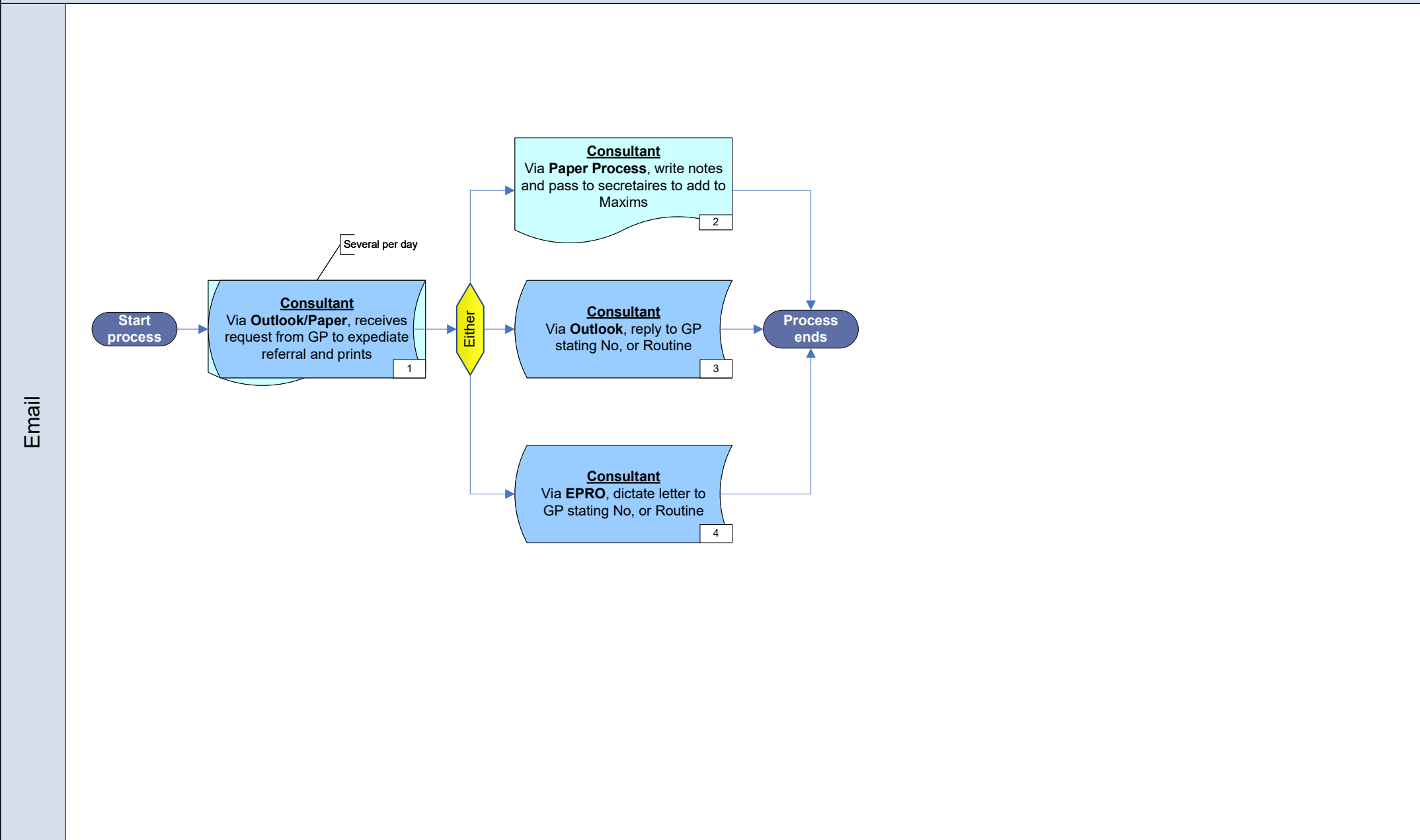
 Motion

 Extra Processing

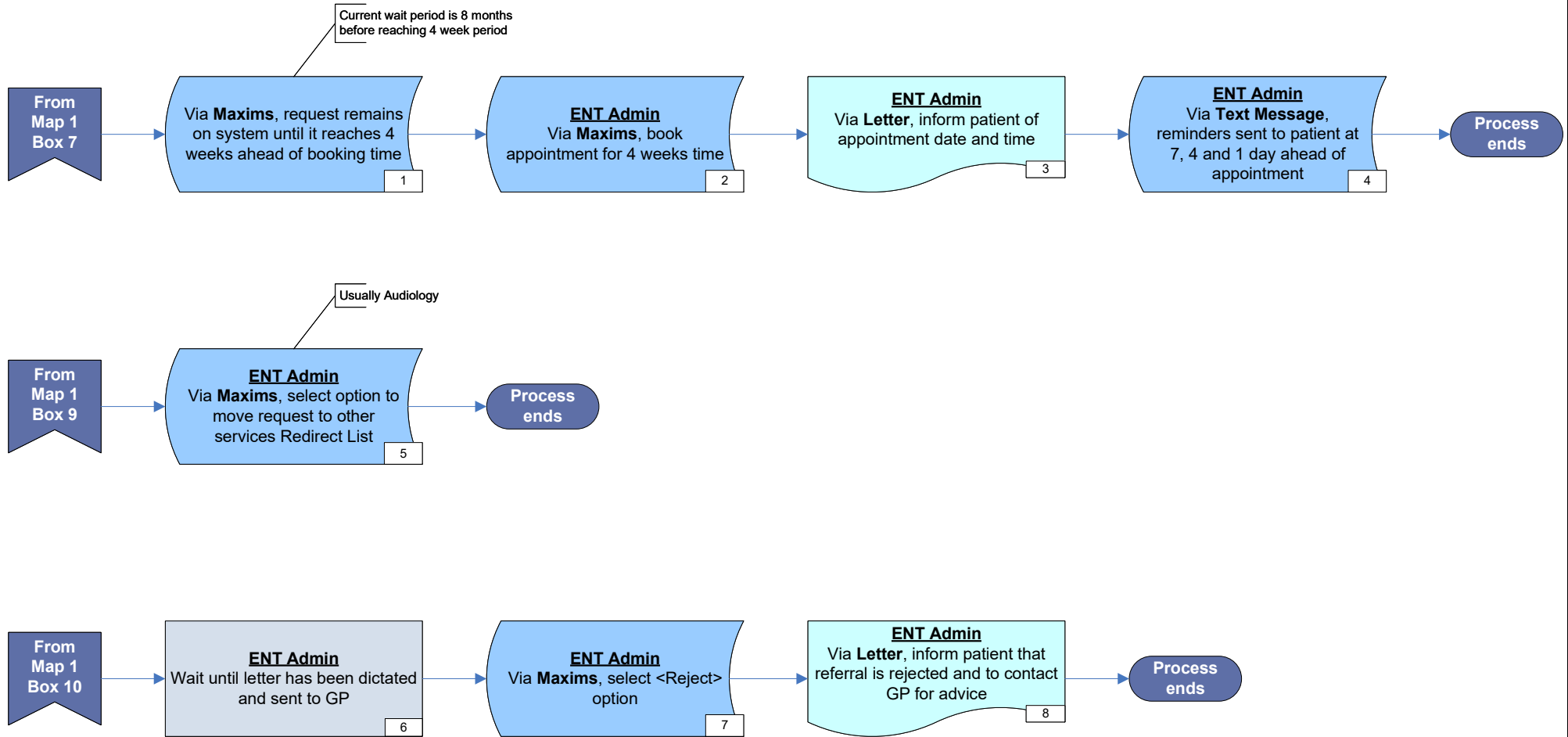
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Author: Name, Role

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

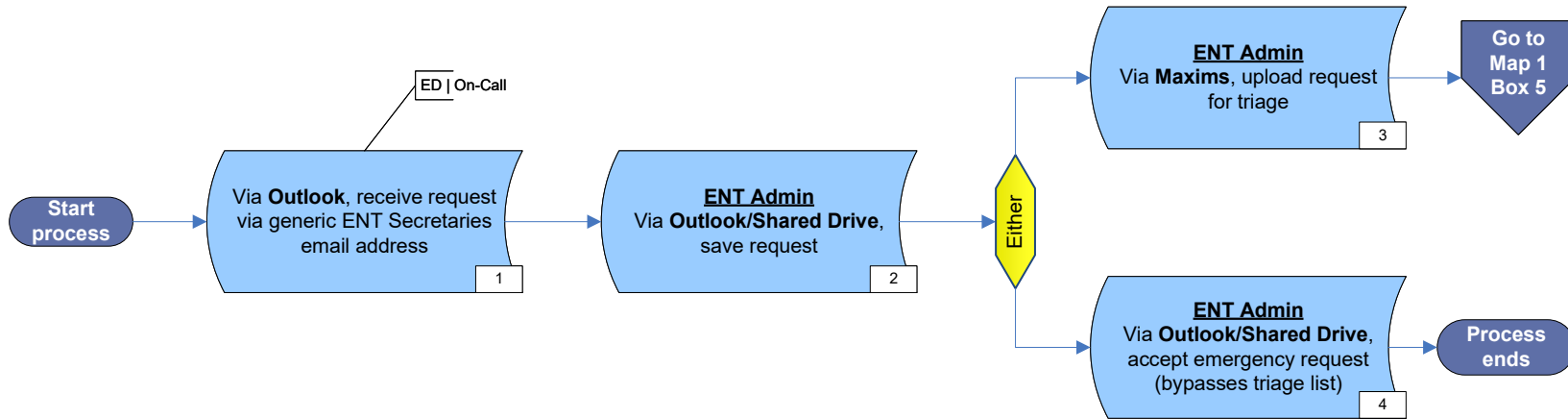


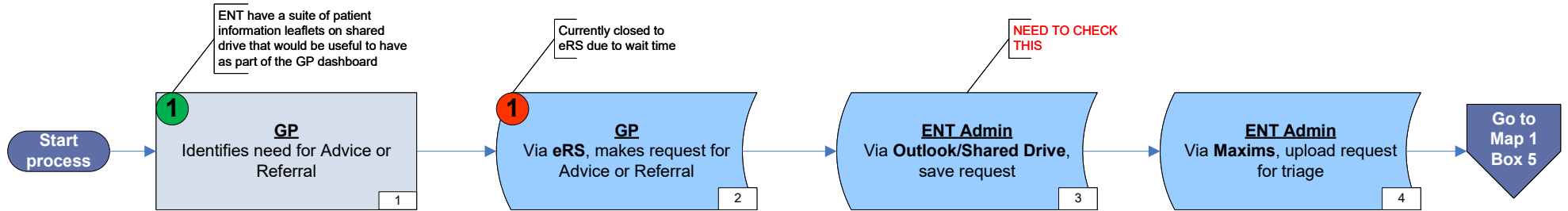


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