

Content

Department Name: Wincanton 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	05/01/2024	Jenny Poole	Revised draft issued following feedback received
1.0	N	05/01/2024	Jenny Poole	Sign off received from Leanne Ackland



Improvement team

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

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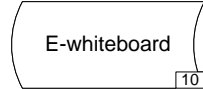
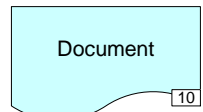
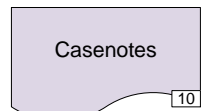
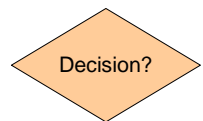



Map 1 Wincanton Community Hospital – Front of House – Main Reception – Map No 1 – As Is	Page 5
Map 2 Wincanton Community Hospital – Front of House – Main Reception – Map No 2 – As Is	Page 6
Map 3 Wincanton Community Hospital – Front of House – Main Reception – Map No 3 – As Is	Page 7


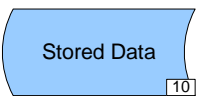




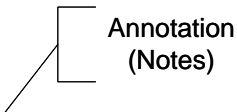
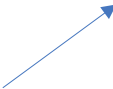




Improvement team

● **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



Inventory



Motion

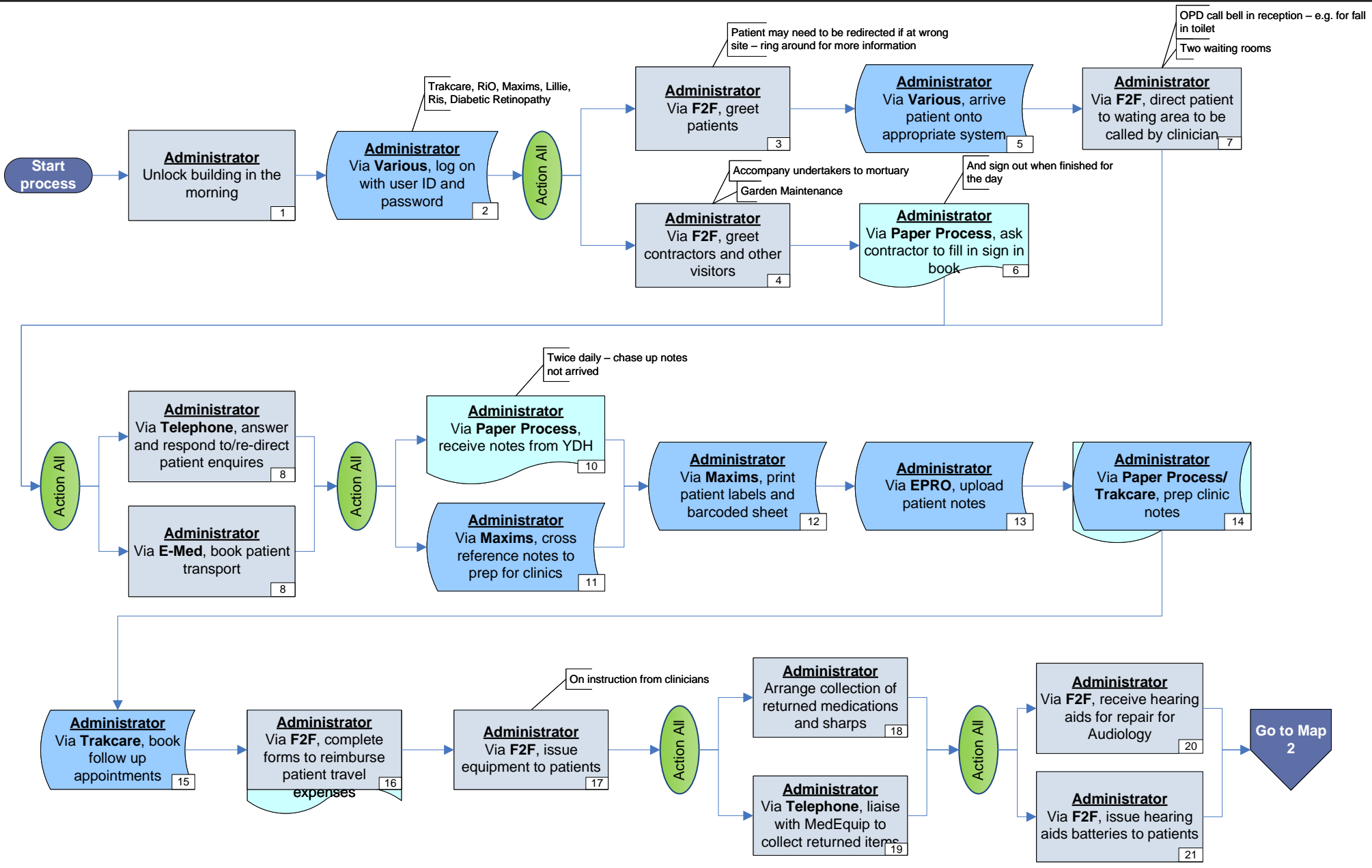


Extra Processing

Process Owner: Name, Role
Author: Name, Role

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

Wincanton



Wincanton Community Hospital – Front of House – Main Reception – Map No 2 – As Is

Wincanton Community Hospital

