

## Home Visiting Policy

Although a traditional part of general practice, home visits are time consuming. Please remember that several patients can be seen in the practice in the time that it takes to make one home visit. So please help us to help you and our other patients by visiting the surgery whenever possible. Home Visits are reserved for the following groups of patients:

- Terminally ill
- Housebound
- Patients who are severely ill in bed

Please request visits before 11am whenever possible. Reception staff will ask the reason for the visit and a clinician will assess the necessity and urgency. A visit will be made by the most appropriate member of the team, which could be a doctor, advanced nurse practitioner or a community nurse.

The following ARE NOT valid reasons to perform a home visit:

- Transport issues for the patient It is not the GP practice responsibility to arrange transport, or to perform home visits because the patient has difficulty arranging or funding transport. In these circumstances patients should seek transport help from relatives, friends, or taxi firms.
- Childcare issues for a patient If a patient has difficulty arranging for someone to care for their children whilst attending appointments, the patients are welcome to bring their children to the surgery.
- Poor mobility - whilst it is understood that having poor mobility is inconvenient and unpleasant, GP surgeries are designed to cater for patients with restricted mobility and our reception team are happy to help. If patients are able to attend appointments at other healthcare settings, then they should also be expected to attend appointments in GP surgeries.

### An unwell child

Children with a fever will not be made worse by transporting a child to a place of care. It is in the best interest of the child to attend the surgery where they can be properly assessed and treated. If a parent believes that the child is too unwell to travel to surgery and is a medical emergency, then it would be advisable for them to seek help from the emergency services by calling 999.

We thank you in advance for respecting our policy and helping us to care for you and our other patients.