

**Ellergreen Medical Centre**

**Home Visiting Policy**

As technology moves on, sophisticated tests, treatments and equipment are being increasingly employed to improve care, much of which is not portable and thus not available on home visits. Therefore speed of treatment is facilitated by restricting home visiting to those patients who genuinely need it.

All requests for a home visit are triaged but cannot be guaranteed. When receiving a request for a home visit, our on-call GP will assess whether the medical condition / symptom can be managed through telephone advice. If it cannot, we will assess whether travelling to the surgery would cause undue suffering or a dangerous deterioration in the patient’s condition. It may be that the GP considers that an immediate transfer to hospital is more appropriate. If hospital is not required, the GP will arrange an approximate time to visit the patient at home. There may be situations where the GP may arrange an assessment by another member of the Primary Health Care Team, for example District Nurse.

Examples where a home visit would be appropriate:-

1. If the patient is terminally ill
2. If the patient is truly bedbound, whereby travelling to the surgery would cause a deterioration in their medical condition or unacceptable discomfort.

Visiting is not usually required for common symptoms of childhood fevers, cold, cough, earache, headache, diarrhoea/vomiting and most cases of abdominal pain. These patients are almost always well enough to travel to the practice. Whilst children with a fever may not be fit to travel by foot or bus, car transport is sensible and can be made available from friends, relatives or taxi firms. Adults with common problems of cough, sore throat, influenza, back pain, abdominal pain are also readily transportable by car to the surgery. Common problems in the elderly (with the exception of those who are bed-bound) such as poor mobility, joint pain and general malaise would also be best treated by a consultation at the surgery.

It Is not the responsibility of the practice to arrange transport to the surgery.

**Housebound Register**

We will visit patients at home for their routine care, such as annual reviews, if they are deemed truly housebound. If any of the statements below apply to a patient, then we can reasonably expect you to attend the surgery for your routine care:-

* Use of a mobility scooter
* Attending hospital appointments
* Able to get on or off the bus or in and out of a taxi
* Able to get to the local shops or places on their own
* Has a carer
* Has someone who takes them out, who could bring them into the surgery once a year for an annual review with a Nurse or Health Care Assistant

If a patient has someone to bring them into the surgery, we can work around what suits them as we have a range of appointments available. If required we can arrange an appointment when the waiting room is expected to be quiet / early morning / later evening and we can phone a patient to come straight in if they would rather wait in the car.