

# Longrove Surgery

## Home Visit Policy

This policy is taking into consideration the rising demands and our endeavour to maintain safe, high quality care for all our registered patients.

Patients who are incapacitated by their illness, terminally ill or fully house bound will normally be eligible a home visit. If the patient would reasonably be expected to attend a hospital outpatient appointment with or without transport then attendance at the GP surgery is most appropriate. This includes patients in residential and nursing care. We are able to provide a wheelchair at the practice and appointments on the ground floor.

Visit requests should be made before 10am if possible and at the latest by 12pm. Our receptionists are trained to deal with visit requests and will ask the patient or carer questions regarding the reason for the visit before asking the on call GP to telephone the patient to make a further assessment. The on call GP will telephone to discuss the visit request in further depth and arrange the most appropriate health care professional to visit, offer telephone advice or arrange a same day appointment within the practice if this is most suitable.

Visits that require GP attendance are carried out after morning surgery. In exceptional circumstances, where there is a clinical urgency, a GP may visit a patient in the evening at their discretion.

We have received a number of requests for home visits to residential and nursing homes due to home staffing issues that do not allow patients to be brought to an appropriate appointment. We are not able to facilitate these requests.

It is not the responsibility of Longrove Surgery to arrange transport to bring a patient to an appointment. We are not responsible for ensuring that a patient has financial means to attend the surgery nor that the patient chooses to register with a practice that that is difficult for them to get to in bad weather or without a car.

## **Children**

Sick children are always seen as soon as possible if brought into the surgery. It is not appropriate to wait for a visit. We rarely visit children at home unless they are bedbound or terminally ill. A responsible adult should be available to bring children to the surgery for an appointment.

### **Benefits for patients to be seen at the surgery:**

- At the surgery we have full medical equipment and staff to give patients a higher quality of care.
- The patients are likely to be seen quicker if they attend an appointment at the surgery. We offer same day appointments for all patients over 75.
- They are guaranteed a face to face consultation rather than a telephone consultation.

We offer appointments at the surgery between 7.30am and 6pm which can be pre-booked in advance. There are also on the day appointments which can be booked by calling the surgery from 8am onwards.

## **Longrove Surgery**

### **Home Visit Guide**

Request for medical care made by patient or carer via reception (usually by telephone) and added to the Duty Doctors call back list

**Can the medical problem be managed by telephone advice?**

**No**

Could it be reasonably expected that travel by car to the surgery would cause undue suffering or a dangerous deterioration in the patient's condition?

**Yes**

GP to provide telephone advice/ prescription if needed. Can be sent EPS to Pharmacy

**No**

Arrange for the patient to attend the surgery in a timescale befitting the medical condition

**Yes**

Is there a reason to believe that the condition is of such an acute and serious nature that immediate transfer to hospital for specialist diagnostic treatment facilities is indicated?

**No**

GP will arrange an appropriately times visit to patient's home or care home. (in some situations the GP may arrange assessment by another healthcare provider eg District Nurse or Rapid Response

**Yes**

Arrange ambulance transport immediately to hospital. If clinically indicated and other commitments permit, the GP may attend to prepare patient for transport to hospital