

Requesting a Home Visit

We would kindly ask that any patient who is mobile (own legs, using walking aids, wheelchair or scooter) sees us in surgery

If your request is appropriate please ring your request through to reception 01785 815555 before 10:30am on the day.

All visit requests will be medically assessed to check if appropriate.

Message from the Doctors:

"We have noticed that many patients are requesting visits that are inappropriate or unnecessary. This is having a negative impact upon other aspects of our service. Calling the doctor out unnecessarily takes them away from patients who may be in more clinical need. Most of the consultations during home visits could easily and safely be carried out in the surgery. Because patients might not know this, we are letting you know our policy on home visits."

Mansion House Surgery
Abbey Street
Stone
ST15 8YE

Tel: 01785 815555

Mansion House Surgery

Home Visit Policy

Our home visiting service covers

- √ Terminally ill patients
- √ Truly Bedbound patients
- √ Patients who are so poorly that they would be harmed if moved.

Please phone before 10:30 if requesting a Home Visit



Do you really need a Home Visit

Home visits, whilst convenient, actually offer a poor standard of care compared to surgery consultations. This is because of:

- Poor facilities (soft beds, poor lighting, lack of hygiene)
- Inefficiency (the doctor could see 4 or 6 other equally needy patients in the time taken for a home visit)
- Lack of records and chaperones (required for safe care and examinations)

Reasons for a home visit

Appropriate reasons:

- ✓ I am completely bedbound and cannot leave the bed
- ✓ I have a terminal illness or condition
- ✓ I am so ill that I would be harmed if I was moved

Some Myths about Home Visits

(all of these are not true)

- X **Its my right to have a home visit**—under GP Terms of service, it is actually up to the doctor to decide, in their reasonable opinion, *where* a consultation should take place.
- X **I should get a visit because I am old**—our clinical work should not discriminate simply based on age alone.
- X **I can't bring little Freddie out in this weather**—no-one will be harmed by being wrapped up and brought in
- X **I never leave the house**—many such patients still go to hospital outpatients and take trips out.
- X **Can the GP just pop out to see me**—We have fully booked surgeries and cannot simply drop everything to visit people urgently

Where Home Visits are NOT appropriate (some examples only)

- X **Children, young people or anyone who is mobile**—children are portable and can be seen quickly in the surgery
- X **Lack of money or transport**— this is not a medical responsibility. It is up to patients to organise transport
- X **Lack of childcare or been drinking alcohol and not able to drive**—this is not a medical responsibility
- X **Can't get out due to bad weather**—doctors are also affected by snow, ice or bad weather
- X **Timed visits between hairdressing and shopping appointments**— patients who are clearly mobile are taking doctors and nurses away from patients more at need.
- X **Other help more appropriate**—eg if you think you are having a heart attack or stroke, please ring 999

