

Home Visits

These are for patients who are genuinely unable, through illness or infirmity, to come to the Practice. Did you know that a visit by a Doctor to your house means that you may have to wait up to 5 hours before the Doctor can come? The Doctor does not start home visits at the earliest from 12.30/1.00 pm after their morning surgery has been completed.

All this time the Doctor is not available to see other patients (up to 6 fewer appointments for others).

It can take up to one hour for a Doctor to complete everything as a result of each Home Visit. This is because of time involved in traveling to/from your house, examining you, possibly arranging for delivery of a prescription, an ambulance to take you to hospital and then, on their return to the Practice, writing up the details of the visit in your medical records.

No home visits are necessary when:

1. dealing with minor ailments or
2. for a Prescription Reviews or
3. for patients who are unable to drive or do not have their own transport.

REMEMBER The Practice has a lift from the entrance, via Reception to ALL the Consulting Rooms.

Before phoning for a Home Visit

You can save time and begin to benefit from the start of treatment rather than wait for a Doctor to come, by using these alternatives:-

- **Self- Care** is the best choice to treat very minor illnesses, ailments and injuries, such as coughs, colds, sore throats and aches and pains which can be treated with Paracetamol or cough medicine from a well-stocked medicine cabinet.
- **NHS Choices** is a dedicated website (www.nhs.uk) where you can find up-to-date and expert advice on a range of illnesses and complaints.
- **NHS 111** (Tel 111) provides a confidential telephone service, 24 hours a day, to give advice and guidance on health issues.
- **Your Local Pharmacy** can provide confidential, expert advice and **treatment** for a range of common illnesses and complaints, without having to wait for a home visit or a GP appointment. Also the Pharmacist may be prepared to deliver medication to your house.
- **Telephone Consultations** You can book a telephone consultation with a Doctor, at a specific time, two days in advance.
- **A&E and 999.** A&E Departments and the 999 ambulance service should only be used in a critical or life-threatening situation.
- **Ask family,** friends, neighbours or use public transport or taxis. It is usually preferable for the Doctor to see a patient at the surgery rather than at home because there is no examination couch, no examining equipment other than what the doctor carries in their bag and the lighting can be very different from the surgery. Also there are a number of tests that can only be completed with equipment available at the surgery.

IF, after considering the alternatives described previously, you believe that your situation justifies a Home Visit:

Telephone: **01625 532244** by 10.30 am. This gives the Practice plenty of time to plan the Doctors' time.

Give full details of your symptoms to the receptionist who will pass this information to the Doctor. The information that you provide will be kept confidential by the Receptionist and is vital for the Doctor who cannot take the call as they are in Surgery.

This means that the Practice can arrange visits in order of priority. The Doctor will usually telephone you to discuss what is wrong with you to help him/her decide if a home visit is appropriate.

You should understand that you are unlikely to be visited by the Doctor of your choice.

IF, after you have telephoned the practice to ask for a Home Visit you feel better and could come to the surgery, please telephone the practice as soon as possible to book an appointment.

When the Practice is closed, telephone the Out of Hours Service Tel: **1 1 1**. A recorded message gives this number when you telephone the Practice.

Transport

The NHS only provide transport **to hospitals** for patients whose medical condition means that they cannot get to their appointment any other way. **Return** cost of bus from Lacey Green (longest distance from Practice) approx. £3.40 and **return** cost of taxi from Lacey Green approx £8.00. Some taxi companies have disabled access vehicles available.

KENMORE MEDICAL CENTRE

A Guide To HOME VISITS – The facts & recommendations

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Kenmore Patients Group
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KEEP THIS LEAFLET BY THE PHONE FOR EASY REFERENCE