**Home Visits**

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 10am whenever possible. Reception staff will ask the reason for the visit. The necessity and urgency will be assessed by the Duty Doctor. On occasion another member of the team may be deemed more appropriate to visit e.g. district nurse, phlebotomist etc.

* 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. We have ramps and lifts 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 It is in the best interest of the child to attend the surgery where they can be properly assessed and treated. The clinician can make a more informed clinical judgment when seeing the child in surgery. 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.