

Wychbury Medical Group Home Visit Policy

Home Visit Policy

- **Home visits are for those patients who are genuinely housebound for medical reasons only.**

If you are able to attend other appointments e.g. the optician, hairdresser, if you get out to do shopping or to visit family and friends, then you will be expected to attend the surgery. If you are able to walk about in your own home, and especially if you are able to use the stairs, then you should be able to attend the surgery.

- **Home visits will be at the discretion of the doctor**

So if you phone to request a visit you should expect that the doctor will telephone you before visiting. This enables the doctor to decide whether the visit is necessary and how urgent it is.

- **Virtual ward**

If you are already known to the virtual ward team of nurses then you should contact them first if you think your condition has deteriorated. If you ring to request a visit from the doctor your call may be passed to the virtual ward team for them to contact you.

- **District nurses**

Some conditions such as leg ulcers and wounds should be dealt with by the district nurses and your call may be passed to them. Please note that they may visit the following day unless your problem is urgent.

- **Calling to request a home visit**

To enable us to plan our work efficiently ***all requests for home visits must be received by 11am.*** Any calls taken after this time will be put on the list for the following day, unless there has been a sudden deterioration in your condition. You will be asked for details of the problem which is to help the doctor to see which patients may be most urgent. You will need to give a number for us to contact you later.

- **If your request for a visit is turned down.**

You will be offered telephone advice or you will be asked to attend the surgery: we have a "sit and wait" surgery every morning and afternoon, and will also try to be flexible, if for example you need to wait for a family member to bring you to the surgery after work.

Why do we have a home visit policy?

- ***We have better facilities to examine and treat you at the surgery***
- ***We can access your medical records*** and check letters and results at the surgery, making the consultation safer and more efficient.
- If you have an infection and the weather is cold, going out will not make your condition worse. ***It is safe to leave the house with a fever.***
- ***Many problems can be dealt with safely and appropriately over the phone.,*** especially those which are a review of an existing condition.
- ***Doctors are spending more than twice as long seeing patients in appointments at the surgery compared with 15 years ago,*** and the rising number of elderly patients has put a considerable strain on our ability to visit as many patients as we

used to. **In the time it takes to see 1 patient at home the doctor could see 3 patients in the surgery.**

- To improve access we offer an emergency “sit and wait” surgery every morning and afternoon in at least one of the Wychbury Medical Group sites; if your problem seems urgent then you will be seen much more quickly by coming to surgery than by waiting for a visit.
- ***Advancing age on its own is not a reason for a home visit.***
- ***Lack of transport is not a reason for a home visit;*** unless the visit is medically necessary you will be asked to attend surgery.