

Orchard Medical Practice Home Visit Policy

Chest pain, shortness of breath and loss of consciousness are emergencies. Please dial 999 for these symptoms.

Our home visiting policy

Our home visiting policy is based on RCGP guidelines. You cannot insist that a GP visits you at home.

Due to increasing demand GP's can no longer automatically visit any patient who requests a home visit. All visits will now be triaged and dealt with according to clinical need.

A GP will only visit you at home if they think that your medical condition requires it. A GP can also decide how urgently a visit is needed.

GP's are better able to assess patients in the surgery where they have access to specialist equipment, good lighting and examination facilities and therefore it is always the preferable site for any consultation.

GP's having to visit inappropriate house call patients are delayed from visiting those patients who are in genuine need of a visit and therefore this poses an unacceptable clinical risk.

GP's 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 is difficult for them to get to in bad weather or without a car.

GP's are not obliged to visit a patient if they have assessed the patient's clinical need on the telephone and found them to be suitable for an alternative method of healthcare.

As long as the GP has provided a plan for a patient (which may be an appointment the same day, a future day, telephone advice or attendance at other healthcare sites such as A&E, a message communicated by reception) then the partners of Orchard Medical Practice will support any such decision made.

Children

We will endeavour to see sick children as soon as possible if brought to the surgery as an urgent same day appointment. We rarely visit children at home as a responsible adult should be available to bring them to surgery.

Requesting a home visit

Requests for visits must be made before 11am. Visiting will normally take place after morning surgery. Please only request home visits if you are incapable of attending the surgery and your request will be triaged. Wherever possible, try and come into the surgery as facilities here are far better for examination and treatment. It helps us to judge the urgency of the call if you describe the symptoms. The doctor may telephone prior to, or instead of, visiting. Visits requested later in the day that are appropriate for a visit but are not urgent, will not be seen that day.