



Drayton Medical Practice

Drayton, Horsford and St Faith surgeries

Home Visit Requests

Home visits are requested via reception before 10.30 am.

All home visit requests are triaged by our team of GPs and Paramedics to ensure they are clinically appropriate for a home visit.

You may be called to discuss your request. Some simple issues or medical problems may be dealt with during the call.

If you need to be seen by a GP but it is deemed that you are mobile and can leave your house, you will be advised to attend the surgery for your appointment.

Reasons to request a Home Visit

APPROPRIATE

- ✓ Bedbound
- ✓ Terminally ill
- ✓ Would come to serious harm if moved

INAPPROPRIATE

- X Transport issues
- X Patients who can leave the house for other reasons.
- X Social or convenience reasons
- X Where other help (such as attending the surgery, visiting a pharmacy, calling an ambulance) is more appropriate.

If after reading this leaflet you feel a home visit is required, please telephone our Reception Team on 01603 867532 before 10.30 am or visit our website www.draytonmedical.nhs.uk

Home visits

We offer a home visiting service for the truly bedbound patient and for patients where travel to the surgery would cause a deterioration in their medical condition or unacceptable discomfort. It is not an automatic right to have a home visit and there must be a medical reason for a health professional to attend.

Bedside consultations unfortunately make it more difficult for a clinician to fully assess symptoms. More importantly, the clinician does not have medical records to hand when seeing patients at home. This can make decisions on safe management of patient care more challenging, especially if a patient is uncertain about what medication they are on, or any allergies they might have.

Home visits should not be requested if you have no transport or if getting to the surgery would be inconvenient. If a family member or neighbour can bring you to the surgery, we will try to be as flexible as possible to arrange an appointment on a day when they can bring you.

The Surgery has on average up to 85 home visits per month and this equates to at least 42.5 hours of clinical time. This is the equivalent of approximately 255 more appointments that could have been offered by a GP at one of our surgeries.

Other options

If you are struggling to get to a surgery, investigate the following options: -

* **Friends and Family:**

Reach out to friends, family members, or neighbours who may be willing to help. They might be able to provide transportation or accompany you to appointments.

* **Social Services or Local Authority:**

Contact your local social services or local authority. They may have programs or services that can assist you with transportation.

* **Community Transport Services or Charitable Organisations:**

Look into community transport services in your area. Some organisations provide low-cost or free transportation for people who are unable to afford taxis.