

Churchmere Medical Group

Home Visits

If you think an immediate home visit is required, please contact the Surgery. In cases of major injury or critical condition, it will be more appropriate to go directly to the Accident & Emergency Department. If an Ambulance is required, dial 999.

Churchmere Medical Group are keen to ensure that we make the best use of our clinical staff, allowing them to provide the most appropriate care to those most in need of it. For the vast majority of patients, attending an appointment at the practice is the best option for them and for the practice staff.

You may think that a home visit by a GP is best for patient care. However, while home visits are convenient for the patient, they actually offer a poorer standard of care compared to surgery consultations.

This is because of:

- Poor facilities – for example, soft beds, poor lighting or lack of hygiene.
- Inefficiency – the doctor could see four to six other equally needy patients in the time taken for one home visit.
- Patient records, which are required to provide appropriate and safe care, are not immediately available.
- Chaperones may not be available.

When are home visits appropriate and worthwhile?

- Terminally ill patients
- Truly bedbound patients
- If the patient would be harmed in transporting to the surgery

Timings for home visit requests

Patient requests – our cut off time to request a visit is 11am

Care Home requests and District Nurse requests – our cut off time to request a visit is 12noon

Appropriate	Not appropriate
Bedbound	No transport or money
Terminally ill	Children, young people and anyone who is mobile

Would come to serious harm if moved

Social reasons or for
convenience

We kindly ask you to attend the surgery for appointments if you are mobile and can get to the surgery with assistance.

If we visit you at home and feel that your request was inappropriate, we may inform you so that you use our services more appropriately in the future. Please do not be offended, as we have a duty to use our resources effectively for the safety and benefit of all patients.

Remember: you do not have an automatic right to a home visit

Under their terms of working, GPs are required to consider home visits for medical reasons only. If you think you require a home visit, please call the surgery. All home visit requests will be medically assessed to check if a visit is appropriate.