

## Summary

### **I am far too poorly – what do I do?**

- Ring 999 if you are in immediate danger.
- If you are mobile at home, maybe you can get to the surgery.
- If you can't get out of bed, try ringing for advice.

### **When is the best time to ask for a visit?**

- First thing, as soon as you think you may need a home visit.  
You can always cancel if circumstances change.

### **What should I do if I might need a home visit?**

If you are unwell and think you need a home visit contact the surgery before 10.00 am on:

**01324 665533**

Your request will be triaged by either one of our GPs or ANPs. It may be that your request is best dealt with in a different way to ensure you get prompt and safe treatment. If they feel a home visit is necessary, they will come out when they can; however, please be aware they may have other clinical issues to deal with.

**Please note: just because you have required a home visit before does not mean you always require one.**

# Kersiebank Medical Practice

# HOME VISITS

## A GUIDE FOR PATIENTS



**NHS**  
Forth Valley

# Q&A

## **What is a home visit?**

A home visit is when a healthcare professional visits a patient's home to conduct an examination and provide treatment.

## **What are the drawbacks of a home visit?**

Home visits may seem convenient; however, they do offer a poorer standard of care. Reasons for this include: poor examination facilities, inefficiency (a healthcare professional can see six patients in the time required for one home visit) and lack of records and equipment.

## **What are appropriate reasons for home visits?**

Visits may be appropriate for people who are:

- Terminally ill
- House bound – unable to leave the house, even if accompanied by a family member or friend.
- So poorly they would be harmed if moved

## **What are some inappropriate reasons for home visits?**

- Visits are inappropriate for children, young people or anybody who is mobile.
- Lack of money or transport.
- Lack of childcare or unable to drive.
- Can't get out due to bad weather.
- Timed visits.
- Family member can't leave work to accompany patient.
- General check-up.

# House visit myths

**Myth:** "It is my right to have a home visit"

**Reality:** It is up to the clinician to decide, in their reasonable opinion, where a consultation should take place.

**Myth:** "I am elderly so should have a home visit"

**Reality:** Our clinical work should not discriminate against age

**Myth:** "My child can't go out in this weather"

**Reality:** Nobody will be harmed by being wrapped up and brought in

**Myth:** "The GP can just pop out to check me over"

**Reality:** We have fully booked surgeries so cannot leave to visit urgently

**Myth:** "I require a home visit as my child is too busy to take me to the practice."

**Reality:** We sympathise; however, it is not up the practice to provide transport or assistance in these circumstances.

**We have noticed that occasionally patients request home visits that are not medically necessary. This impacts other areas of clinical work. Unnecessary home visits can take our clinicians away from patients who have a greater clinical need. Most of the work done on home visits is safer to be carried out at the surgery.**