

There is no automatic entitlement to a home visit.

Home visits take up a large amount of clinician time which is lost to other patients. It is not a good use of a GPs' time to be driving to patients' homes when they could be seeing more patients in a more appropriate setting at the surgery. There is often a lack of facilities in patients' homes to make appropriate examinations and assessments

Therefore due to reasons of workload, safety, cost and not having access to medical equipment all visits will be screened to ensure that they are appropriate.

Appropriate

- ✓ Bedbound or
- ✓ Terminally Ill or
- ✓ Harm could result in moving the patient

Not appropriate to request a visit

- ✗ No transport
- ✗ No money
- ✗ No childcare
- ✗ I live in a care home so cannot attend
- ✗ I just need a review/check up
- ✗ The weather is too bad to come out

Making a home visit request

If you think you need a home visit, please call the surgery before 10.30am, be prepared to give as much information as possible. You may be telephoned by the GP prior to any home visit to assess the medical need.



Anyone receiving a home visit has to be aware of the request; they cannot be undertaken if the patient has not consented to one.

Surgery advice

If you are feeling very poorly and require urgent advice or a consultation, telephone the surgery and you will be placed upon the doctor's telephone triage list.

Ring 999 for life threatening conditions:

Chest pain (suspected heart attack), unconsciousness, difficulty breathing, suspected stroke, suspected meningitis, seizure or uncontrollable shaking, severe allergy, deep lacerations and bleeding, poisoning



Other routes to support and advice:

- Use local pharmacists for advice and over the counter medications, or advice on your repeat medications
- Use NHS 111 for non-urgent medical advice
- See a local Dentist for tooth related matters – if you cannot find a local dentist contact NHS 111 or use the NHS Choices website
- Social Services – for support for social matters, help at home, aids and respite please call, Norfolk County Council Social Care Team **0344 8008020** or via the website <https://www.norfolk.gov.uk/care-support-and-health>
- Community Services – district nursing, continence issues. Ring the hub on Community hub number **01553 668777** or visit their website <http://www.norfolkcommunityhealthandcare.nhs.uk/>

