

How and when you should book a home visit

Who should request a home visit? We want to see patients as quickly as possible; usually the best way is at the Surgery as an emergency appointment. There are better facilities for examining and treating patients at the Surgery with access to full medical records. In the case of life threatening emergencies (see below) the normal procedure is for the patient/carer to call 999 directly. If there is any doubt of the patients' capability to do so, the receptionist/GP will call the 999 service.

Examples of Life threatening emergencies:

- suspected heart attack
- severe shortness of breath,
- severe blood loss
- suspected stroke - [click here for symptoms](#)

Home Visits are reserved for the following groups of patients:

- **Terminally ill**
- **Housebound**
- **Patients who are severely ill and cannot be moved**

Babies and small children are better assessed at the Surgery

Visit requests for any other reason will be assessed by the on-call GP.

How to request a home visit: To arrange a home visit please dial: **01638 741234**. Home visit requests should be made before **10.00am** whenever possible as this allows the doctor to plan their day efficiently.

What information will we need: Please give the receptionist as much information as possible to help the doctors plan the visiting schedule. The information you give will be passed to the duty doctor who may then call you back. Please ensure you/or your carer are able to take an incoming call and that we have the correct number to contact you on.

Babies and Small Children: Should you have concerns about an unwell child the surgery will always try to see them quickly according to their medical need. Reception staff should be made aware if a child is particularly unwell and they will do everything they can to see that the patient is not kept waiting unnecessarily to see the doctor.

Date: July 2016