

Mythe Medical Practice - Home visit policy

Due to increasing demand on GP Practice services we feel it necessary to outline the practice's home visiting policy.

Home visiting was seen as a traditional part of General Practice but due to rising patient list size and increased demand on our services, we have to limit the number of patients we are able to visit in their own homes. Home visits are time consuming when demand for appointments is already stretched – a GP can see several patients in practice in the time it takes to visit one person in their home. Therefore, we request that patients attend the surgery to be seen – the facilities and equipment available in practice allow for better review and diagnosis of patients than in the patient's own home.

Babies and small children should always attend the surgery, and we will do our best to see them promptly. If your baby or child is particularly unwell, please alert a member of practice team and we will endeavour to see them as soon as possible to minimise waiting.

Our guidance and practice policy on undertaking home visits is as follows:

Home Visits are reserved for the following groups of patients:

- Terminally ill patients
- Housebound patients
- Patients who are severely ill and cannot be mobilised

Please request visits before 11am, where possible. This allows time for the triaging clinician to assess the necessity and urgency of the request.

The triaging GP will call you (or whoever has called on your behalf) to ascertain further relating to your request and condition. The GP may arrange a visit, if necessary, by an alternative healthcare professional such as a community or District Nurse, other neighbourhood team or GP Practice Paramedic (where available).

The GP may conclude your medical request can be dealt with over the telephone, via video call or signpost you to other health service provider such as A&E or the Pharmacy.

The following ARE NOT considered valid reasons to perform a home visit:

Transport issues for the patient – it is not the responsibility of the practice to visit a patient at home due to difficulties attending the practice. A home visit will not be offered if the patient is not able to arrange transport.

Poor mobility – we understand that poor mobility can be a barrier to many of our patients. However, although this is inconvenient it is not considered a valid reason for requesting a home visit and the patient will be required to attend the surgery. Our surgery premises are modern and designed to accommodate those with disabilities and reduced mobility.

Childcare issues for a patient - The practice will not visit a patient at home if they have issues arranging childcare. If a patient has difficulty arranging for someone to care for their children whilst attending appointments, patients are welcome to bring their children to the surgery. If patients can attend other healthcare settings, such as hospitals, they will be expected to attend the surgery for their appointments.

An unwell child – A home visit will not be arranged for an unwell child – it is in the best interests of the child to attend the surgery to be seen where they can be properly assessed and treated. If a parent considers the child too unwell to attend the surgery, they should contact the emergency services for medical care.

Care Home Residents – being the resident of a care home is no different to a patient who lives in their own home. Home visit requests will be assessed on clinical need and not undertaken due to lack of available transport or staff to assist. Routine care home visits are scheduled where appropriate practice resources allow for safe working and patient safety for our whole patient population.

Requests from Carers – The practice will take requests for home visits from carers or care agencies. The request will be assessed in the usual manner and the GP will call to speak to the patient or carer to assess the medical urgency and necessity. The patient will be expected to attend the surgery.

The GPs at Mythe would like to stress that NO patient will be refused a home visit if deemed clinically necessary.

Under NHS Choices practices can accept registrations from patients that do not live within their catchment or boundary area. We do not accept out of area registrations and periodically review our patient list to identify and write to patients that reside outside our area, requesting they register at an alternative practice. In the eventuality you are a patient who remains on our list but lives outside our catchment area, you should be aware that we have no requirement or obligation to provide home visiting services if the patient is unable to attend the surgery premises.

This policy is based on the GMS contract, LMC guidance and BMA guidance.

[20-21-GMS-Contract-October-2020.pdf](#)

[Out-of-area GP registrations and patient choice](#)