

Do I actually NEED a Home Visit?

Attend a major A & E department for the following:

- A feverish and lethargic (drowsy) child
- A feverish and floppy (unresponsive) infant
- Difficulty breathing
- Sudden, severe abdominal pain
- Accidental or intentional overdose of tablets or medicines
- Trauma (including falls) and broken bones

Ring 999 for these life-threatening conditions:

- Chest pain (suspected heart attack)
- Suspected stroke
- Suspected meningitis
- Anaphylactic shock (severe allergy)
- Heavy bleeding or deep lacerations
- Fluctuating levels of consciousness or completely unconscious
- Difficulty breathing or stopped breathing with change in colour
- Seizure, fit or uncontrollable shaking

Other options for help:

- **Self-care** – for minor grazes, coughs and colds, sore throats, and hangovers.
- **Pharmacist** – for diarrhoea, runny nose and headaches.
- **Minor injuries unit** – for sprains and strains, cuts, rashes, stings and bites, road traffic accidents.
- **Dentist** – toothache, abscesses, gum disease. Ring NHS 111 if you need to find a dentist.
- **NHS 111** – general advice, medical help or not sure who to call.

HOME VISITS

Information Leaflet for Patients



SURGERY OPENING HOURS
Monday to Friday 8.00am to 6.30pm

www.priorysurgerybristol.co.uk

Home visits, whilst convenient, actually offer a poorer standard of care to patients compared to surgery consultations. This is because of:

- **Poor facilities:** for example soft beds, poor lighting, lack of hygiene
- **Inefficiency:** the clinician could see 4 to 6 other equally needy patients in the time taken for a home visit
- **Lack of records & chaperones:** required for safe care and examinations

Unfortunately some patients request home visits that are inappropriate or unnecessary. This is having a negative impact upon other aspects of our service. Calling our clinician out unnecessarily takes them away from patients who may be in more clinical need. Most of the consultations during home visits could easily and safely be carried out in the surgery. Because patients might not know this, we are letting you know our policy on home visits.

If you think you may need a Home Visit:

We would kindly ask that any patient who is mobile (own legs, walking aids, wheelchair or scooter) see us in surgery.

If you are poorly and think you need an urgent same day visit, please ring your request through to reception on 01179493988 **before 10.30am** on the day. Our clinician will always consider your request and may give you a call to discuss options.

If we feel that your visit request is inappropriate, we may inform you so that you may 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.

Where Home Visits are appropriate and worthwhile:

We have no problems at all visiting those patients who are at most clinical need. This might be:

- Terminally ill patients
- Patients who are completely bedbound
- Patients who are so poorly that they may come to harm if moved

Where Home Visits are NOT appropriate:

- **Children, young people or anyone who is mobile** – children are portable and can be seen quickly in the surgery
- **Lack of money or transport** – this is not a medical responsibility. It is up to patients to organise transport.
- **Lack of childcare or been drinking alcohol and not able to drive** – this is not a medical responsibility
- **Can't get out due to bad weather** – we are also affected by snow, ice or bad weather.
- **Timed visits between hairdressing and shopping appointments** – patients who are clearly mobile are taking doctors and nurses away from patients more at need.
- **Well but need a check over to make sure everything is alright** – our priority is seeing the unwell.
- **Other help more appropriate** eg if you think you are having a heart attack or a stroke, please ring 999.