

STEYNING HEALTH CENTRE

Home Visit Policy for Patients

Please help us to help you and our other patients by visiting the surgery whenever possible.

Home Visits are reserved for the following groups of patients:

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

If possible patients should make their way to the Health Centre to see their GP or Health Professional. This is because for every home visit a GP or nurse makes, they could see several patients in the surgery.

We want to see patients as quickly as possible and the best way is to see them at the Health Centre as we will have access to medical records and diagnostic equipment.

Babies and small children should be brought to the surgery where we will do our best to see them promptly.

We cannot undertake home visits for reasons of convenience or lack of transport. Often relatives, neighbours or friends are willing to help out.

Our responsibility is to resolve your medical problems in the best way we can; your responsibility is to take all reasonable steps to enable us to do that.

If you are too ill to attend surgery, please telephone us before 10.00 am where possible as rounds have to be planned. Please give our staff some indication of your symptoms so we can prioritise those who need more urgent assistance.

A Clinician may telephone before visiting to assess the request.

If you have not received a call from a Clinician, or if you have not received a home visit by 4.00 pm on the day of your request, please telephone the surgery and let the receptionist know so we may inform the visiting clinician that you are still waiting.

If you have put in a request for a home visit and your condition deteriorates, please telephone to update us on your symptoms so we can contact the clinician who is due to see you.