

Blaenavon Medical Practice

Home Visit Request

Patients who are too ill or physically incapable of travelling to the surgery may request a home visit. Decisions as to whether or not a home visit is warranted rest with the GPs.

Home visits are at the discretion of your doctor. Please do not ask your doctor to call unless the patient is genuinely too ill to come to the surgery. A rash or temperature does not prevent patients coming to the surgery and will not endanger others. Simply tell the receptionist on arrival and you will be seen as soon as we can.

We appreciate that patients may have difficulty with transport, however lack of transport does not mean that a doctor will call to the house. A doctor will assess each house call request on medical grounds.

Please note that in the time it takes a doctor to do a single house call, three patients can be seen in surgery.

Patients are asked to telephone to request visits as early as possible. The majority of requests should therefore be received in the morning. No guarantee should be given as to which GP will attend.

If requests are received after 12.30 pm and the patient advises that the visit cannot wait until the next day, the request should be passed to the duty doctor.

All requests for visits must be booked via the computer appointments screen.

Check the following details with the patient/caller:

- Patient's name and date of birth
- Registered GP
- Address (if not home address, check current address is in catchment area for visits and clearly highlight that the patient is not at home). If patient is at an address outside of the practice catchment area, advise them to contact a local GP to be seen as a temporary resident
- Contact telephone number (and caller's name/relationship to patient) - double check this by reading the number back to the patient/caller
- Nature of problem and length of time since symptoms started
- Record the time of the request

- Advise the caller that the GP or nurse may telephone them before visiting

The computer will log your details as the person taking the call.

Requests for URGENT or IMMEDIATE visits should be referred immediately to the duty doctor for his/her advice.