

At Inverkeithing Medical Group our approach to home visits is changing to care for the most vulnerable. **Large number of home visits impact the care we can safely provide for our patients and many home visits could be managed in alternative ways.**

As a result, we are re-evaluating how we offer our home visit service. Our aim is to deliver the right care to the right patient at the right place in line with NHS values.

1. Reception staff will now ask routine questions for all home visit requests.
2. GPs will triage all requests before deciding if a home visit is required.

Our GPs work tirelessly to provide care for you. If you can make it to the surgery, please do not request a home visit as this can cause GPs unnecessary delays and can take time away from other clinical duties. If you are bedbound and your situation is unlikely to change this will be documented in your medical notes.

Your GP will decide if a home visit is the best way to manage your care.

Our staff have the right to work without fear of threat or abuse and we maintain a zero tolerance policy.

Inverkeithing Medical Group (Dalgety Bay health centre)

Inverkeithing Medical Practice
5 Friary Court
Inverkeithing
KY11 1NU

Dalgety Bay Health Centre
Regents Way
Dalgety Bay
KY11 9UY

Normal opening times:

Monday 08:00 – 18:00
Tuesday 08:00 – 18:00
Wednesday 08:00 – 18:00
Thursday 08:00 – 18:00
Friday 08:00 – 18:00

Note: these timings do not reflect public holidays and staff training

Contact number: 01383 413 234

Website:
www.inverkeithingmedicalgroup.scot.nhs.uk

Email: fife.img@nhs.scot

Other contacts/services:
NHS24: 111

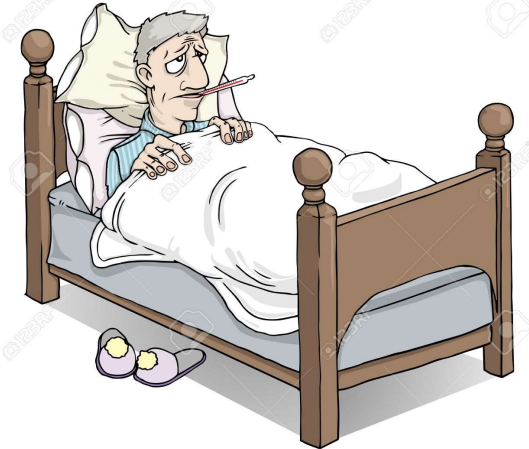
Medical emergencies: 999

Inverkeithing Medical Group

Needing a home visit?

Are you housebound?

Help us help you!



Criteria for home visits...

- ✓ Bedbound
- ✓ Terminally ill
- ✓ Could come to serious harm if moved
- ✓ Cannot leave the house for any reason

What is not appropriate...

- ✗ No transport/no money
- ✗ Expectation (had home visit before)
- ✗ Inconvenience
- ✗ Age
- ✗ Bad weather
- ✗ Intoxication or under influence of drugs

If you are able to leave the house for dentist appointments, hairdresser appointments and hospital appointments without the help of patient transport or leave the house for any other reasons then you are not housebound.

If you are housebound and need a home visit, please request a home visit by 10:30am.

Facts on home visits...

An average home visit lasts 40 mins (can take up to 50 mins) due to travel time and administration.

Average clinic time is 15 mins.

Your GP can sometimes have 3 or more home visits per day.



Home visits limit physical examinations due to...

- Space
- Lighting
- Lack of PPE (personal protective equipment)
- Soft beds
- Lack of medical equipment
- Lack of chaperone (where appropriate)
- Lack of readily available medical notes for patient safety



The best place for examination is the doctors' surgery in order for your GP to be able to provide the best care.

Did you know?

Your GP can see more patients in the surgery if they have less home visits as this frees up more appointment times.

The government recommends your GP sees no more than 25 patients a day. Your GP often exceeds this.

Excessive home visits can affect GPs safe working limit which affects their ability to function and work to their full potential. It affects their concentration, focus, patient care and their own health.

You are also likely to be seen sooner if you are able to come into the surgery.

You may be given an appointment on a different day if it is not deemed urgent by your GP.



What can you do?

We ask that you take the information in this leaflet into consideration when requesting a home visit. Help us help you.

Please do not request a home visit if you are able to come into the practice.