Ramsey Group Practice

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**Home visit Policy**

**Ramsey Group Practice home visit policy**

The purpose of this policy is to provide guidance for staff and assurance to patients that Ramsey Group practice is committed to continually providing high quality healthcare for all patients and supporting the staff that provide this care. The aim of the policy is to outline the practice’s policy on home visits.

## Scope

This policy applies to all employees of Ramsey Group practice, contractors, seconded staff, placements, and agency staff.

## Roles, rights, and responsibilities

**All staff**

All staff are responsible for following the requirements detailed in this policy.

**Practice manager**

To update the policy, ensure that it is aligned with national guidelines, distribute appropriately, and ensure that staff are trained at induction and at regular intervals so that they are aware of the content of the home visit policy.

## Principles of this policy

## Distribution

Employees will be made aware of this policy via TeamNet.

Patients will be made aware of this policy on the practice website.

## Training

All staff will be given training on the policy at induction and at regular intervals thereafter.

Any training requirements will be identified within an individual's Personal Development

**Equality and diversity impact assessment**

In developing this policy, an equalities impact assessment has been undertaken. An adverse impact is unlikely, and on the contrary the policy has the clear potential to have a positive impact by reducing and removing barriers and inequalities that currently exist.

If, at any time, this policy is considered to be discriminatory in any way, the author of the policy should be contacted immediately to discuss these concerns.

## Monitoring and reporting

Monitoring and reporting in relation to this policy are the responsibility of the practice manager.

The following sources will be used to provide evidence of any issues raised:

* PALS.
* Complaints.
* Significant and learning events.

**Source of information**

Our home visit policy is based on the GMS contract, local LMC guidance, BMA guidance and medico-legal advice

**Limitations on home visits**

* Home visits are time consuming.
* Limited diagnostic equipment that would normally be available in the surgery
* Several patients can be seen in the practice in the time that it takes to make one home visit.

***At Ramsey Group practice every effort is made to facilitate patients visiting the surgery whenever possible.***

**Home Visits are reserved for the following groups of patients:**

* Terminally ill
* Housebound
* Patients who are severely ill in bed

**Process for requesting a home visit**

* All home visit requests should be received before 11am unless in emergencies
* The request is received by the administrative staff who will place this onto a visit list.
* The request will be screened by pharmacy technician, prescription/medication or non-clinical queries will be dealt with at this point and actioned to the Patient’s named GP
* The Paramedic Practitioner will triage the request for necessity and urgency and will be allocated to the most appropriate clinician as appropriate.
* In some situations the request may be passed to another member of the community team e.g. District Nurse
* Home visits are at the discretion of the triaging clinician who will determine if the visit is clinically necessary

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

* Transport issues for the patient
* Poor mobility
* A unwell child (If a parent believes that the child is too unwell to travel to surgery, and is a medical emergency then it would be advisable for them to seek help from the emergency services by calling 999)
* Poor weather conditions
* **All Residents of care homes** (Care home residents are no different to patients in their own homes. The need to visit should be based upon clinical need, not the availability of transport or staff to attend the surgery. It is the responsibility of care facilities to make transport available for residents so that they can get to medical and non-medical appointments.
* Any other situation deemed inappropriate by the clinician

**Home Visit algorithm**

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## Versions

Document review history

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| --- | --- | --- | --- |
| **Version number** | **Author/reviewer** | **Summary of amendments** | **Issue date** |
| 1.0 | Dr Maitiu O Tuathail | Policy modified for Ramsey Group Practice | 19.5.2021 |
| 2.0 | A. Fisher  | Policy amended as per new process | 19/05/2022 |