



V1 10/2025
Rev 24 months

Wilmslow Health Centre Home Visit Policy & Patient Leaflet

1. Purpose

This policy sets out the arrangements for requesting and providing home visits for patients registered at Wilmslow Health Centre. It ensures visits are provided fairly, safely, and in line with NHS best practice, while making efficient use of clinical resources.

2. Eligibility for Home Visits

- Home visits are for patients who are genuinely housebound and cannot attend the surgery due to ill-health or disability.
- Requests made by patients who are able to leave their home (e.g. those noted to be out shopping or attending the hairdresser) will be declined.
- Requests based on convenience or lack of transport are not appropriate.
- Attending the surgery is usually in the patient's best interests, as more comprehensive facilities and equipment are available on-site.

3. Requesting a Home Visit

- Please make requests before 10:00am, except in genuine emergencies.
- When requesting a visit, patients should:
 - Provide the receptionist with as much detail as possible about their condition.
 - Leave a reliable contact telephone number.
 - Use the online consultation form wherever possible to provide information efficiently.

4. Clinical Triage

- All home visit requests are triaged by a GP under our total triage system.
- The GP will assess the urgency and clinical need before deciding whether a visit is necessary and when it should take place.
- Some visits may be scheduled for the afternoon, depending on demand and clinical priority.
- Babies and young children with fevers can usually be safely brought to the surgery, where they will be seen promptly.

5. Patients Registered as Out of Area (OOA)

- Patients who are registered with Wilmslow Health Centre under the Out of Area (OOA) scheme are not entitled to home visits.
- If an OOA patient requires a home visit, they may be directed to local NHS services such as:
 - NHS 111
 - Local Urgent Care Centres



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- District Nursing services (if appropriate referral criteria are met)
- The practice will continue to provide routine care at the surgery for OOA patients but cannot commit to home visiting due to geographical limitations.

6. Patients at a Temporary Address

- If a patient is residing at a temporary address outside of our practice area and the practice has not been notified in advance, we may not be able to arrange a home visit.
- Patients are advised to inform the practice as early as possible if they will be staying at an alternative address so that safe arrangements for care can be made.

7. Alternative Home Visits

- Patients may also be visited at home by:
 - A Community Nurse, if referred by their GP.
 - A Health Visitor, if the patient has recently had a baby, or if newly registered with a GP and caring for a child under five years old.

8. Patient Responsibilities

- Provide accurate and detailed information when making a request.
- Remain contactable by phone in case the GP or practice team need further details before the visit.
- Keysafe information: If the property has a keysafe, the code must be provided to the practice so the visiting GP can access the patient safely if relatives are not present.
- Please note: We cannot schedule GP home visit times to coincide with when relatives are available at the property. Visits must be planned according to clinical need and scheduling constraints.
- Attend the surgery wherever reasonably possible, as this is usually the safest and most effective way to receive care.

9. Review

This policy will be reviewed annually, or sooner if NHS guidance or local practice arrangements change.



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Home Visit information for patients

Who can have a home visit?

- Home visits are for patients who are genuinely housebound and cannot come to the surgery because of ill-health or disability.
- If you are able to go out (for example, to the shops or hairdresser), you will be expected to come to the surgery instead.
- Requests made for convenience or lack of transport are not appropriate.

How to request a home visit

- Please make your request before 10:00am (except in emergencies).
- Give the receptionist as much information as you can about your condition.
- Always leave a reliable contact phone number.
- If possible, please use our online consultation form to send us the details quickly and securely.

What happens next?

- All requests are reviewed by a GP as part of our total triage system.
- The GP will decide if a visit is necessary and how urgent it is.
- Some visits may take place in the afternoon.
- Babies and children with a temperature can usually be brought safely to the surgery, where they will be seen as soon as possible.

Important information

- If you have a keysafe at your property, please give us the code so the doctor can get in safely if relatives are not there.
- Unfortunately, we cannot arrange visits to fit in with relatives' schedules. Doctors must plan visits according to medical need and availability.

Out of Area (OOA) patients

- Patients registered with us as Out of Area are not entitled to home visits.
- If you need a home visit, you may be directed to services such as NHS 111 or your local urgent care centre.
- You can still attend the surgery for routine care.

Patients at a Temporary Address

- If you are staying at a temporary address outside of our practice area and we have not been notified in advance, we may not be able to arrange a home visit.
- Please let us know as soon as possible if you will be staying somewhere else so that safe arrangements for your care can be made.

Other home visits

- You may also be visited at home by:
 - A Community Nurse, if referred by your GP.
 - A Health Visitor, if you have recently had a baby or are new to the area with a child under five.

Remember

- Coming to the surgery is usually the safest and fastest way to be seen.
- Our doctors have better access to equipment, tests, and treatments at the Health Centre.