

Borough Road and Nunthorpe Medical Group

Important patient information

Home Visits

Home visits are provided only for patients who are genuinely unable to attend the GP surgery in person due to illness or medical need.

A GP consultation at the surgery is usually the safest and most effective way for us to assess and treat patients, as we have access to full clinical equipment and support.

If you think you may need a home visit, please contact the surgery as early as possible and ideally before 10.30am in the morning.

Who Are Home Visits For?

Home visits may be offered to patients who are:

- Housebound, meaning they do not leave their home for appointments
- Seriously unwell, where attending the surgery would be unsafe
- Receiving palliative or end-of-life care

All home visit requests are clinically assessed by a GP to ensure care is provided safely and appropriately.

Home Visits Are Not for Convenience

Home visits cannot be provided for convenience or non-medical reasons, including:

- Difficulty with transport
- Work or caring commitments
- Personal preference
- Mild illness where the patient can attend the surgery

If a patient can attend the practice with support or transport, they will be asked to do so.

How Home Visit Requests Are Managed

When a home visit is requested, our team will ask a few questions to help a GP decide the safest way to help.

This may result in:

- A home visit
- A telephone consultation
- Advice to attend the surgery
- Referral to another appropriate service

Home visits are prioritised by clinical urgency, not by request time, and usually take place later in the day. We are unable to provide specific visit times.

Important Safety Information

If a patient becomes suddenly very unwell or there is an emergency, please call 999 immediately rather than requesting a home visit.