

CHILDREN'S APPOINTMENTS

- A special surgery for children is held every morning Monday to Friday at 10.30 am.
- In providing this service we ask that where possible children are seen in this special surgery and are *not* booked into general surgery.
- Please always telephone to make an appointment in the children's surgery.

MOSS GROVE SURGERY OUT OF HOURS EMERGENCY COVER

Moss Grove Surgery out of hours is covered by **Prime Care**.

If you think your condition is life threatening or very serious, please call 999.

If you require a Doctor in an emergency when the Surgery is closed please telephone **0845 145 1800** or our emergency number on **01384 400567** where an answering machine message will inform you of the telephone number to contact.

If you need general health information or advice whilst the surgery is closed – please call NHS Direct on:

0845 46 47

Thank You



MOSS GROVE SURGERY TEAM

HOME VISITING POLICY

Help us to help you;

Please take time to read this booklet

This document has been produced in collaboration with the Moss Grove Surgery Patients Panel.

Definition of Housebound:

“A patient is deemed to be housebound when they are unable to leave their home environment through a physical or psychological illness. A patient is not considered housebound if he or she is able to leave their home with minimal assistance. For example unassisted / assisted visit to the Doctor, Dentist, Hairdresser, Supermarket, Social events”.

(However, the Practice reserves the right to change this policy, where the clinical condition of a patient is deemed to be more appropriately provided in the home).

To make your surgery run more efficiently we would like to make you aware of changes to the services we provide.

HOME VISITS

- These take up a great deal of our time and should **only** be reserved for patients who are medically unable to attend the surgery.
- Transport problems will not be accepted as a reason for the Doctor to attend you at home.
- We would like to point out that where a patient can attend the surgery the Doctor can give a service supported by other health professionals and special equipment, which would not be available in the home environment.
- This applies to children as well.
- The Doctors are anxious to purely change the present culture, it is stressed that no patient in definite need of a home visit will be refused.

DISTRICT NURSES

- These take up a great deal of our time and should **only** be reserved for patients who are medically unable to attend the surgery.
- Transport problems will not be accepted as a reason for the District Nurse to attend you at home.
- The District Nurses are anxious to purely change the present culture, it is stressed that no patient in definite need of a home visit will be refused.

APPOINTMENTS

- We will always do our best to provide you with the appointment of your choice.
- Please remember there is a huge demand for appointments and as a result we cannot always guarantee this. You will be offered the best alternative if this is the case meeting your request.
- If you are unable to attend your appointment please let us know so we can use the appointment for another person.
- Last year 1290 patients failed to turn up for their appointments.
- The cost of this “lost time” is equivalent to Dr’s hours / practice nurse hours / piece of equipment, which could improve the service we offer to **you**.

EMERGENCIES

- We make every effort to see patients with *urgent* problems during normal surgery hours.
- Emergency appointments are **not** for patients who cannot attend during normal surgery hours because of work or family commitments.
- Please remember “emergency” patients are seen in addition to our normal appointments at the end of normal surgery.
- If you believe your problem can wait until an appointment is available during normal hours please *do not* ask for an emergency appointment.
- Our normal surgery hours are: -

Monday, Tuesday, Wednesday and Friday 8.15 am to 6.00 pm
Thursday 8.15 am to 12 noon and 1.30 pm to 6.00 pm