

CROSS KEYS SURGERY

HOME VISIT POLICY

This leaflet will explain:

The Practice Home Visit Policy

The Policy

Regrettably we do not have the resources to provide consultations in patients' homes for reasons relating to transport problems, age or mobility.

As a patient of Cross Keys you are expected to attend the surgery in person for all your medical care, just as you would do for secondary care (hospital appointments), NHS dental care and optician appointments. This includes care of any acute illness as well as all routine reviews, blood tests and vaccinations. You may be offered an appointment at the main surgery in Princes Risborough or the branch surgery in Chinnor. There will not always be a choice of site.

If you are bedbound as a result of illness or infirmity please telephone reception who will arrange a telephone consultation with your doctor. In exceptional circumstances a doctor or nurse may feel it appropriate to make a visit.

If you have mobility problems a friend or family member would be expected to escort you to the surgery. If you have no friend or family member to bring you, Risborough Good Neighbours, a local voluntary organisation, may be able to assist. Their contact number is: 01844 342600. We will accommodate you with regard to timing to the best of our ability if you are reliant on someone else for transport.

Able bodied patients are expected to attend via car, public transport or taxi.