

2 Mile Radius for Home Visiting Policy

July | 2018

Responsible Committee: BLT

Date Effective: July 2018

Supersedes: April 2014

Next Review Done: July 2021

Background

SELDOC provides out of hours services to the patients registered with the practices of its GP Practice Members, who remain opted in to the provision of out of hours services, all of whom are within the boroughs of Lambeth, Southwark and Lewisham (LSL) and to patients of GP Practices within LSL who have opted out of provision of out of hours services, as commissioned by the local Clinical Commissioning Group (CCG). In addition, SELDOC provides out of hours services to the SWL CCG's to GP Practices within the Boroughs' of Sutton, Merton, Wandsworth and Kingston.

However, some GP Practice have premises that are close to the borough boundaries and therefore have registered patients who live outside the boroughs of LSL and SWL Other GP Practice chose to retain patients who move outside the boroughs' as patients. As part of the SLA with GP Practice Members and the commissioning CCG's GP Practices are responsible for informing all patients who live more than 2 miles from the borough boundary that they are not eligible for a home visit from SELDOC, although they can received advice calls and attend a base to see a SELDOC doctor.

In order to provide an effective home visiting service it is not possible for SELDOC to provide home visits to patients outside a defined geographical area. This area has been determined as being the boroughs of LSL and SWL, and up to 2 miles beyond the borough boundaries.

Procedure

When a call is received the call handler should check whether the patient is registered with a GP Practice within LSL by matching the patient to the NHS spine. All calls relating to patients registered with a GP Practice within LSL should be passed for clinical assessment.

If the patient is not registered with an LSL practice, but is currently residing within LSL, then the patient should be logged as 'unregistered' and passed for clinical assessment.

Patients who are neither registered with an LSL practice nor currently living within LSL should be advised to contact their local out of hour's provider – details of which can be found on www.nhs.uk.

If the outcome of the clinical assessment is that a home visit is recommended and the address is outside LSL, the dispatcher should check that the patient's address for the visit is within 2 miles of the borough boundary. If the address is within 2 miles of the borough boundary the visit should be dispatched as normal to a driver and mobile doctor.

If the address given is more than 2 miles from the borough boundary, then the dispatcher should pass the details to the shift supervisor. The supervisor should contact the patient and inform them that they are out of our visiting area, and give them details of the appropriate out of hour's provider that covers the geographical area where they are living. Details of this call should be logged in Adastra by the supervisor, and the call details fed

back to the registered GP in the normal manner, highlighting that the patient was out of area for a home visit.

The SWL service has all calls passed via 111, those deemed to be a home visit will be clinically assessed by the mobile duty doctor. If the patient resides or is currently accommodated more than a 2 miles radius outside the SWL Borough border, the duty doctor will inform the patient that they will not receive a home visit but should come to a SWL base, where they can be seen by a out of hours duty doctor. Call details to be fed back to the registered GP in the normal manner, highlighting that the patient was out of area for a home visit.

It is the registered GPs responsibility to manage their patient list and prevent requests from patients out of the visiting area for home visits.

There are currently NO cross border, reciprocal arrangements in place for the direct passing on of any home visits with any other out of hours provider.